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Exam : **CRT-402**

Title : Certification Preparation for
Platform App Builder

Vendor : Salesforce

Version : DEMO

NO.1 An app builder wants to add the option to 'Send New Email' from Leads, Contacts and Accounts for users on mobile.

What is the benefit of using global actions to accomplish this?

- A.** Global actions can be accessed anywhere actions are pages, feed and Chatter groups,
- B.** Salesforce Lightning Component Library houses existing global actions prebuild for use.
- C.** The global action's layout automatically clones the default page layout.
- D.** Global actions are record-specific and are available when searching that particular

Answer: A

NO.2 Universal Containers conduct evaluations of their sales reps using a custom object consisting of numerical scores and executive comments. The company wants to ensure that only the sales reps, and their manager's executive can view the rep's evaluation record but the reps should not be able to view the executive comment field on their review. How can these requirement be met?

- A.** Use a private sharing model granting record access using hierarchy; manage field access with record types and field-level security
- B.** Use a private sharing model granting record access using custom setting; manage field access with page layouts and field level security
- C.** Use a private sharing model granting record access using hierarchy; manage field access with field-level security
- D.** Use a private sharing model granting record access using custom setting; manage field access with record types and page layouts

Answer: C

NO.3 An app builder has created a change set and deployed a report from their development sandbox for User Acceptance Testing. When the app builder runs the report, no data is returned. What can be a reason for this?

- A.** Reports have to be deployed with Salesforce DX.
- B.** Reports have to be manually re-created in each environment.
- C.** Data is deployed when added to a change sets.
- D.** Data is unable to be deployed with change sets.

Answer: D

NO.4 The VP of Sales wants a Chatter post to the All-Sales private group when an opportunity goes to the closed won stage.

What two tools should the app builder use to automate this process? Choose 2 answers

- A.** Flow
- B.** Process Builder
- C.** Big Deal Alert
- D.** Workflow

Answer: A B

NO.5 DreamHouse Realty wants to track how many lifts are being installed into customer garages. The To Be Installed custom checkbox field on the custom Lift object should be checked and an external system should be notified via an outbound message the nextday when a lift is sold.

What automation tool should be used to complete this task?

- A. Approval process
- B. Workflow
- C. Flow
- D. Process Builder

Answer: B

NO.6 The Director of customer service wants to receive a notification when a case stays in the "new" status for more than four business hours.

Which two automation processes should be used to accomplish this?

Choose 2 answers

- A. Escalation rules
- B. Flow Builder
- C. Process Builder
- D. Scheduled Apex

Answer: A C

NO.7 Cloud Kicks wants to efficiently increase the company's adoption of Salesforce while simultaneously moving away from their reliance on spreadsheets. An app builder is given a spreadsheet everyone is sharing that needs to be added to Salesforce. The object with fields needs to be created and the data inserted simultaneously.

Which tool should be used?

- A. Import Wizard
- B. Lightning Object Creator
- C. Data Loader
- D. Schema Builder

Answer: B

NO.8 Universal Containers wants to deliver purchased containers to remote construction addresses. In these cases, the customers will supply UC with the coordinates to the location.

What type of field should the app builder use to capture this information?

- A. Number
- B. Geolocation
- C. Text
- D. External Lookup

Answer: B

NO.9 Sales Managers want to be automatically notified any time there is a change to an Opportunity Close Date and want these changes to be tracked on the Opportunity.

Which two configurations should an app builder recommend?

Choose 2 answers

- A. Create an Opportunity outbound message.
- B. Use Process Builder on Opportunities and a Chatter post action.
- C. Activate Historical Trending for Opportunities.

D. Enable Feed Tracking on Opportunities.

Answer: B C

NO.10 At Ursa Major Solar, there is a single Lightning record page for the Celestial Bodies custom object; however, there is a Lightning component the app builder wants to restrict to mobile app users.

Which feature on the Lightning app builder should be utilized?

- A.** Chatter feed
- B.** Highlights panel
- C.** Component visibility filter
- D.** Related list quick links

Answer: C

NO.11 Universal Containers (UC) wants to delete data in several fields for 5000 lead records. UC export the selected record IDs and fields that need to have data deleted in a CSV file. Which two steps should an app builder suggest to meet these requirements? Choose 2 answers

- A.** Select the correct record type
- B.** Use Import Wizard to update leads using the CSV file
- C.** Select insert null values in settings.
- D.** Use Data Loader to update leads using the CSV file

Answer: C D

NO.12 Ursa Major Solar's sales team has been struggling to enter data on mobile since rollout; the team dislikes scrolling through all of the fields to input only the necessary data.

How could the app builder solve this with minimal impact to desktop users?

- A.** Filter components by device using Form Factor.
- B.** Reorder the fields to make sense for the reps when in the field.
- C.** Update the training documentation with better screenshots.
- D.** Deselect the phone radio button on the Lightning record page assignment.

Answer: B

NO.13 Ursa Major Solar wants to convert the relationship between Galaxy and Star from a lookup relationship to a master-detail relationship so each Galaxy record can be equipped with a roll-up summary count of Star records.

Which two considerations should be made?

Choose 2 answers

- A.** The Star records are all required to have an existing value in their Galaxy field.
- B.** The Galaxy object has fewer than two existing master-detail relationships.
- C.** The Galaxy object is required to contain existing roll-up summary fields.
- D.** The Star object has fewer than two existing master-detail relationships.

Answer: A D

NO.14 Cloud Kicks has three types of customer support processes: Platinum, Diamond, and Bronze. The app builder created separate record types for each process on the Case object. The customer

support team should be unable to create new cases with the Bronze record type.

How should this requirement be met?

- A. Update the organization-wide defaults to private for Case.
- B. Update the support team profile to remove the Bronze record type.
- C. Create permission set group for Case that includes Platinum and Diamond record types.
- D. Make the record type hidden to support users; update sharing roles to private.

Answer: C

NO.15 Cloud Kicks wants to start tracking how many shoe subscriptions have been sold for each shoe catalog. A master-detail relationship exists between the Subscription__c and the Shoe__c objects.

Which type of field should an app builder create?

- A. Roll-up summary field
- B. Lookup field
- C. Master-detail relationship field
- D. Number field

Answer: A

NO.16 Cloud Kicks (CK) keeps track of its shoe inventory in Salesforce. When an order's status is changed to Activated, the inventory for the ordered shoe is reduced. At that point, a SOAP web service on the CK website must be called so that the website is updated to display the correct inventory amount for the shoe.

What should an app builder use to communicate to the CK web service when a shoe's inventory has changed?

- A. Workflow rule
- B. After-Save Record-Triggered flow
- C. Before-Save Record-Triggered flow
- D. Process Builder

Answer: A

NO.17 Containers have the Account object's Organization-Wide Default set to Private. The marketing team owns Accounts; however, they also need to be able to see the sales team's Accounts. Both the sales and marketing teams are in completely different branches of the role hierarchy.

What feature should be used to enable marketing to see sales-owned accounts.

- A. Public Group
- B. Flow
- C. Workflow
- D. Sharing Rules

Answer: D

NO.18 UVC's CFO has asked that all deals with more than a 40% discount get automatically sent to the VP of Finance. He will review these deals without the sales rep needing to take action. Which two ways can this be accomplished without building code? Choose two answer

- A. Launch a new approval process that has automatic submission enabled as an initial submission

action

- B.** Create a new process with a submit for approval action to automatically submit deals for approval
- C.** Create a new approval process that has automatic submission enabled in the entry criteria
- D.** Launch a flow that uses the submit for approval action to submit deals for approval

Answer: A B

NO.19 The DreamHouse Realty (DR) service manager has asked for some improvements in case management to enforce process compliance so that cases are unable to be reverted to an earlier case status, and to ensure that certain fields are required when specific case criteria are met. What solution should an app builder implement to meet these requirements?

- A.** Workflow Rules
- B.** Process Builder
- C.** A Validation Rules
- D.** Activities Component

Answer: C

NO.20 Universal Containers uses a custom object called Reviews to capture information generated by interviewers during the candidate process. The Review records are visible to any user that has access to the related custom Candidate record. The VP of Human Resources wants the comment field on the Review to be private to anyone outside of the MR department. How should the app builder meet this requirement?

- A.** Create a page layout with the field and use field-level security to hide the field from all other users.
- B.** Create an Apex sharing rule to share the field with users that have "MR" in their role.
- C.** Create a sharing rule to share the field with the VP of HR with Role and Subordinates.
- D.** Create a page layout with the field for HR users and another page layout without the field for all other users.

Answer: A

NO.21 At Universal Containers, the Account object has a Master-Detail relationship with an Invoice custom object.

The App Builder would like to change to a lookup field, but is not able to do so. What could be causing this?

- A.** The invoice must have at least one Master-Detail field for reporting.
- B.** The Account record includes Invoice roll-up summary fields.
- C.** The Invoice records have existing values in the Account.
- D.** The Account is included in the workflow on the Invoice object.

Answer: B

NO.22 Universal Containers would like to automatically assign a specific permission set to new users. How can this requirement be met? Choose 2 Answers

- A.** Create an approval process on the User object to assign a permission set
- B.** Create a flow on the user object to assign a permission set.
- C.** Create a lightning process on the user object to launch a flow.

D. Create a workflow rule on the User object to assign a permission set.

Answer: C D

NO.23 Universal Containers has several large customers that sell their products through dealers. Each customer and dealer has an individual rep who works directly with UC and each is billed separately. How can an app builder implement these requirements?

A. Create a single account record, add each rep as a contact and create a custom dealer object

B. Create both customer and dealer as accounts, add each rep as a contact on the corresponding account and create an account hierarchy.

C. Create a single parent record, add each rep as a contact to the parent account and add each dealer as a child record

D. Create both customer and dealer as accounts, create account teams on each account and associate the dealer records with the parent account.

Answer: B

NO.24 Universal Containers uses a custom object called Projects. When managers assign projects they set a custom field on the Project called Estimated Hours. Once set, users should be able to decrease but not increase the value. How can an app builder meet this requirement?

A. Create a formula default value for the custom field.

B. Create a formula field that uses the PREVGROUPVAL function

C. Create a validation rule that uses the ISCHANGED function

D. Create a validation rule that uses the PRIOR VALUE function.

Answer: D