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Salesforce

(DEV-450)

Salesforce Certified Platform Developer I (SU18)

Total: **63 Questions**

Link:

Question: 1

If two objects have a parent-child relationship, how can a user access the child record from the parent record?

- A.Lookup field
- B.Related list
- C.Custom link
- D.Child field

Answer: B**Question: 2**

A System Administrator wants to ensure that unique data is always input into a specific field. Which two field properties should be configured? (Choose two.)

- A.Default Value
- B.Required
- C.Unique
- D.Data Type

Answer: BC**Question: 3**

Universal Containers wants sales reps to see the industry, annual revenue, and account owner at a glance on their mobile device. This information should be located at the top of the account record.

What feature should the Administrator configure to meet this requirement?

- A. Page Layout
- B. Mobile Card
- C. Field Set
- D. Compact Layout

Answer: D**Question: 4**

An opportunity record, created with a close date of July 30, meets the criteria of a time-dependent workflow rule.

The time-dependent action is scheduled for July

23.

What happens if the opportunity is edited before July 23 and no longer meets the criteria?

- A. The time-dependent action is automatically removed from the queue. B. The time-dependent action will execute on July 30.
- C. The time-dependent action is put on hold.
- D. The time-dependent action will execute on July 23.

Answer: A

Question: 5

What must an administrator do when creating a record type?

- A. Add the record type to the required user records.
- B. Assign the record type to the appropriate profiles.
- C. Create a new page layout for the record type.
- D. Set the field-level security for the record type.

Answer: B**Question: 6**

The administrator at Universal Containers will create a custom field to track a specific Tier 2 support user on a case record.

What data type should be used when creating the custom field?

- A. Lookup filter
- B. Lookup relationship
- C. Formula
- D. Hierarchical relationship

Answer: B**Question: 7**

Universal Containers needs to synchronize data between Salesforce and an external financial system. What should an administrator do to accomplish this?

- A. Use the Excel connector to export records from both systems into Excel.
- B. Use the data loader to import Salesforce records into the financial system.
- C. Use an external ID field to match records between the systems.
- D. Use the data loader to match records between the systems.

Answer: C**Question: 8**

Universal Containers uses web-to-case to convert support requests submitted through its website into cases. The support team would like Salesforce to automatically send an email containing password reset instructions to the customer when the case subject contains the words "forgot" and "password".

What does the administrator need to configure to meet this requirement?

- A. Validation rule
- B. Auto-response rule
- C. Email-to-case
- D. Support settings

Answer: B

Question: 9

Which two statements are correct regarding an approval process? (Choose two.)

- A.An approval action defines the result of record approval or rejection.
- B.An assignment rule defines the approver for each process step.
- C.The approval history related list can be used to track the process.
- D.A delegated approver can reassign approval requests.

Answer: AC

Question: 10

At Universal Containers, the sharing model is set to private. Sales operations, legal, and accounting users all have the Standard User profile. A person from each department will assist the Account Executive in the sales process. The Sales operations and Accounting Reps need read/write access and legal needs read-only access to the Opportunity object.

What should the Administrator do to ensure that each person has the correct access?

- A.Create a criteria-based opportunity sharing rule for each user.
- B.Assign a custom profile to the users that need access opportunities.
- C.Add the users to the opportunity team.
- D.Manually share the account record with each other.

Answer: C

Question: 11

Which circumstance will prevent a system administrator from deleting a custom field?

- A.The field is used in a page layout.
- B.The field is used in a report.
- C.The field is part of a field dependency.
- D.The field is used in a workflow field update.

Answer: D

Question: 12

Universal Containers has activated Web-to-Case on their corporate website. IT configured Auto-Response to thank the customer for logging the case and activated Assignment Rules based on the state (USA) in which the customer resides. Case ownership is therefore determined and routed to the corresponding queue "" North, South, East, or West. Customer Cases that do not meet the existing criteria should be assigned to Queue "" World. What solution will satisfy this requirement?

- A.Using a Trigger, change the owner of Cases outside the US to Queue "" World.
- B.In Case Support Settings, change Default Case Owner to Queue "" World.

C.In an Active Case Flow, change the name of the Queue to World.

D.Using a Workflow Rule, change the owner of new Cases outside the US to Queue "" World.

Answer: B

Question: 13

The sales team at Universal Containers wants an easy solution to gather customer requirements and share presentations with their customers.

Which two actions should an administrator take to help the sales team achieve this goal? (Choose two.)

- A. Create opportunity teams for customers.
- B. Use Chatter files to share presentations.
- C. Add customers to libraries.
- D. Add customers to private Chatter group.

Answer: BD

Question: 14

Which three fields are available in Locale Settings on the User Record? (Choose three.)

- A.Email Encoding
- B.Locale
- C.Time Zone
- D.Currency
- E.Language

Answer: BDE

Question: 15

What will happen when a user attempts to log in to Salesforce from an IP address that is outside the login IP range on the user's profile but within the organization- wide trusted IP range?

- A. The user will not be able to log in at all.
- B. The user will be able to log in after the computer is activated.
- C. The user will be able to log in without activating the computer.
- D. The user will be able to log in after answering a security question.

Answer: A

Question: 16

Which statement about products and price books is true? (Choose two.)

- A. Price books that contain assets cannot contain products.

- B. A product can have a different list price in different price books.
- C. The standard and list price for a product can be listed in multiple currencies.
- D. Products without a price are automatically added to the standard price book.

Answer: BC

Question: 17

Universal Containers wants to proactively alert each of its sales team users 30 days before their account renewal is due. To do this, a "required" custom account date field named "Renewals" has been created to hold the accounts' Renewal date. The default is one year from "Create Date". A validation rule ensures the date value entered is at least 30 days into the future. An Email alert and Email template has been created and is set to be delivered to the Account Owner recipient. What kind of workflow action is needed to complete this requirement?

- A. Time-Triggered Workflow Action
- B. Time-Dependent Workflow Action
- C. Date-Triggered Workflow Action
- D. Date-Dependent Workflow Action

Answer: B

Question: 18

Under which three conditions should a validation rule be used to prevent invalid data? (Choose three.)

- A. When records are deleted by a user.
- B. When records are imported.
- C. When records are submitted using web-to-lead.
- D. When records are updated by a workflow rule.
- E. When records are edited and saved by a user.

Answer: BCE

Question: 19

Universal Containers requires that the organization-wide default for opportunities be set to public read/write. However, sales users complain that opportunity reports return too many results, making it difficult to find their team's opportunities in the report results.

How can the System Administrator address the problem?

- A. Update the account team settings.
- B. Update the sales manager hierarchy.
- C. Update the report filters.
- D. Update the opportunity report access.

Answer: C