

PROGRAMMATIC DEVELOPMENT USING APEX AND VISUALFORCE (DEV 450)

1. Which two dashboard components should display data from the summary rows of a report? (Choose two.)

- A. Gauge
- B. Chart
- C. Metric
- D. Table

Correct Answer: B & D

2. 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

Correct Answer: B

3. 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

Correct Answer: B & C

4. Which two types of record access should an administrator grant through sharing rules? (Choose two.)

- A. Read/Write/Delete
- B. Read/Write
- C. Read Only
- D. Read/Write/Transfer

Correct Answer: B & C

5. 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

Correct Answer: D

6. 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.

Correct Answer: A

7. 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.

Correct Answer: B

8. 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

Correct Answer: B

9. 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 upset 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.

Correct Answer: C

10. 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

Correct Answer: B

11. 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.

Correct Answer: A & C

12. 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.

Correct Answer: B

13. 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.

Correct Answer: D

14. 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.

Correct Answer: B

15. 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.

Correct Answer: B & D

16. 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

Correct Answer: B, D & E

17. 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.
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Correct Answer: A

18. 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.

Correct Answer: B & C

19. 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

Correct Answer: B

20. 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.

Correct Answer: B, C & E

21. 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.

Correct Answer: C

22. When case assignment rules are being set up, in which two places should cases be assigned? (Choose two.)

- A. Queue
- B. Contact
- C. Profile
- D. User

Correct Answer: A & D

23. A System Administrator needs to build a dashboard that is accessible by the entire sales team. The running user must be set to the VP of Sales.

What is the correct data source for the dashboard components?

- A. Custom report from My Personal Custom folder.
- B. Standard report from the Administrative Reports folder.
- C. Standard report from the Opportunity Reports folder.
- D. Custom report from the Sales Reports custom public folder.

Correct Answer: D

24. When creating a new user, which two items must the Administrator ensure before saving the new user record? (Choose two.)

- A. Username is added to the Active User Log.
- B. Username is in the format of an Email Address.
- C. Username is identical to the User's Email address.
- D. Username is unique across all Salesforce Orgs.

Correct Answer: B & D

25. A Lightning for Outlook layout can be assigned to which two options? (Choose two.)

- A. User
- B. Role
- C. Profile
- D. Team

Correct Answer: A & C

26. The support group at Universal Containers wants agents to capture different information for product support and inquiry cases. In addition, the lifecycle for product support cases should have more steps than the lifecycle for inquiry cases.

Which three features should an administrator use to meet these requirements? (Choose three.)

- A. Support processes
- B. Page layouts
- C. Permission sets
- D. Field-level security
- E. Record types

Correct Answer: A, B & E

27. Which two ways should Knowledge articles be used? (Choose two.)

- A. To display Salesforce Answers.
- B. To display for customer self-service.

- C. To display Salesforce Solutions.
- D. To resolve customer cases.

Correct Answer: B & D

28. Universal Containers wants to understand all of the configuration changes that have been made over the last six months.

What tool should an Administrator use to gather this information?

- A. Setup Audit Trail
- B. Debug Log
- C. Custom Report Type
- D. Network Access Settings

Correct Answer: A

29. Which three can be modified on standard object fields? (Choose three.)

- A. Help text
- B. Label
- C. Field type
- D. Picklist values
- E. Default text

Correct Answer: A, B & D

30. Universal Containers is onboarding ten new employees in two weeks.

Which two methods should a System Administrator use to create user records in Salesforce, without activating them? (Choose two.)

- A. Create them with the User Import Wizard, and ensure that Active is unchecked.
- B. Schedule a Time-Dependent Workflow to create users in two weeks.
- C. Click Add Multiple Users, and ensure that Generate New Password and Notify User Immediately are unchecked.
- D. Create a .csv file, ensure that IsActive = False, and use the data loader to insert.

Correct Answer: C & D

31. Universal Containers has three different support groups. Each group works cases for their region only.

How can the System Admin ensure that all the Support Representatives within each region can manage cases generated from only their region in a private org?

- A. Create a Support Representative role for each region.
- B. Create territory members for each region.
- C. Create a queue for each region.
- D. Create a predefined case team for each region.

Correct Answer: B

32. Which two are purposes of the AppExchange? (Choose two.)

- A. Partners can download accounts and contacts to collaborate on sales deals.
- B. Customers can share and install apps published by Salesforce partners.
- C. Administrators can download and customize pre-built dashboards and reports.
- D. Support users can install the Salesforce Console for Service custom app.

Correct Answer: B & C

33. Universal Containers wants to back-up Salesforce data on a monthly basis. Which tools can a System Administrator use to meet this requirement?

- A. Data Loader, Reporting Snapshot, Report Export
- B. Data Loader, Scheduled Report, Reporting Snapshot
- C. Data Export Service, Reporting Snapshot, Einstein Analytics
- D. Data Export Service, Data Loader, Report Export

Correct Answer: D

34. Which two chart types should be used to display summary values from two different levels of grouping in a report? (Choose two.)

- A. Funnel chart
- B. Stacked bar chart
- C. Donut chart
- D. Grouped line chart

Correct Answer: B & D

35. Which two levels of access should be set when sharing a document folder with users? (Choose two.)

- A. Read-only
- B. Read/White
- C. Read/Write/Create/Delete
- D. Read/Write/Create

Correct Answer: A & B

36. A user responsible for managing and creating campaigns is unable to create a new campaign, even though the user's profile has the "Create" profile permission for Campaigns. How should an administrator grant the correct access to the user?

- A. Grant the user delegated administration rights to campaigns.
- B. Assign the user to the standard Marketing User profile.
- C. Create a campaign sharing rule to grant access to the user.
- D. Select the Marketing User checkbox on the user record.

Correct Answer: D

37. Which three settings are controlled by a user's profile? (Choose three.)

- A. Field-level security
- B. Locale settings
- C. Record type assignment
- D. Assigned apps
- E. Feature license assignment

Correct Answer: A,C & D

38. Which three options are available when customizing a report? (Choose three.)

- A. Add a gauge component
- B. Schedule a refresh time
- C. Add a grouping
- D. Summarize fields
- E. Add a filter

Correct Answer: C, D & E

39. When converting a lead, how can an administrator capture custom lead data on the converted contact?

- A. Use the lead conversion wizard to select the fields.
- B. Map custom lead fields to custom contact fields.
- C. Use the data loader to move the custom lead data.
- D. Map custom lead fields to standard contact fields.

Correct Answer: B

40. How many filters can be added to a dashboard?

- A. 10
- B. 5
- C. 3
- D. 7

Correct Answer: C

41. Universal Containers organization wide defaults for Leads object are set to private. What should a sales rep see when running a lead report with the All Leads filters?

- A. Only leads visible based on the folder access.
- B. All leads for which the sales reps have access.
- C. Only leads owned by the sales rep.
- D. All leads for which the running user of the report has access.

Answer : C

42. Universal Containers uses a custom field on the account object to capture the account credit status. The sales team wants to display the account credit status on opportunities. Which feature should a system administrator use to meet this requirement?

- **A.** Lookup field
- **B.** Roll-up summary field
- **C.** Cross-object formula field
- **D.** Workflow field update

Answer : **C**

43. Which two are capabilities of the content delivery feature of Salesforce Content? (Choose two.)

- **A.** Associate the content delivery with a Salesforce record.
- **B.** Password protect content deliveries that contain sensitive data.
- **C.** Customize the URL assigned to the content delivery.
- **D.** Encrypt certain content delivery files.

Answer : **A & B**

44. What should be considered when configuring the lead conversation process? (Choose two.)

- **A.** Custom lead fields can be mapped to custom object fields.
- **B.** Roll-up summary lead fields can be mapped to custom contact fields.
- **C.** Custom lead fields can be mapped to account, contact, and opportunity fields.
- **D.** Standard lead fields are automatically converted to account, contact, and opportunity fields.

Answer : **C & D**

45. currency conversion rates?

- **A.** Corporate currency
- **B.** Active currency
- **C.** Personal currency
- **D.** Record currency

Answer : **A**

46. What should an administrator consider when setting up Case Feed?

- **A.** Case Feed replaces the standard case detail page by default.
- **B.** Case Feed requires the Service Cloud User feature license.
- **C.** The Use Case Feed permission is automatically active for all profiles.
- **D.** Chatter Feed tracking must be enabled for the case object.

Answer : **D**

47. Which three are Chatter features? (Choose three.)

- **A. Notes**
- **B. Bookmarks**
- **C. Recommendations**
- **D. Feeds**
- **E. Events**

Answer : B, C & D

48. Which two can be done with a workflow field update action? (Choose two.)

- **A. Update the value of a field on a child object.**
- **B. Change the record type of a record.**
- **C. Apply a specific value to a field.**
- **D. Select a formula field for a field update.**

Answer : B & C

49. Which three types of customization should be done on Activities (tasks and events)? (Choose three.)

- **A. Workflow Rules**
- **B. Custom Fields**
- **C. Validation Rules**
- **D. Field tracking**
- **E. Assignment Rules**

Answer : A, B & C

50. Support agents at Universal Containers research solutions to customer issues by asking various subject matter experts (SMEs) at the company.

Which three features will allow Support Agents to quickly document the details of these meetings? (Choose three.)

- **A. Case groups**
- **B. Workflow Email Alerts**
- **C. Events**
- **D. Case Comments**
- **E. Case Feed**

Answer : B, D & E

51. When working on opportunities, sales representatives at Universal Containers need to understand how their peers have successfully managed other opportunities with comparable products, competing against the same competitors?

Which two features should an administrator use to facilitate this? (Choose two.)

- **A. Opportunity update reminders**

- **B.** Opportunity Dashboard
- **C.** Chatter groups
- **D.** Big deal alert

Answer : **B & C**

52. A marketing user has received a file of leads to import into Salesforce. What tool can be used to avoid duplicate lead records?

- **A.** Merge leads function
- **B.** Validation rules
- **C.** Data loader
- **D.** Data import Wizard

Answer : **D**

53. Which two settings can a System Administrator enable in the User Interface Setup? (Choose two.)

- **A.** Related list hover links.
- **B.** Printable list views
- **C.** Customizable recent tags
- **D.** Chatter Messenger for specific users

Answer : **A & B**

54. What relationship can be selected in a custom report type where Accounts is the primary object and Contacts is the related object?

- **A.** Each account may or may not have related contacts.
- **B.** Each contact must have a related account.
- **C.** Each account must not have related contacts.
- **D.** Each contact may or may not have a related account.

Answer : **A**

55. Universal Containers has two sales groups. Each group has its own unique sales process. How can an administrator ensure that sales representatives have access to only the stages relevant to their sales process when working on opportunities?

- **A.** Multi-select picklists
- **B.** Record types
- **C.** Page layouts
- **D.** Roles

Answer : **B**

56. Which two dashboard components should display data from the summary rows of a report? (Choose two.)

- **A. Gauge**
- **B. Chart**
- **C. Metric**
- **D. Table**

Answer : **B & D**

57. 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**

58. 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 : **B & C**

59. Which two types of record access should an administrator grant through sharing rules? (Choose two.)

- **A. Read/Write/Delete**
- **B. Read/Write**
- **C. Read Only**
- **D. Read/Write/Transfer**

Answer : **B & C**

60. 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**

61. 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?

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Answer : **A**

62. 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.
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- **D.** Set the field-level security for the record type.

Answer : **B**

63. 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
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Answer : **B**

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What should an administrator do to accomplish this?

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- **D.** Use the data loader to match records between the systems.

Answer : **C**

65. Question 10 (Topic 1)

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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

66. Question 11 (Topic 1)

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

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Answer : **C**

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