Question 1

Cloud Kicks wants to display 12 key fields at once in a separate section at the top of opportunity records on the desktop.

Which component should an app builder add to the record page to enable this functionality?

Options:
A- Highlights Panel
B- Path
C- Custom Lightning Web Component
D- Accordion

Answer:
A

Explanation:
The Highlights Panel in the Lightning Record Page displays key fields and record actions prominently at the top of the page, exactly as described in the requirement.

Why A (Highlights Panel) is correct:Exact Extract:''The highlights panel displays important fields and key record actions at the top of the record page in Lightning Experience.'' --- Salesforce Help | Highlights Panel

Why not B:Path is used to visualize progress through stages (e.g., Opportunity Stage), not display multiple fields.

Why not C:A custom component is unnecessary since the standard Highlights Panel fulfills the requirement.

Why not D:Accordion is used to organize information in collapsible sections, not display key fields at the top.

Salesforce Help | Highlights Panel

Salesforce Platform App Builder Exam Guide | User Interface

Question 2

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?

Options:

A- Enable Feed Tracking on Opportunities.

B- Create an Opportunity outbound message.

C- Use a record-triggered flow on Opportunity and a Chatter post action.

D- Activate Historical Trending for Opportunities.

Answer:

A, C

Explanation:

A (Feed Tracking) allows Salesforce to automatically post updates to the Opportunity feed when certain fields (like Close Date) change.Exact Extract:''Feed tracking lets users see updates to records they follow. When feed tracking is enabled on an object, field changes appear in the feed.'' --- Salesforce Help | Feed Tracking Overview

C (Record-Triggered Flow + Chatter Post) allows real-time automated notifications to specific users (e.g., Sales Managers) when the Close Date changes.Exact Extract:''You can automate notifications by creating a record-triggered flow that posts to Chatter or sends notifications when specified conditions are met.'' --- Salesforce Help | Flow Builder Notifications

Why not B:Outbound messages are used for system-to-system communication, not internal notifications.

Why not D:Historical Trending is for reporting over time, not notifications or tracking.

Salesforce Help | Feed Tracking Overview

Salesforce Help | Flow Builder Notifications

Salesforce Platform App Builder Exam Guide | Business Logic and Process Automation

Question 3

A new app builder on the Cloud Kicks team is getting familiar with the data model. They want to see how standard objects and custom objects relate.

Which functionality should the app builder use to view these relationships?

Options:

A- Fields & Relationships

B- Object Manager

C- Lightning App Builder

D- Schema Builder

Answer:

D

Explanation:

Schema Builder provides a graphical representation of all standard and custom objects and their field and relationship structure. It's the best tool for visualizing how data objects are interconnected.

Why D (Schema Builder) is correct:Exact Extract:''Schema Builder provides a dynamic environment for viewing and modifying all the objects and relationships in your organization. You can add new custom objects, fields, and relationships directly in the schema.'' --- Salesforce Help | Schema Builder Overview

Why not A (Fields & Relationships):That section displays fields for a single object only, not overall relationships.

Why not B (Object Manager):The Object Manager allows object configuration but doesn't visually display relationships.

Why not C (Lightning App Builder):That tool is for UI layout, not data model visualization.

Salesforce Help | Schema Builder Overview

Salesforce Platform App Builder Exam Guide | Data Modeling and Management

Question 4

DreamHouse Realty (DR) has many properties for sale and wants to identify the highest value of all Offer__c records on each Property__c record.

Which solution should the app builder use to meet DR's needs provided that there is a master-detail relationship between the objects?

Options:

A- Roll-up Summary

B- Rich Text Area

C- Text Area (Long)

D- Multi-select Picklist

Answer:

A

Explanation:

Since there is a master-detail relationship between Property__c (master) and Offer__c (detail), Salesforce natively supports using Roll-up Summary fields on the master object to summarize values from the related child records.

Why A (Roll-up Summary) is correct:Exact Extract:''A roll-up summary field calculates values from related records, such as those in a related list, on a master record. You can count the number of related records, determine the sum, minimum, or maximum value of a field in the related records.'' --- Salesforce Help | Roll-Up Summary FieldsTherefore, DR can create a Roll-up Summary field on Property__c that uses the MAX function on the ''Offer Value'' field from Offer__c.

Why A (Roll-up Summary) is correct:Exact Extract:''A roll-up summary field calculates values from related records, such as those in a related list, on a master record. You can count the number of related records, determine the sum, minimum, or maximum value of a field in the related records.'' --- Salesforce Help | Roll-Up Summary FieldsTherefore, DR can create a Roll-up Summary field on Property__c that uses the MAX function on the ''Offer Value'' field from Offer__c.

Why not B, C, or D:

Rich Text Area and Text Area (Long) store text, not calculated numeric data.

Multi-select Picklist is used for multiple selectable text options, not calculations.

Question 5

Question Type: MultipleChoice

At Cloud Kicks, when an opportunity close date is delayed by more than 60 days, the manager and the VP of Sales want to review the change.

Which two solutions will meet the requirement?

Options:

A- Build a validation rule that does not allow a user to save the opportunity record.

B- Create a flow that submits the record for an approval process.

C- Build an approval process that requires unanimous approval from the manager and VP of Sales.

D- Create a formula field that calculates if the close date is less than 60 days and then send an email alert.

Answer:

B, C

Explanation:

The requirement specifies that when the Close Date is delayed by more than 60 days, the record must go through review by both the manager and VP of Sales --- this implies an approval process or Flow-initiated approval is needed, not just a restriction.

Why B (Flow) is correct:A Record-Triggered Flow can be configured to detect when the Opportunity Close Date changes by more than 60 days and then automatically submit the record for approval.Exact Extract:''You can use a flow to automatically submit records for approval when they meet certain criteria.'' --- Salesforce Help | Flow and Approval Processes

Why C (Approval Process) is correct:The approval process enforces the review by both the manager and VP, ensuring a controlled approval sequence.Exact Extract:''An approval process automates how records are approved in Salesforce. Each approval process specifies the steps necessary for a record to be approved and who must approve it.'' --- Salesforce Help | Approval ProcessesYou can configure multiple approvers and specify that both must approve (''Unanimous Approval'').

Why not A (Validation Rule):A validation rule would only block saving but would not trigger a review or approval.

Why not D (Formula Field):Formula fields are read-only and cannot trigger workflow or approval actions directly.

Reference (Salesforce Platform App Builder documentation / Study Guide topics):

Salesforce Help | Flow Builder and Approval Processes

Salesforce Help | Approval Processes

Salesforce Platform App Builder Exam Guide | Business Logic and Process Automation

Question 6

Question Type: MultipleChoice

Universal Containers wants to track installation information once a container has been purchased on a custom object. Sales reps should have visibility of all the installations associated with their opportunities.

Which kind of relationship should this new object have to Opportunity?

Options:
A- Many to Many
B- Master-Detail
C- Hierarchical
D- Lookup

Answer:
B

Explanation:
The new custom object (''Installation__c'') must store installation details that are related to an Opportunity. Since each installation should be tied directly to a single opportunity, and inherit ownership and visibility from that opportunity (as per ''sales reps should have visibility''), a Master-Detail relationship is appropriate.

Why B (Master-Detail) is correct:Exact Extract:''In a master-detail relationship, the detail record inherits the sharing and security settings of its master record.'' --- Salesforce Help | Relationships OverviewBecause Opportunities already have ownership and sharing settings that determine sales reps' visibility, making Installation__c the detail record ensures that sales reps automatically see related installations.Exact Extract:''The master-detail relationship closely links objects so that the

master record controls certain behaviors of the detail record, such as record ownership, sharing, and deletion.'' --- Salesforce Help | Master-Detail Relationships

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Why not A (Many to Many):Many-to-many relationships are only used when multiple records on both sides need to relate (e.g., Opportunities linked to multiple Installations and vice versa). That is not described here.

Why not C (Hierarchical):Hierarchical relationships are only available on the User object.

Why not D (Lookup):Lookup relationships do not automatically grant visibility or inherit ownership, so sales reps might not see all related installations.

Reference (Salesforce Platform App Builder documentation / Study Guide topics):

Salesforce Help | Relationships Overview

Salesforce Help | Master-Detail Relationships

Salesforce Platform App Builder Exam Guide | Data Modeling and Management

Question 7

Question Type: MultipleChoice

Ursa Major Solar (UMS) is planning to hire some new employees. UMS wants to allow a job candidate (Job_Candidate__c) to apply for multiple open positions (Open_Position__c) and then be able to view the applications (Application__c) on the job candidate record. UMS also wants to view all the applications for a specific open position.

Options:

A- Create a master-detail relationship on Open_Position__c to Application__c.

B- Create a master-detail relationship field on Job_Candidate__c to Application__c.

C- Create a master-detail relationship field on Application__c to Job_Candidate__c.

D- Create a master-detail relationship field on Application__c to Open_Position__c.

C, D

Explanation:

UMS wants each Application to connect both to a Job Candidate and an Open Position, where:

One Job Candidate can apply for multiple Open Positions.

One Open Position can receive multiple Applications.This is a many-to-many relationship, which in Salesforce is implemented by using a junction object.

In this case, Application__c serves as the junction object between Job_Candidate__c and Open_Position__c.

Exact Extract:

''To create a many-to-many relationship, create two master-detail relationships on the junction object. Each master-detail relationship links the junction object to one of the objects you want to relate.'' --- Salesforce Help | Create a Many-to-Many Relationship

Step 1: On Application__c, create a Master-Detail relationship to Job_Candidate__c (Answer C).

Step 2: On Application__c, create a Master-Detail relationship to Open_Position__c (Answer D).

This setup allows:

Viewing all Applications related to a given Job Candidate.

Viewing all Applications related to a given Open Position.

Exact Extract:

''A junction object is a custom object with two master-detail relationships, and it is the key to building many-to-many relationships between two objects.'' --- Salesforce Help | Junction Object Concepts

Reference (Salesforce Platform App Builder documentation / Study Guide topics):

Salesforce Help | Create a Many-to-Many Relationship

Salesforce Help | Junction Object Concepts

Salesforce Platform App Builder Exam Guide | Data Modeling and Management

Question 8

Question Type: MultipleChoice

Universal Containers (UC) needs a picklist field called Status on three separate custom objects. UC has a requirement to share the list of values for this field across each object.

Options:

A- Related Picklist
B- Shared Custom Field
C- Global Picklist Value Set
D- Dependent Picklist

Answer:

C

Explanation:

When multiple objects require the same picklist values, the correct approach is to create a Global Picklist Value Set (also called a Global Value Set). This allows an organization to maintain one centralized list of picklist values that can be reused across multiple picklist fields on different objects.

Why C is correct:Exact Extract:''Global value sets let you share the same picklist values with more than one picklist field. A global value set is a set of shared values that you define once and use in multiple custom picklist fields.'' --- Salesforce Help | Global Value SetsThis ensures consistent data values, simplifies maintenance, and makes changes automatically available wherever the global picklist is used.

Why C is correct:Exact Extract:''Global value sets let you share the same picklist values with more than one picklist field. A global value set is a set of shared values that you define once and use in multiple custom picklist fields.'' --- Salesforce Help | Global Value SetsThis ensures consistent data values, simplifies maintenance, and makes changes automatically available wherever the global picklist is used.

Why not A (Related Picklist):''Related Picklist'' is not a valid Salesforce feature.

Why not B (Shared Custom Field):Salesforce does not provide a ''Shared Custom Field'' functionality. Each field belongs to a specific object.

Why not D (Dependent Picklist):Dependent picklists control available values based on another field's value. They do not allow reuse of a single value list across multiple objects.

Reference (Salesforce Platform App Builder documentation / Study Guide topics):

Salesforce Help | Global Value Sets

Salesforce Help | Picklist Fields

Salesforce Platform App Builder Exam Guide | Data Modeling and Management

Question 9

Universal Containers has a requirement that an opportunity should have a field showing the value of its associated account's billing state. This value should be static after the opportunity has been created.

Options:

A- Roll-up summary field

B- Formula field

C- Flow

D- Apex

Answer:

C

Explanation:

The requirement is to copy the parent Account's Billing State onto a custom field on Opportunity at the moment the Opportunity is created, and keep that value static thereafter.

Why not Formula (B): A formula would always recalculate, so the value would change if the Account's Billing State later changes.Exact Extract: ''Formula fields are read-only fields that automatically recalculate their values when any referenced fields change.'' --- Salesforce Help | Formula Fields

Why not Roll-Up Summary (A): Roll-up summary fields only summarize child records onto a master (parent) record; they do not copy values from a parent (Account) down to a child (Opportunity), and they can't summarize a text/state value.Exact Extract: ''A roll-up summary field calculates values from related records, such as those in a related list, on a master record.'' --- Salesforce Help | Roll-Up Summary Fields

Why Flow (C) is correct: A Record-Triggered Flow on Opportunity (when a record is created) can set a field value by referencing the related Account (e.g., Opportunity.Account.BillingState) and writing it into a dedicated ''snapshot'' field (e.g., Billing State at Create__c). Because this is a one-time assignment on create, the value remains static unless intentionally updated by further automation.Exact Extract 1: ''Use Flow Builder to automate business processes by collecting data and performing actions in your Salesforce org.'' --- Salesforce Help | Flow BuilderExact Extract 2: ''Record-triggered flows launch when a record is created, updated, or deleted, and can update fields on the triggering record.'' --- Salesforce Help | Record-Triggered Flows

Why Apex (D) is not preferred: While Apex could do the same copy-on-create, Salesforce's

recommended approach is to use declarative automation (Flow) when possible.Exact Extract: ''Before considering Apex, evaluate whether your solution can be implemented with declarative tools such as Flow.'' --- Salesforce Architect Guidance | Clicks, Not Code

Implementation note (for clarity): Create a custom text field on Opportunity, e.g., Billing State at Create (Billing_State_at_Create__c). Build a Record-Triggered Flow:

Trigger: Opportunity --- ''A record is created''

Get or use the related Account from the $Record.AccountId relationship

Update the new Opportunity field with Account.BillingState

Do not run the flow on updates

Reference (Salesforce Platform App Builder documents / Study Guide topics):

Salesforce Help --- Formula Fields

Salesforce Help --- Roll-Up Summary Fields

Salesforce Help --- Flow Builder

Salesforce Help --- Record-Triggered Flows

Salesforce Architect Guidance --- Clicks, Not Code

Salesforce Platform App Builder Exam Guide --- Business Logic and Process Automation

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