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Salesforce Certified Platform App Builder (SP21)

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1 of 65. Universal Containers assigns system access via permission sets and permission set groups to ensure each user has proper access. One department with varying levels of support staff has five consistent permission sets they require in order to complete their duties. Some higher-level staff have additional permission sets that are only required for them.

How should an app builder recommend assigning permission sets to users?

A. ◯ Utilize the Data Loader to mass update the desired users with their full list of permission sets and permission set groups.

B. ◯ Utilize the manage assignments button to assign each user with the same set of permission set groups and permission sets.

C. ◯ Utilize the manage assignments button to assign a permission set group and additional individual permission sets to each user.

D. ◯ Utilize the Data Import Wizard to mass update the desired users with their full list of permission sets and permission set groups.

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2 of 65. Ursa Major Solar is ramping up the sales team to meet increased demand. As part of the short ramp up for these new reps, the manager wants to provide a help guide to enable reps to easily get help where needed during the different sales processes.

Which solution should an app builder recommend?

A. ◯ Flow
B. ◯ Journey Builder
C. ◯ Chatter Publisher
D. ◯ Path

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Salesforce Certified Platform App Builder (SP21)

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3 of 65. Which two field types can be referenced by a Roll-Up Summary field using MIN or MAX?

Choose 2 answers

A. ☐ Percent
B. ☐ Date/time
C. ☐ Checkbox
D. ☐ Formula

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Salesforce Certified Platform App Builder (SP21)

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4 of 65. Universal Containers (UC) wants to delete data in several fields for 5,000 Lead records. UC exported 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 Insert Null Values in Settings.

B. ☐ Use Import Wizard to update leads using the CSV file.

C. ☐ Use Data Loader to update leads using the CSV file.

D. ☐ Select the correct record type.

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Salesforce Certified Platform App Builder (SP21)

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5 of 65. An app builder creates an Account validation rule on the Industry field that will throw an error if the length of the field is longer than six characters. Another app builder creates a workflow rule with a field update that sets the Industry field to Technology whenever the Billing City field is set to San Francisco.

What will happen the next time a sales rep saves an Account with a Billing City of San Francisco?

A. ◯ The record will save and the industry field will change to Technology.
B. ◯ The record will not save and no error message will be displayed.
C. ◯ The record will not save and the validation rule's error message will be displayed.
D. ◯ The record will save but the Industry field will not change to Technology.

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Salesforce Certified Platform App Builder (SP21)

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6 of 65. Universal Containers (UC) wants to build a Recruiting app that allows for multiple Positions to appear on custom objects Websites and Postings. UC requires a report that shows the related custom objects of Postings.

Which two items should an app builder configure to implement this?

Choose 2 answers

A. ☐ Create two new Custom Report Types.

B. ☐ Configure a Postings object with Lookup field to both Positions and Websites.

C. ☐ Configure a Postings object with Master-Detail field to both Positions and Websites.

D. ☐ Utilize the Standard Report Types.

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Salesforce Certified Platform App Builder (SP21)

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7 of 65. Universal Containers wants to embed a chart of all related Opportunities, by stage, on the Account detail page.

Which type of report should an app builder create to add to the Account page layout?

A. ◯ A tabular report on the Account object
B. ◯ A summary report on the Opportunity object
C. ◯ A summary report on the Account object
D. ◯ A tabular report on the Opportunity object

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Salesforce Certified Platform App Builder (SP21)

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8 of 65. Cloud Kicks (CK) switched to Lightning Experience and started using Chatter across its global workforce to support its fast-paced sales cycle. CK loves Chatter but struggle with gathering feedback from core team members, including understanding who is available to respond.

Which two ways could CK use Chatter to solve this problem?

Choose 2 answers

A. ☐ Topics

B. ☐ Polls

C. ☐ Out of Office

D. ☐ Streams

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Salesforce Certified Platform App Builder (SP21)

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9 of 65. An app builder needs to deploy a new account detail page layout from sandbox to production.

Which three components should an app builder include in the Change Set to ensure it deploys successfully and visually as expected?

Choose 3 answers

A. ☐ Lightning App Builder

B. ☑ Custom fields

C. ☑ System administrator profile

D. ☑ Detail page layout

E. ☐ Custom actions

You must select exactly 3 responses.

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Salesforce Certified Platform App Builder (SP21)

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10 of 65. Sales reps at Universal Containers create multiple quotes per opportunity.

What automation tool should an app builder recommend to delete rejected quotes?

A. ○ Approval process
B. ○ Flow process
C. ◉ Workflow rule
D. ○ Validation rule

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Salesforce Certified Platform App Builder (SP21)

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11 of 65. Cloud Kicks (CK) wants to set up a custom child object to track gift cards issued to a customer. A key requirement is to track the total number of gift cards opened and gift cards issued on an Account. CK wants to permanently ensure the gift cards are unable to be moved across any other Account once it is created.

On the gift card object, what type of field should be created to support this requirement?

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

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Salesforce Certified Platform App Builder (SP21)

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12 of 65. An app builder is loading data into Salesforce. To link the new records back to the legacy system, a field will be used to track the legacy ID on the Account object. For future data loads this ID will be used when upserting records.

Which two field attributes should be selected?

Choose 2 answers

A. ☐ Required

B. ☑ Unique

C. ☐ External ID

D. ☐ Text (encrypted)

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Salesforce Certified Platform App Builder (SP21)

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13 of 65. Universal Containers (UC) 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 should an app builder implement these requirements?

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

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

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

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

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Salesforce Certified Platform App Builder (SP21)

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14 of 65. Ursa Major Solar wants to automate a welcome email to new clients and include a customized survey about their buying experience. An app builder is tasked with this project and has very little time to build the solution from scratch.

What should the app builder do to meet the deadline and custom requirements?

A. ○ Select an unmanaged package from AppExchange that closely meets the requirements of the project that allows programmatic development.

B. ● Build the survey declaratively and use a workflow rule to send it to the customer as an external message to meet criteria.

C. ○ Work with a developer to create custom apex code and a Visualforce survey to meet criteria.

D. ○ Choose a managed package from AppExchange that closely meets the requirements of the project and restricts programmatic development.

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Salesforce Certified Platform App Builder (SP21)

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15 of 65. Ursa Major Solar has made a great app that leadership wants to share with the world for free via AppExchange.

What should an app builder consider about the type of package when uploading to AppExchange?

A. Managed packages provide intellectual property protection on Apex code.
B. Unmanaged packages allow for patches on programmatic changes but not Apex.
C. Unmanaged packages can be set up to prevent user customizations.
D. Managed packages need a per-user charge on AppExchange.

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Salesforce Certified Platform App Builder (SP21)

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16 of 65. Service Agents are required to confirm a user's identity before providing support information over the phone.

What feature can an app builder use to help agents meet this requirement?

A. ○ Include Surveys as a Case related list.
B. ◉ Guided Action Flows on the record page.
C. ○ Add Path to the top of the Case layout.
D. ○ Case Validation Rules.

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17 of 65. Managers at Universal Containers want a quick way to create additional accounts to form a hierarchy from a Parent Account record. They want to auto-populate five fields based on the parent to make it easier for users to create the child accounts quickly.

What should the app builder recommend?

A. Add a custom link on Account
B. Customize a Global Quick Action
C. Add Path on Account hierarchy
D. Create a custom action

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Salesforce Certified Platform App Builder (SP21)

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18 of 65. An app builder needs to create new automation on an object.

What best practice should the app builder follow when building out automation?

A. ◯ One record change process per object.
B. ◯ One Flow per object.
C. ◯ One Invocable process per object.
D. ◯ One Workflow rule per object.

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Salesforce Certified Platform App Builder (SP21)

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19 of 65. On the Account Lightning record page, users need to see ten fields and the ability to sort and wrap text on their Related Lists.

What Related List type would the app builder select for the Related List Lightning component?

A. Enhanced List
B. List View
C. Basic List
D. List Class

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20 of 65. Universal Containers's app builder has been tasked with replacing workflow rules and Apex triggers with Process Builders where possible.

What are two important considerations an app builder should know before the project is started?

Choose 2 answers

A. ☐ Create a process for each workflow rule.

B. ☐ Apex has a different SOQL query limit than Flow.

C. ☐ Avoid generating infinite loops.

D. ☐ Combine actions when possible.

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Salesforce Certified Platform App Builder (SP21)

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21 of 65. Universal Containers has a custom picklist called Support Level on the Account object. They would like to show the real-time value of Support Level on all case records.

How should an app builder implement this requirement?

A. ◯ Create a formula field on the Account object using the ISPICKVAL function.

B. ◯ Create a Process Builder and use a field update on the Case object.

C. ◯ Create a formula field on the Case object using the TEXT function.

D. ◯ Create a roll-up summary field using Support Level on the Account object.

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Salesforce Certified Platform App Builder (SP21)

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22 of 65. Which two solutions prevent a formula field from being referenced by a Roll-Up Summary field?

Choose 2 answers

A. ☐ A cross-object field reference in the formula field

B. ☑ The NOW() function in the formula field

C. ☑ The CASE() function in the formula field

D. ☐ A cross-object workflow updating a field referenced by the formula field

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23 of 65. An app builder has modified a Lightning record page for a case and has added an email button item to the page layout; however, users are unable to see the new item on the layout.

What are two potential reasons why users are unable to view the item on the Case Lightning record page?

Choose 2 answers

A. [x] The page layout excludes the case feed component.

B. [ ] The case page layout also contains custom buttons.

C. [ ] The email button contains JavaScript.

D. [ ] The page layout includes the case feed component.

[ ] Mark this item for later review.

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Salesforce Certified Platform App Builder (SP21)

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24 of 65. The appraisal team at DreamHouse Realty wants to leverage Salesforce mobile app.

What are three things an app builder should do to optimize mobile experience?

Choose 3 answers

A. ☐ Create individual customized layouts for different phone operating systems.

B. ☑ Avoid using default field values so that the user is required to fill in all fields on the screen.

C. ☑ Use Global Actions to make it easy to perform vital functionality on mobile.

D. ☑ Minimize the amount of formula fields and lookup fields to reduce page load time.

E. ☐ Put the most important fields in the compact layout so they are easy to find.

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25 of 65. Universal Containers (UC) has large data volumes and is nearing data storage limits. The planned solution is to archive historical data to reduce data storage in Salesforce; however, UC would still like to use reports, queries, and lookups on the archived information.

Which two options could meet this requirement?

Choose 2 answers

A. [x] External objects

B. [x] Custom objects

C. [ ] Related objects

D. [ ] Big objects

[ ] Mark this item for later review.

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26 of 65. Cloud Kicks wants to set up a new opportunity approval process and execute various action items based on the initial submission.

Which three action types should an app builder use in the approval process?

Choose 3 answers

A. ☐ Task

B. ☐ Invocable Flow

C. ☐ Outbound Message

D. ☐ Invocable Process Builder

E. ☐ Email Alert

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Salesforce Certified Platform App Builder (SP21)

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27 of 65. Universal Containers is migrating its sales operations from a legacy system that was used in Europe. Opportunities need to be imported with the proper country currency.

Which two steps should an app builder configure to meet these requirements?

Choose 2 answers

A. ☐ Include the Currency ISO Code column in the import file.

B. ☑ Include the Currency ISO code in all currency fields in the import file.

C. ☑ Use Data Loader to import the records.

D. ☐ Use Import Wizard to import the records.

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Salesforce Certified Platform App Builder (SP21)

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20 of 65. The convert button on Lead should be unavailable until the Lead Status picklist is set to Qualified.

What should an app builder suggest to meet these requirements?

A. Process Builder field update, quick action, record type
B. Picklist dependency, page layouts, record types
C. Page layouts, record types, Process Builder field update
D. Custom button, validation rule, record types

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Salesforce Certified Platform App Builder (SP21)

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29 of 65. Universal Containers created a custom object called Component to capture details about products sold.

What approach should an app builder take to show Component as a related list on Product?

A. ◯ Create a master-detail relationship on Product to Component. Add the Component related list to the Product page layout.

B. ◯ Create a junction object to relate Component and Product. Add the Component related list to the Product page layout.

C. ◯ Create a lookup relationship on Component to Product. Add the Component related list to the Product page layout.

D. ◯ Create a roll-up on Product. Add the Component related list to the Product page layout.

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30 of 65. 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 next day when a lift is sold.

What automation tool should be used to complete this task?

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

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31 of 65. Due to the complexity of the Universal Containers sandbox release schedule and requirements, it is advised that change sets are used as often as possible to migrate from one environment to another.

Which three common items can an app builder move when using a change set?

Choose 3 answers

A. ☐ Web-to-lead

B. ☑ Standard fields

C. ☑ Custom object

D. ☐ Apex class

E. ☐ Custom field

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32 of 65. Cloud Kicks wants to make sure that users without the Marketing role are unable to update the Contact Retail Opt In picklist field to Yes.

What validation rule would an app builder use to prevent other users from making this update?

A. AND($UserRole.Name = 'Marketing', Retail_Opt_In__c = "Yes")

B. AND($UserRole.Name != 'Marketing', Retail_Opt_In__c = "Yes")

C. AND($UserRole.Name != 'Marketing', ISCHANGED(Retail_Opt_In__c), ISPICKVAL(Retail_Opt_In__c,"Yes"))

D. AND($UserRole.Name = 'Marketing', ISPICKVAL(Retail_Opt_In__c,"Yes"))

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33 of 65. The app builder at Ursa Major Solar has just created a master-detail relationship between a parent object Galaxy__c and child object Star__c.

What would be the effect of creating this type of relationship if users want to report on Galaxy__c with Star__c?

A. ◯ A new custom report type will need to be created for Star__c with lookup fields from Galaxy__c.

B. ◯ A Galaxy__c with Star__c report type will be automatically created.

C. ◯ A new custom report type will need to be created for Galaxy__c with Star__c.

D. ◯ A Star__c report type with Galaxy__c as a field will be automatically created.

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Salesforce Certified Platform App Builder (SP21)

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34 of 65. Universal Containers (UC) wants to test code against a subset of production data that is under 5 GB. Additionally, UC wants to refresh this sandbox every weekend.

Which type of sandbox should be used to accomplish this?

A. Developer
B. Partial Copy
C. Developer Pro
D. Full Copy

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Salesforce Certified Platform App Builder (SP21)

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35 of 65. Universal Containers implemented an application process that uses custom objects Internships and Applications. The organization-wide default for Internships has been set to private and is the master in the master-detail relationship with Applications. The VP of HR wants to allow edit access to Applications to recruiters.

How should an app builder configure the proper access?

A. Set the organization-wide default on the Applications object to Read/Write.

B. Create a queue for the web applications and assign access to the users who will be editing the records.

C. Add a sharing rule that grants the users Read/Write access to the Internship records.

D. Create a sharing rule that grants the users Read/Write access to the Application records.

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Salesforce Certified Platform App Builder (SP21)

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36 of 65. A user is unable to use inline editing on a list view. A quick check verifies the user should be able to perform inline editing as they have been assigned the appropriate permissions.

Which two conditions should the app builder review?

Choose 2 answers

A. ☐ If the list view contains a chart created by the user

B. ☐ If the list view restricts sharing for the user

C. ☐ If the list view selected is the recently viewed list view

D. ☐ If the list view contains more than one record type

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37 of 65. How should an app builder configure access to a contact's Twitter profile for Salesforce mobile app users?

A. Add the Twitter component to mobile view Lightning pages.
B. Add a Twitter Quick Action to the mobile navigation.
C. Add a formula field to the Contact page layout.
D. Add an AppExchange Lightning Component to the mobile app.

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Salesforce Certified Platform App Builder (SP21)

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38 of 65. What should an app builder do to upgrade an unmanaged package that has been installed into production?

A. ○ Uninstall the current version and install the new version.
B. ○ Install the new version in a sandbox then deploy to production.
C. ○ Install the new version to a Developer org then deploy to production.
D. ◉ Click the update link on the Installed Packages page.

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39 of 65. 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 is required to contain existing roll-up summary fields.

C. ☐ The Galaxy object has fewer than two existing master-detail relationships.

D. ☐ The Star object has fewer than two existing master-detail relationships.

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40 of 65. What are the limitations of Schema Builder when creating a custom object?

A. ◯ Custom fields can be added to any custom objects, excluding formula field types.

B. ◯ Fields and relationships can be created, but they will be unable to add the fields to the page layout from the canvas.

C. ◯ "Save" should be clicked each time a new object, field, or relationship is created.

D. ◯ Relationships can be made to any custom objects, but any relationships to standard objects should be built in Lightning Object Manager.

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41 of 65. An app builder has been asked to integrate Salesforce with an external web service. The web service must be notified every time an opportunity is won.

What are two ways to satisfy this requirement?

Choose 2 answers

A. [x] Use a workflow rule and an outbound message.

B. [x] Use Process Builder with an outbound message.

C. [ ] Use a flow and an outbound message.

D. [ ] Use Process Builder and Apex code.

[ ] Mark this item for later review.

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Salesforce Certified Platform App Builder (SP21)

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42 of 65. Universal Containers allows users to create standard reports on demand.

Which three considerations should users be aware of when creating a new report?

Choose 3 answers

A. ☐ Records will be available in the report regardless of security permissions.

B. ☑ Users will need to add the report to a shared folder for other users to see it.

C. ☑ Charts can be added to summary reports to provide a visualization.

D. ☐ The report type determines the types of records and fields that will be available.

E. ☐ Users can require that child objects exist for parent records using a cross filter.

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Salesforce Certified Platform App Builder (SP21)

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43 of 65. Which three Salesforce functionalities are ignored when processing field updates in workflow rules and approval processes?

Choose 3 answers

A. ☐ Decimal places and character limits

B. ☑ Record type picklist value assignments

C. ☑ Field-level security

D. ☑ Multiple currencies

E. ☐ Validation Rules

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Salesforce Certified Platform App Builder (SP21)

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44 of 65. 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. ◯ Update the training documentation with better screenshots.

B. ◯ Reorder the fields to make sense for the reps when in the field.

C. ◯ Filter components by device using Form Factor.

D. ◯ Deselect the phone radio button on the Lightning record page assignment.

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Salesforce Certified Platform App Builder (SP21)

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45 of 65. An app builder has been asked to display an Overdue Date that is two months after a Task's Due Date.

Which approach should the app builder take?

A. ◯ Use Process Builder and set Overdue Date equal to DueDate + 60.

B. ◯ Use Process Builder and set Overdue Date equal to DueDate + ((365/12) * 2).

C. ◯ Create a formula field using the ADDMONTHS() function.

D. ◯ Create a formula field using DueDate + 60.

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Salesforce Certified Platform App Builder (SP21)

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46 of 65. An app builder is tasked with adding key performance indicators on client pages. They want to see a summary of the number of open Opportunities and the number of won Opportunities for each Account.

Where should the app builder go to build these new rollups?

A. ○ Lightning Object Creator
B. ◉ Lightning App Builder
C. ○ Opportunity Object
D. ○ Account Object

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Salesforce Certified Platform App Builder (SP21)

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47 of 65. DreamHouse Realty is rethinking its sandbox utilization strategy after acquiring Cloud Kicks. The Salesforce COE already utilizes a partial and a full sandbox, which it refreshes on their own regular schedules. Teams are expanding and have to begin each of their small projects in a sandbox before committing to the larger pool for collaborative testing while still keeping costs down.

What type of sandbox should each team member use?

A. ○ Partial sandbox
B. ◉ Developer sandbox
C. ○ Developer pro sandbox
D. ○ Full sandbox

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Salesforce Certified Platform App Builder (SP21)

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48 of 65. Universal Containers wants to provide users with a process to create Opportunity records related to an Account. Many fields can be populated based on the Account record. Some fields require input from the user.

What should an app builder configure to meet the requirement?

A. ○ Quick Action on the Account object

B. ○ Process Builder triggered from Account update

C. ○ Process Builder triggered from Opportunity update

D. ◉ Quick Action on the Opportunity object

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Salesforce Certified Platform App Builder (SP21)

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49 of 65. The developer at Universal Containers wants to test code in a sandbox environment. In order to ensure the code works properly, the sandbox needs to have at least half a gigabyte of data. The sandbox will need to be refreshed after each three-day sprint.

What type of sandbox should the App Builder provision to the developer?

A. ◯ Developer Pro
B. ◯ Partial Data
C. ◯ Full Copy
D. ◯ Developer

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Salesforce Certified Platform App Builder (SP21)

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50 of 65. Universal Containers has a Lightning record page that supports both the mobile app and desktop. An app builder has downloaded a custom Lightning component from AppExchange, but users are unable to view the component on mobile devices.

What can be the issue?

A. ◯ The component has been developed for Desktop Pages.

B. ◯ The record page needs to be activated.

C. ◯ The record page template is unable to support mobile devices.

D. ◯ The component needs to be activated.

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Salesforce Certified Platform App Builder (SP21)

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51 of 65. Universal Containers has Public Read/Write as the Account organization-wide default (OWD) setting. Visitors to the customer community site report that they can see all of the company's account records.

How should an app builder configure Account sharing so that community users only see their own Account?

A. Define an owner-based sharing rule for external accounts.

B. Set the account external OWD to private.

C. Define a permission set for external accounts.

D. Create an account record type for external accounts.

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Salesforce Certified Platform App Builder (SP21)

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52 of 65. The services manager wants to make sure the team enters case priority consistently.

What feature can an app builder use to accomplish this?

A. ○ In-App Guidance
B. ○ Next Best Action
C. ◉ Flow
D. ○ Path

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Salesforce Certified Platform App Builder (SP21)

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53 of 65. Universal Containers wants to understand return on investment for the latest advertising buy. They currently use a private security model for all objects.

What should an app builder recommend?

A. ◯ Change to a public security model

B. ◯ Utilize Account Hierarchies and Roll-Up Summary fields

C. ◉ Configure Campaign Hierarchies and Campaign statistics

D. ◯ Run an opportunities pipeline report

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Salesforce Certified Platform App Builder (SP21)

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54 of 65. The previous administrator of Cloud Kicks' (CK) Salesforce Organization used text as the field type when creating new custom fields. CK's current roadmap requires a project that will clean this up during the Lightning migration.

Which three field types should be considered to keep better track of contact information in fields?

Choose 3 answers

A. ☐ Date
B. ☑ Phone
C. ☑ Time
D. ☑ Number
E. ☐ Email

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Salesforce Certified Platform App Builder (SP21)

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55 of 65. Universal Containers is piloting new features in an existing sandbox and wants to prevent outbound email sends during testing.

What should the app builder do to meet the requirement?

A. ◯ Email deliverability set to system email only.

B. ◯ Email deliverability set to no access.

C. ◯ Email relay to the configured host enabled.

D. ◯ Email configured for SMTP authentication.

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Salesforce Certified Platform App Builder (SP21)

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56 of 65. To increase adoption, Universal Containers is proposing changes to its Salesforce data model to allow easier visibility for sales reps into key metrics. The proposal has three custom objects related to the Account object, one with a master-detail, and two that are not. Each of these objects has 15 fields they would like to summarize on the Account object.

What are two considerations for this proposal?

Choose 2 answers

A. ☐ Roll-up summaries allow MAX, MIN, SUM, COUNT, and AVG.

B. ☐ Roll-up summaries are limited to master-detail relationships.

C. ☐ An object can have 20 object references.

D. ☐ An object can have 25 roll-up summaries.

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57 of 65. Service agents at Ursa Major Solar want a more condensed case view. Service agents also want to be able to modify the associated contact and account records from the case page layout on the Lightning record page.

Which two components should an app builder use to meet these requirements?

Choose 2 answers

A. ☐ Related record

B. ☐ Tabs

C. ☐ Path

D. ☐ Rich text

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Salesforce Certified Platform App Builder (SP21)

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58 of 65. Which two places can an app builder go to see a list of available Custom Lightning components in their org?

Choose 2 answers

A. ☐ Visualforce components in Setup

B. ☐ Lightning App Builder

C. ☐ Lightning components in Setup

D. ☐ Lightning component Generator

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Salesforce Certified Platform App Builder (SP21)

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59 of 65. Universal Containers uses Contracts for agreements with customers. A sales manager is required to provide approval for contracts and director approval for any contract over $10,000.

Which two options should an app builder use to ensure all contracts route for the correct approval and also prevent the sales rep from making changes to the record while it is being approved?

Choose 2 answers

A. ☐ Create a validation rule on the Contract object that prevents updates to the contract record while it is being reviewed.

B. ☐ Create an approval process on the Contract object with criteria set on a second approval step set as 'Amount__c > 10,000' and set the approver as director.

C. ☐ Create an approval process on the Contract object with one step for each sales manager that sets the approver as the director.

D. ☐ Create an approval process on the Contract object and set the field for 'Next Automated Approver Determined By' as 'Manager'.

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Salesforce Certified Platform App Builder (SP21)

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60 of 65. An app builder has created a custom Lightning App and wants to make it available to the internal users at Universal Containers.

Which two steps are necessary to accomplish this task?

Choose 2 answers

A. ☐ Build a Custom Tab for the app.

B. ☐ Add the app to a Visualforce page.

C. ☐ Create a subdomain using My Domain.

D. ☐ Upload the app to Static Resources.

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Salesforce Certified Platform App Builder (SP21)

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61 of 65. Ursa Major Solar wants to see the Type field from the parent object Galaxy listed on the child record Star. The app builder is receiving an error stating "Picklist values are only supported in certain functions".

What formula should an app builder use to achieve the desired result?

A. VALUE(Galaxy__r.Type__c)
B. TEXT(Galaxy__r.Type__c)
C. FIND(Galaxy__r.Type__c)
D. ISPICKVAL(Galaxy__r.Type__c)

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Salesforce Certified Platform App Builder (SP21)

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62 of 65. DreamHouse Realty (DR) employees started using company-owned airplanes for work travel after Ursa Major Solar was acquired. DR executives want to automate the submission travel request forms to enforce the internal policy.

How should an app builder automate travel requests based on these criteria?

A. Process Builder
B. Approval process
C. Workflow rule
D. Apex

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Salesforce Certified Platform App Builder (SP21)

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63 of 65. Cloud Kicks (CK) is finding sales reps are inconsistent in data entry when deals are won. CK requires that custom shoes are shipped within two weeks after the close date. A custom field called Scheduled Ship Date on the opportunity records the ship date.

How should the app builder ensure this field is properly filled out before setting the opportunity to closed won?

A. ISPICKVAL(StageName ,"Closed Won") && (Scheduled_Ship_Date__c - CloseDate) > 14

B. OR(ISPICKVAL(StageName ="Closed Won") && (Scheduled_Ship_Date__c - CloseDate) > 14, ISBLANK(Scheduled_Ship_Date__c))

C. OR(ISPICKVAL(StageName ,"Closed Won") && (Scheduled_Ship_Date__c - CloseDate) > 14, ISBLANK(Scheduled_Ship_Date__c))

D. ISPICKVAL(StageName ="Closed Won") && (CloseDate-Scheduled_Ship_Date__c) > 14

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Salesforce Certified Platform App Builder (SP21)

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64 of 65. Cloud Kicks (CK) wants to begin socializing and collaborating within Salesforce around customer accounts to discuss various topics. CK would like all company employees to see these conversations.

Which two features of Chatter would meet CK's business needs?

Choose 2 answers

A. ☐ Use Chatter actions to create tasks to complete.

B. ☐ Set up new public Chatter groups.

C. ☐ Set up new private Chatter groups.

D. ☐ Use post action on the Account object.

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Salesforce Certified Platform App Builder (SP21)

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65 of 65. Cloud Kicks has a sales rep who is stating that their Contact is unavailable for other users to see within Salesforce.

In which three ways can an app builder troubleshoot this issue?

Choose 3 answers

A. ☐ Review the Contact record and ensure it is linked to an Account.

B. ☐ Verify the users with the issue have access to the Contact object.

C. ☐ Create a new Contact and have the users try again.

D. ☐ Confirm whether Default Organization-Wide Sharing Settings provide access to the Account.

E. ☐ Create an Account Sharing Rule to give the users access to all records.

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