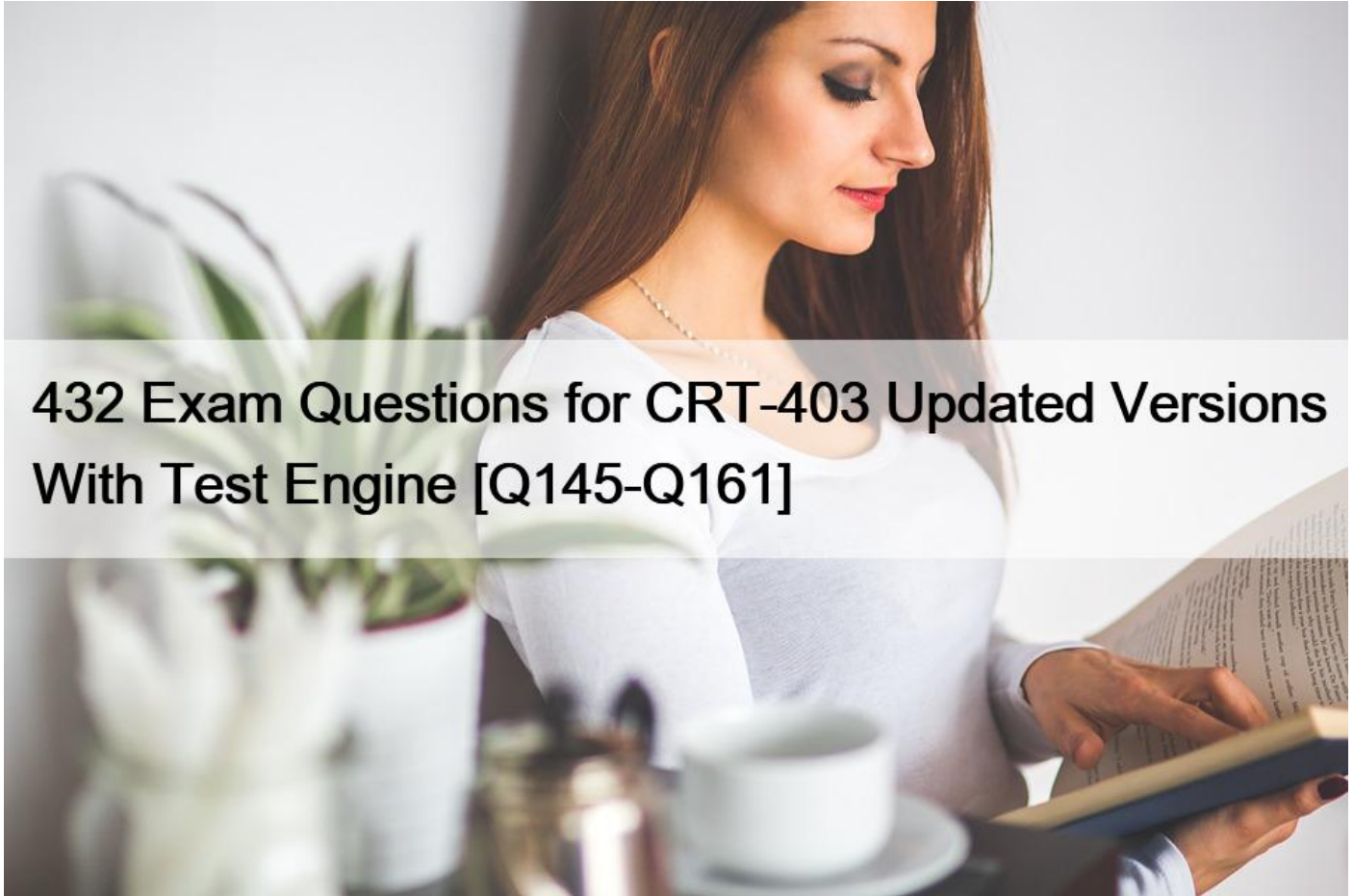


## 432 Exam Questions for CRT-403 Updated Versions With Test Engine [Q145-Q161]



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### Salesforce CRT-403 Exam Syllabus Topics:

TopicDetailsTopic 1- Ramifications of field updates and potential for recursion- Restricting and extending object, record, and field accessTopic 2- Declarative customizations available for the Salesforce1 user interface- Use cases for programmatic customizationsTopic 3- Relationship types and impact on record access, user interface, and reporting- Determining an appropriate deployment planTopic 4- Automating business processes- Capabilities of core CRM objectsTopic 5- Declarative options for incorporating Lightning Components- Unmanaged and managed packagesTopic 6- Considerations of the schema builder- Determining an appropriate data modelTopic 7- Data Modeling and Management- Use cases of external objects- Roll-up summary fieldsTopic 8- Custom buttons, links, and actions- Considerations for changing field types

**Q145.** Which of these statements is true for Lightning Connect?

- \* No external data is imported into your Salesforce org.
- \* External data is read in real time when you request it.

- \* It can be used with any data source that supports OData 2.0.
- \* All of the above.

**Q146.** Universal Containers wants to standardize their business logic. They want to ensure that the workflow order is guaranteed to be the same each time. Which feature can be used to accomplish this? Choose 2 answers.

- \* Lightning Process Builder
- \* Workflow
- \* Chatter Actions
- \* Visual Workflow

**Q147.** 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. Which two can satisfy this requirement?

- \* Use a workflow rule and an outbound message
- \* Use a flow and an outbound message
- \* Use a process and Apex Code
- \* Use a process and an outbound message

**Q148.** When configuring a record type, an app builder can configure the available value of a picklist field for the page layout.

Which two Opportunity standard fields are available to be configured directly in the Opportunity record type? (Choose two.)

- \* Lead Source
- \* Forecast category
- \* Stage
- \* Type

**Q149.** 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?

- \* Lightning App Builder
- \* Account Object
- \* Lightning Object Creator
- \* Opportunity Object

**Q150.** The Training team at UVC uses a custom Training object to track their customer trainings. An App Builder needs to create a relationship between the Training object and the related Student's record. A private sharing model is in place for both Students and Training. Which two statements are true when creating a Student lookup field on the Training object? Choose 2 answers

- \* On Student Record, users can set up Roll-up summary fields on Training records
- \* On Training record, users can only delete students, if they have access to it
- \* Cross-object field updates between Training and Student records are not supported
- \* On Training record, the Student Lookup field can be made optional

**Q151.** 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

- \* 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.

- \* Create an approval process on the Contract object and set the field for 'Next Automated Approver Determined By' as Manager;
- \* Create a validation rule on the Contract object that prevents updates to the contract record while it is being reviewed.
- \* Create an approval process on the Contract object with one step for each sales manager that sets the approver as the director.

**Q152.** Sales manager at universal containers would like to standardize what information sales rep are gathering. Sales rep want recommendations, sales strategies and to know what key fields need to be completed at each step of the sales process on the opportunity record. What feature should an app builder use to provide this functionally?

- \* Workflow
- \* Path
- \* Chatter feed
- \* Global Action

**Q153.** 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?

- \* Create a formula field on the Case object using the TEXT function.
- \* Create a formula field on the Account object using the ISPICKVAL function.
- \* Create a Process Builder and use a field update on the Case object.
- \* Create a roll-up summary field using Support Level on the Account object.

**Q154.** Universal containers uses a private Account sharing model. They have a Process Improvement team with representatives from multiple departments that need s to view all accounts that have been flagged as problem accounts. How should this team be granted access to the records?

- \* User a record Owner sharing rule that is shared with the Process Improvement public group
- \* Write a trigger to use Apex Managed Sharing to grant access with the Process Improvement team
- \* Use a criteria-based sharing rule where the account are shared with the Process Improvement public group
- \* Use a record owner sharing rule that is shared with the Process Improvement role
- \* Option 5

**Q155.** An app builder is preparing to deploy a new app from the sandbox to production using change sets.

What two considerations should an app builder keep in mind during this process?

Choose 2 answers

- \* Salesforce Connect automatically establishes a link between environments.
- \* Change sets do not include all components and may have to perform some changes manually.
- \* Users should be logged out of production when receiving inbound change sets.
- \* Transactions will revert if the deployment errors.

**Q156.** The VP of Sales at Cloud Kicks wants to have a set of screens to guide the inside sales team through collecting and updating data for leads. Once the leads are updated, the leads should be entered into a marketing journey activated by the sales rep checking the marketing checkbox.

How should the app builder accomplish this?

- \* Process Builder
- \* Lightning Flow
- \* Workflow
- \* Path

**Q157.** What are use cases for Validation Rules?

- \* Enforce conditionally required fields
- \* Enforce proper data format
- \* Enforce consistency
- \* Prevent data loss
- \* All of the above

**Q158.** What feature can an app builder use to automatically assign cases that have been open longer than three days to the next support tier?

- \* Case Assignment Rules
- \* Case Escalation Rules
- \* Case Business Rules
- \* Case Auto Response Rules

**Q159.** The services manager wants to make sure the team enters case priority consistently.

What feature can an app builder use to accomplish this?

- \* Path
- \* Flow
- \* Next Best Action
- \* In-App Guidance

**Q160.** Which two statements are true when a new full sandbox is created? (Choose two.)

- \* Chatter data will be copied to the sandbox by default.
- \* Default e-mail deliverability is set to system e-mail only.
- \* Usernames will be modified uniquely for that sandbox.
- \* Users' e-mail addresses will not be modified.

**Q161.** What is true about Case Assignment rules? (Choose three.)

- \* They allow cases to be assigned to queues.
- \* They allow more than one active assignment rule.
- \* Create a complex business logic assignment rules.
- \* Predefined Case Team is mandatory for each entry rule.
- \* They allow more than one rule entry per rule.

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