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QUESTION 1

A large automobile company has implemented Salesforce for its sales associates. Leads flow from its website to Salesforce using a batch integration in Salesforce. The batch job converts the leads to Accounts in Salesforce. Customers visiting their retail stores are also created in Salesforce as Accounts.

The company has noticed a large number of duplicate Accounts in Salesforce. On analysis, it was found that certain customers could interact with its website and also visit the store. The sales associates use Global Search to search for customers in Salesforce before they create the customers.

Which scalable option should a data architect choose to implement to avoid duplicates?

- A. Create duplicate rules in SF to validate duplicates during the account creation process
- B. Implement a MDM solution to validate the customer information before creating Accounts in SF.
- C. Build Custom search based on fields on Accounts which can be matched with customer when they visit the store
- D. Customize Account creation process to search if customer exists before creating an Account.

Correct Answer: A

Reference: https://help.salesforce.com/articleView?id=duplicate_prevention.htm&type=5

QUESTION 2

Universal Containers (UC) has an open sharing model for its Salesforce users to allow all its Salesforce internal users to edit all contacts, regardless of who owns the contact. However, UC management wants to allow only the owner of a contact record to delete that contact. If a user does not own the contact, then the user should not be allowed to delete the record. How should the architect approach the project so that the requirements are met?

- A. Create a "before delete" trigger to check if the current user is not the owner.
- B. Set the Sharing settings as Public Read Only for the Contact object.
- C. Set the profile of the users to remove delete permission from the Contact object.
- D. Create a validation rule on the Contact object to check if the current user is not the owner.

Correct Answer: A

QUESTION 3

As part of addressing General Data Protection Regulation (GDPR) requirements, Universal Containers (UC) plans to implement a data classification policy for all of its internal systems that store customer information including Salesforce.

What should a data architect recommend so that UC can easily classify customer information maintained in Salesforce under both standard and custom objects?

- A. Use App Exchange products to classify fields based on policy.

- B. Use data classification metadata fields available in field definition.
- C. Create a custom picklist field to capture classification of information on customer.
- D. Build reports for customer information and validate.

Correct Answer: B

Reference: https://help.salesforce.com/articleView?id=data_classification_metadata_fields.htm&type=5

QUESTION 4

Universal Containers (UC) uses Salesforce for tracking opportunities (Opportunity). UC uses an internal ERP system for tracking deliveries and invoicing. The ERP system supports SOAP API and OData for bidirectional integration between Salesforce and the ERP system. UC has about one million opportunities. For each opportunity, UC sends 12 invoices, one per month. UC sales reps have requirements to view current invoice status and invoice amount from the opportunity page. When creating an object to model invoices, what should the architect recommend, considering performance and data storage space?

- A. Use Streaming API to get the current status from the ERP and display on the Opportunity page.
- B. Create an external object Invoice _x with a Lookup relationship with Opportunity.
- C. Create a custom object Invoice _c with a master -detail relationship with Opportunity.
- D. Create a custom object Invoice _c with a Lookup relationship with Opportunity.

Correct Answer: B

QUESTION 5

Get Cloudy Consulting has a new Chief Technology Officer (CTO), who is preparing to move the company from a legacy CRM to Salesforce.

As part of a one-time migration, Get Cloudy Consulting will need to keep the original date when a contact was created in the legacy system.

Which steps should an Architect take to design the data migration solution?

- A. 1. Write an Apex trigger on the Contact object.
2. Insert event to set the original value in a standard CreatedDate field.
- B. 1. Enable the "Set Audit Fields upon Record Creation" user permission.
2. Assign the permission to the user loading the data for the duration of the migration.
- C. 1. Create a new field on Contact object to capture the Created Date.
2. Hide the standard CreatedDate field using Field-Level Security.
- D. 1. Migrate the data.

2. Perform an update on all records to set the original date in a standard CreatedDate field.

Correct Answer: B

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