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QUESTION 1

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.
- D. The user will be able to log in after answering a security question.

Correct Answer: A

QUESTION 2

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: CDE

QUESTION 3

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

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

Correct Answer: AC

QUESTION 4

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: BD

QUESTION 5

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.

Correct Answer: C

QUESTION 6

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

QUESTION 7

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: BD

QUESTION 8

What does campaign influence allow a user to do?

- A. Adjust the percentage of influence each campaign has on an opportunity.
- B. Summarize campaign member statistics on a campaign.
- C. Report on the campaigns that have contributed to an opportunity.
- D. View the entire campaign hierarchy.

Correct Answer: C

QUESTION 9

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

QUESTION 10

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

QUESTION 11

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

QUESTION 12

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: BD

QUESTION 13

Universal Containers has a custom object named Feedback which is used to capture Users' candid comments about their experience at work. The sales team manager and all representatives have roles in the role hierarchy with sales representatives directly under the sales team manager. HR requires that all Feedback records be private to each User. Managers should not have access to subordinates' Feedback records.

What action should an Administrator take to ensure this requirement is met?

- A. Confirm Feedback object is set to Private and Uncheck 'Grant Access Using Hierarchies' in Organization-wide sharing.
- B. Confirm Feedback object is set to Private and Uncheck 'Enable Role Hierarchy' in Organization-wide sharing.
- C. Confirm Feedback object is set to Restricted and Uncheck 'Enable Role Hierarchy' in Organization-wide sharing.
- D. Confirm Feedback object is set to Restricted and Uncheck 'Grant Access Using Hierarchies' in Organization-wide sharing.

Correct Answer: A

QUESTION 14

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

QUESTION 15

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: BC

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