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QUESTION 1

Universal Containers has provided a web order form for its customer and has noticed invalid data coming in on orders.

What should be used to mitigate this problem?

A. Work Flow Rules

B. Formatted Fields

C. Apex Trigger

D. Validation Rules

Correct Answer: D

Explanation: Using validation rules to mitigate this problem is the best option. Validation rules can help you prevent invalid data from being entered in your web order form. You can use validation rules to check for data quality, format, range, or consistency. For example, you can use validation rules to ensure that the order quantity is positive, the product code is valid, or the shipping address is complete.

QUESTION 2

Cloud Kicks currently has a Public Read/Write sharing model for the company\\'s Contacts. Cloud Kicks management team requests that only the owner of a contact record be allowed to delete that contact.

What should an Architect do to meet these requirements?

A. Set the profile of the users to remove delete permission from the Contact object.

B. Check if the current user is NOT the owner by creating a "before delete" trigger.

C. Set the Sharing settings as Public Read Only for the Contact object.

D. Check if the current user is NOT the owner by creating a validation rule on the Contact object.

Correct Answer: B

Explanation: Checking if the current user is NOT the owner by creating a "before delete" trigger can meet the requirement of allowing only the owner of a contact record to delete that contact. A trigger is a piece of Apex code that can execute before or after a record is inserted, updated, deleted, or undeleted. A "before delete" trigger can prevent the deletion of a record by using the addError() method.

QUESTION 3

Universal Containers (UC) is facing data quality issues where Sales Reps are creating duplicate customer accounts, contacts, and leads. UC wants to fix this issue immediately by prompting users about a record that possibly exists in Salesforce. UC wants a report regarding duplicate records. What would be the recommended approach to help UC start immediately?

A. Create an after insert and update trigger on the account, contact and lead, and send an error if a duplicate is found

using a custom matching criteria.

B. Create a duplicate rule for account, lead, and contact, use standard matching rules for these objects, and set the action to report and alert for both creates and edits.

C. Create a duplicate rule for account, lead, and contact, use standard matching rules for these objects, and set the action to block for both creates and edits.

D. Create a before insert and update trigger on account, contact, and lead, and send an error if a duplicate is found using a custom matching criteria.

Correct Answer: B

Explanation: Creating a duplicate rule for account, lead, and contact, using standard matching rules for these objects, and setting the action to report and alert for both creates and edits can help UC fix the issue immediately by prompting users about a record that possibly exists in Salesforce. This can also generate a report regarding duplicate records that can be used for further analysis and resolution

QUESTION 4

UC has a variety of systems across its technology landscape, including SF, legacy enterprise resource planning (ERP) applications and homegrown CRM tools. UC has decided that they would like to consolidate all customer, opportunity and order data into Salesforce as part of its master data management (MDM) strategy.

What are the 3 key steps that a data architect should take when merging data from multiple systems into Salesforce? Choose 3 answers:

A. Create new fields to store additional values from all the systems.

B. Install a 3rd party AppExchange tool to handle the merger

C. Analyze each system\\'s data model and perform gap analysis

D. Utilize an ETL tool to merge, transform and de-duplicate data.

E. Work with Stakeholders to define record and field survivorship rules

Correct Answer: CDE

Explanation: The three key steps that a data architect should take when merging data from multiple systems into Salesforce are: Analyze each system\\'s data model and perform gap analysis. This step involves understanding the structure and meaning of the data in each system, identifying the common and unique data elements, and mapping the data fields between the systems. This step also involves assessing the quality and consistency of the data, and identifying any data cleansing or transformation needs. Utilize an ETL tool to merge, transform, and de-duplicate data. This step involves using an ETL tool to connect to the source systems, extract the data, apply any data transformations or validations, and load the data into Salesforce. This step also involves applying de-duplication rules or algorithms to avoid creating duplicate records in Salesforce. Work with stakeholders to define record and field survivorship rules. This step involves collaborating with the business users and owners of the data to determine which records and fields should be retained or overwritten in case of conflicts or discrepancies. This step also involves defining the criteria and logic for record and field survivorship, and implementing them in the ETL tool or in Salesforce. Creating new fields to store additional values from all the systems is not a key step, but rather a possible outcome of the gap analysis. It may not be necessary or desirable to create new fields for every value from every system, as it may result in redundant or irrelevant data. Installing a 3rd party AppExchange tool to handle the merger is not a key step, but rather a possible option for choosing an ETL tool. It may not be the best option depending on the requirements, budget, and preferences of the organization.

QUESTION 5

A health care provider wishes to use salesforce to track patient care. The following actions are in Salesforce

1.

Payment Providers: Orgas who pay for the care 2 patients.

2.

Doctors: They provide care plan for patients and need to support multiple patients, they are provided access to patient information.

3.

Patients: They are individuals who need care.

A data architect needs to map the actor to Sf objects. What should be the optimal selection by the data architect?

A. Patients as Contacts, Payment providers as Accounts, and Doctors as Accounts

B. Patients as Person Accounts, Payment providers as Accounts, and Doctors as Contacts

C. Patients as Person Accounts, Payment providers as Accounts, and Doctors as Person Account

D. Patients as Accounts, Payment providers as Accounts, and Doctors as Person Accounts

Correct Answer: C

Explanation: Patients as Person Accounts, Payment providers as Accounts, and Doctors as Person Accounts is the optimal selection by the data architect to map the actor to Salesforce objects. This is because Person Accounts are a special type of accounts that can store both business and personal information for individual customers. Payment providers are organizations that pay for the care of patients, so they can be modeled as Accounts. Doctors are also individuals who provide care plans for patients and need access to patient information, so they can also be modeled as Person Accounts.