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### QUESTION 1

What is the capability of a schema builder? Choose 2 answers A. To update description of standard and custom objects.

- B. To modify custom field help text on standard objects
- C. To create new look-up or master-detail object relationship
- D. To enable field history tracking on standard objects.

Correct Answer: BC

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### QUESTION 2

Ursa Major Solar's service department gets requests for several types of services, such as installation, repair, and maintenance. Service managers need to be able to tell when maintenance was last done on an asset to help determine if they are meeting contract agreements, but the last maintenance date can be difficult to determine when there are many work orders related to the asset. They think it would be helpful to have a field auto-populated on the Asset record when a maintenance work order gets closed.

What tool should an app builder recommend to help meet this requirement?

- A. Visualforce
- B. Roll-up Summary
- C. Apex Trigger
- D. Flow

Correct Answer: D

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### QUESTION 3

Universal Containers uses a custom object to track expense reports. They would like to automatically post updates on a record's feed whenever an expense report has been approved. What social feature can be used to accomplish this?

- A. Approval process
- B. Feed Quick Action
- C. Auto-response rule
- D. Feed tracking

Correct Answer: D

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### QUESTION 4



Universal Containers uses a custom object to track Projects. When the status of a Project is changed from "In Progress" to "On Hold", the business wants the Project owner to be automatically assigned to an "On Hold" queue. What capability can be used to accomplish this?

- A. Quick Action
- B. Workflow Rule
- C. Assignment Rule
- D. Escalation Rule

Correct Answer: B

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#### QUESTION 5

Cool Air Conditioners has been using Service Cloud to manage cases, but are now considering using it to manage field service jobs. They would like to track field service activity and assignment to technicians. What is the recommended solution to meet these requirements? Choose 1 answer.

- A. Install an AppExchange product that provides Field Service functionality
- B. Extend the Service Cloud configuration to handle Field Service cases
- C. Utilize the standard objects Work Order and Work Order Line Items
- D. Use real time API integration to connect Salesforce with an external field service application

Correct Answer: C

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