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QUESTION 1

A company wants to implement a new call center process for handling customer service calls. It requires service reps to ask for the caller's account number before proceeding with the rest of their call script. Following best practices, what is the optimal approach to satisfy this requirement?

- A. Flow Builder
- B. Approvals
- C. Apex trigger
- D. Einstein Next Best Action

Correct Answer: A

QUESTION 2

How can a custom type be identified as unique when added to a Set?

- A. Methods in the class must be static
- B. The class must implement the Equals and Hashcode methods
- C. Methods in the class must be global
- D. The class must have a method with the @InvocableMethod annotation

Correct Answer: B

QUESTION 3

The operation manager at a construction company uses a custom object called Machinery to manage the usage and maintenance of its cranes and other machinery. The manager wants to be able to assign machinery to different construction jobs, and track the dates and costs associated with each job. More than one piece of machinery can be assigned to one construction job. What should a developer do to meet these requirements?

- A. Create a lookup field on the Construction Job object to the Machinery object.
- B. Create a lookup field on the Machinery object to the Construction Job object.
- C. Create a junction object with Master-Detail Relationship to both the Machinery object and the Construction Job object.
- D. Create a Master-Detail Lookup on the Machinery object to the Construction Job object.

Correct Answer: A



QUESTION 4

A developer wants to invoke on outbound message when a record meets a specific criteria.

Which three features satisfy this use case? Choose 3 answer

- A. Approval Process has the capacity to check the record criteria and send an outbound message without Apex Code
- B. Process builder can be used to check the record criteria and send an outbound message with Apex Code.
- C. workflows can be used to check the record criteria and send an outbound message.
- D. Process builder can be used to check the record criteria and send an outbound message without Apex Code.
- E. Visual Workflow can be used to check the record criteria and send an outbound message without Apex Code.

Correct Answer: ABC

QUESTION 5

A developer must troubleshoot to pinpoint the causes of performance issues when a custom page loads in their org. Which tool should the developer use to troubleshoot?

- A. AppExchange
- B. Salesforce CLI
- C. Visual Studio Core IDE
- D. Developer Console

Correct Answer: D

QUESTION 6

What is a key difference between a Master-Detail Relationship and a Lookup Relationship?

- A. A Master-Detail Relationship detail record inherits the sharing and security of its master record.
- B. When a record of a master object in a Lookup Relationship is deleted, the detail records are also deleted.
- C. A Lookup Relationship is a required field on an object.
- D. When a record of a master object in a Master-Detail Relationship is deleted, the detail records are kept and not deleted.

Correct Answer: A

QUESTION 7

A developer needs an Apex method that can process Account or Contact records. Which method signature should the



developer use?

- A. Public void doWork(Record theRecord)
- B. Public void doWork(sObject theRecord)
- C. Public void doWork(Account Contact)
- D. Public void doWork(Account || Contatc)

Correct Answer: B

QUESTION 8

An org has a single account named `NoContacts` that has no related contacts. Given the query:

```
List accounts = [Select ID, (Select ID, Name from Contacts) from Account where Name=`NoContacts`];
```

What is the result of running this Apex?

- A. accounts[0].contacts is invalid Apex.
- B. accounts[0].contacts is an empty Apex.
- C. accounts[0].contacts is Null.
- D. A QueryException is thrown.

Correct Answer: B

QUESTION 9

A developer creates a new Apex trigger with a helper class, and writes a test class that only exercises 95% coverage of new Apex helper class. Change Set deployment to production fails with the test coverage warning: "Test coverage of selected Apex Trigger is 0%, at least 1% test coverage is required"

What should the developer do to successfully deploy the new Apex trigger and helper class?

- A. Create a test class and methods to cover the Apex trigger
- B. Run the tests using the `Run All Tests` method.
- C. Remove the failing test methods from the test class.
- D. Increase the test class coverage on the helper class

Correct Answer: C

QUESTION 10



Universal Containers wants to back up all of the data and attachments in its Salesforce org once a month. Which approach should a developer use to meet this requirement?

- A. Define a Data Export scheduled job.
- B. Use the Data Loader command line.
- C. Schedule a report.
- D. Create a Schedulable Apex class.

Correct Answer: A

QUESTION 11

A developer is creating an application to track engines and their parts. An individual part can be used in different types of engines. What data model should be used to track the data and to prevent orphan records?

- A. Create a junction object to relate many engines to many parts through a master-detail relationship
- B. Create a lookup relationship to represent how each part relates to the parent engine object.
- C. Create a master-detail relationship to represent the one-to-many model of engines to parts.
- D. Create a junction object to relate many engines to many parts through a lookup relationship

Correct Answer: A

QUESTION 12

Given the code block: Integer x; for (x =0; x