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QUESTION NO: 1

An administrator is designing a record-triggered flow that updates the triggering Account record and creates a related Task when an Account is updated.

Which two considerations should the administrator make? Choose 2 answers

A. Configure the flow to run after the record is saved.

B. Use Is Changed when the Task should be created only after a specified field changes.

C. Configure the flow to run before the record is saved to create the Task.

D. Use a screen element to collect Task details from the user.

ANSWER: A B

Explanation:

An **after-save record-triggered flow** is appropriate when the automation must create related records, such as a Task. After-save flows are designed for actions and related-record updates that occur after the triggering record has been saved.

The administrator should also use the **Is Changed** operator, or compare current and prior values, when the automation should run only when a particular Account field changes. This prevents the flow from creating unnecessary Tasks each time an unrelated Account update occurs. See Record-Triggered Flows.

QUESTION NO: 2

AW Computers has enabled the feature for Contact to multiple Accounts. A rep is trying to remove the primary Account from a Contact but Is unable to do so. The administrator has already updated the page layout to no longer require an Account.

What could be the issue?

A. A primary Account relationship Is required on a Contact regardless of the page layout settings.

B. The Contact has Indirect relationships to other Accounts.

C. The Account Contact relationship record needs to be deleted first In order to disassociate Contact from the Account.

D. Private Contacts need to be enabled in Setup.

ANSWER: A

Explanation:

A primary Account relationship Is required on a Contact regardless of the page layout settings. When Contacts to Multiple Accounts is enabled, Salesforce represents a contact's associations with accounts using Account Contact Relationship records. One of the direct account relationships is designated as the contact's primary relationship. Salesforce requires this primary account relationship, so removing the Account field's required setting from the Contact page layout affects only the user-interface validation imposed by that layout; it does not override the underlying relationship requirement enforced by the feature.

If the business needs the contact to be primarily associated with a different account, a user can create or use another direct account relationship and make that relationship primary. The prior primary relationship can then be managed as appropriate. This behavior preserves a consistent primary-account association for contacts that use the multiple-account feature and ensures that Salesforce can identify the principal account context for the contact. Salesforce's Contacts to Multiple Accounts documentation describes the primary account relationship and how account-contact relationships are managed: Contacts to Multiple Accounts. See also Salesforce's AccountContactRelation object reference for the relationship model.

QUESTION NO: 3

Cloud Kicks has organization-wide snaring defaults on the opportunity set to prvete. However, members of the finance team need to see closed won opportunities. The Drama team members all have roles under the finance director, while the sales team members have roles under the sales marager.

Which two options should the administrator use to meet these criteria?

Choose 2 answers

A. Share with roles and subordinates of the finance director role.

B. Make an owner-based sharing rule where the won field = true.

C. Create a criteria-based sharing rule where the won field = true.

D. Select all opportunities owned by the sales manager role.

ANSWER: A C

Explanation:

With Opportunity organization-wide defaults set to Private, users do not gain access to records merely because they occupy a role elsewhere in the hierarchy. A criteria-based sharing rule is the appropriate declarative mechanism for granting access to a set of records identified by a field value. Setting its criteria to the Opportunity Won field equal to true selects opportunities that are Closed Won, because Salesforce sets the standard Won field when an opportunity is closed successfully.

The sharing rule should share those qualifying records with the Roles and Subordinates group for the Finance Director role. This group includes users assigned to the Finance Director role and every role beneath it, so it grants the required access to the finance-team users described in the question without broadly exposing opportunities to the sales role hierarchy. The administrator can select the needed access level, such as Read Only when finance only needs visibility, in the sharing rule configuration.

Salesforce documents that criteria-based sharing rules grant access based on field values and that role-and-subordinate groups include users in the selected role and its descendant roles. See Salesforce Sharing Rules and Salesforce Role Hierarchy.

QUESTION NO: 4

AW Computing wants to create a process to assign accounts to different salespeople based on the annual revenue…. of the company. The administrator has decided to create a flow.

Which two consideration should the administrator make sure to remember when creating the flow? Choose 2 answers

A. Use a Get Record component instead of hard coding record IDs.

B. The running user of a flow is the user that last saved the flow.

C. Update record elements should be placed outside the flow loop.

D. Update Record elements should be placed inside the flow loop.

ANSWER: A C

Explanation:

Use a Get Record component instead of hard coding record IDs. is an important flow design practice because Salesforce record IDs differ between environments. For example, an owner, queue, or related configuration record can have one ID in a sandbox and a different ID in production. A Get Records element can locate the needed record dynamically using stable criteria, such as a user's username, a queue's developer name, or another maintained business value. This makes the flow more portable, maintainable, and reliable after deployment.

Update record elements should be placed outside the flow loop. follows Salesforce flow bulkification guidance. When the flow evaluates multiple records, it should gather the records requiring changes into a record collection during the loop.

Then, after the loop completes, a single Update Records element updates the collection. This pattern avoids repeated data operations, reduces resource consumption, and helps the flow remain within Salesforce governor limits when processing larger sets of accounts. It is particularly relevant for assignment logic that may evaluate or update many account records in one transaction. Salesforce documents this collection-based update pattern in its flow best-practice guidance: Flow Best Practices and Update Records Flow Element.

QUESTION NO: 5

Northern Trail Outfitters requires the sales user to input a use case before moving the opportunity stage to qualified. A consultant has reviewed the business requirement and ran a report to check the state of data completion. When pulling a report for opportunities in the qualified stage or beyond, it appears that only 30% of records have a use case filled out with varying text strings.

What should the administrator recommend?

A. Write a record-triggered flow that populates the Use Case field when an opportunity is closed.

B. Create a validation rule and add the Use Case field to the Stage Guidance in Path.

C. Make the Use Case field required on the master Opportunity layout.

D. Use a quick action with the Use Case field in the layout, and add it as a Lightning component.

ANSWER: B

Explanation:

Create a validation rule and add the Use Case field to the Stage Guidance in Path. The requirement is specifically to prevent users from advancing an opportunity to Qualified until they provide a use case. A validation rule can evaluate the opportunity's Stage value and require that Use Case is populated whenever the stage reaches Qualified or any later stage. This makes the requirement enforceable regardless of how the record is edited, including the standard record page, inline edits, imports where validation rules run, and API-based updates. The rule should use the organization's stage order or explicitly test for Qualified and subsequent values, while also handling blank values with an appropriate blank check.

Stage Guidance in Path complements the enforcement by presenting the Use Case field and clear instructions at the relevant sales stage. Path helps sales users understand what information is expected before they mark the stage complete, improving consistency and reducing incomplete data. Because the existing values contain varying text strings, the administrator can also assess whether the Use Case field should use a more structured format, but the immediate control is the validation rule paired with visible stage guidance. See Salesforce's documentation on validation rules and Path.

QUESTION NO: 6

When should an administrator consider when using Person Accounts'

A. In a complex business model and the users find it easiest to record Opportunity information on Contacts rather than Accounts.

B. In a B2B business model and is selling to the primary contact at a business organization.

C. In a B2C business model and the consumer is the intended recipient of sates and marketing attention.

D. In a business model that needs a separate Contact and Account to be included on all Case records submitted.

ANSWER: C

Explanation:

In a B2C business model and the consumer is the intended recipient of sates and marketing attention is correct because Person Accounts are designed for organizations that interact directly with individual consumers rather than with contacts who represent a separate business account. A Person Account combines attributes of an Account and a Contact into one record, supporting a customer model in which an individual is both the customer and the relationship being managed. This is useful

when sales, service, and marketing teams need a unified view of a consumer's personal details, activities, cases, opportunities, and engagement history without creating a separate business Account and related Contact. Salesforce describes Person Accounts as appropriate when the organization's customers are individuals, such as in retail, financial services, insurance, healthcare, or other consumer-focused scenarios. Because enabling Person Accounts changes how standard Account and Contact functionality behaves and cannot be disabled afterward, an administrator should confirm that this consumer-centric data model matches the organization's long-term requirements before enabling it. Salesforce recommends reviewing the implications and use cases carefully as part of implementation planning. See Salesforce's Person Accounts documentation and the Person Accounts Trailhead module.

QUESTION NO: 7

The administrator at AW Computing has received an email for a system error indicating that their organization has reached is hourly limit processing workflow time triggers.

Which two processes should the administrator review? Choose 2 answers

A. Time-Based Workflows

B. Paused now Interviews

C. Apex Triggers

D. Debug Logs

ANSWER: A B

Explanation:

Time-Based Workflows and **Paused now Interviews** should be reviewed because both can represent delayed automation work that Salesforce must process at a scheduled time. A time-based workflow rule places pending actions in the time-based workflow queue. If a large number of records qualify for rules whose scheduled actions become due in the same hour, the organization can reach the hourly processing limit for workflow time triggers. The administrator should inspect the workflow queue, identify rules creating substantial volumes of scheduled actions, and assess whether their criteria or scheduling can be adjusted.

Paused flow interviews also merit review when flows are waiting for a scheduled path, wait element, or other pause condition to resume. These interviews are persisted until their resume time and can create significant scheduled automation volume when many interviews resume together. Reviewing paused interviews helps identify whether a flow is generating an unexpectedly high number of pending or concurrently resuming records. Salesforce documents how time-based workflow actions are queued and managed in Time-Dependent Actions in Workflow Rules and provides guidance on monitoring and managing paused flows in Pause Elements in Flow Builder.

QUESTION NO: 8

Universal Containers has a custom report folder containing financial reports. The folder should be accessible to the finance team, but users outside the team should not be able to view or run the reports.

What should the administrator configure?

A. Share the report folder with a public group that contains the finance team.

B. Create a sharing rule on the Report object for the finance role.

C. Set the organization-wide default for Reports to Private.

D. Assign View All Data to each finance user.

ANSWER: A

Explanation:

Share the report folder with a public group that contains the finance team. Report and dashboard folder sharing controls who can access the reports stored in the folder. A public group provides a maintainable way to grant the same access to the appropriate users without individually sharing each report or changing users' broader object permissions.

The administrator can create a public group for the finance team, share the folder with that group, and select the appropriate folder access level. This provides the required team access while keeping the folder unavailable to users who are not members of the group. Salesforce documents report-folder access in its Share Report and Dashboard Folders guidance.

QUESTION NO: 9

Cloud Kicks would like to reassign ownership of all leads that are open and more than 60 days old. The system administrator has written an assignment rule to distribute these leads to the correct owners or queues.

Which two tools should the administrator use to update the owner of these leads?

Choose 2 answers

A. Bulk API

B. Mass Update

C. Dataloader.io

D. Import Wizard

ANSWER: A B

Explanation:

Bulk API is appropriate when a large set of existing lead records must be updated programmatically or through a bulk-processing integration. A Bulk API job can specify an assignment rule ID, allowing Salesforce to evaluate the designated lead assignment rule as it processes each lead update. This makes it suitable for efficiently reassigning a potentially high-volume, criteria-based population while preserving the organization's routing logic.

Mass Update is also appropriate because an administrator can locate the qualifying open leads that are older than 60 days and update them in bulk from the Salesforce user interface. When performing the lead update, the administrator can choose to assign records using the active assignment rule. Salesforce then evaluates the rule for each updated lead and assigns the owner to the matching user or queue. This is a practical administrative tool for a one-time or occasional reassignment exercise without building an external integration.

Lead assignment rules are specifically designed to route leads to users or queues based on defined criteria. More information is available in the Salesforce documentation on lead assignment rules and the Bulk API assignment-rule header documentation.

QUESTION NO: 10

An administrator at Universal Containers has been asked by the compliance team to understand end track various sensitivity levels for its data In Salesforce. The administrator has enabled Data Classification end configured appropriate sensitivity levels. The compliance team would Ike a report showing field level sensitivity and classification.

What should the administrator recommend?

A. Run the standard Data Classification report.

B. Create a custom Entity Definition and Field Definitions report type.

C. Use the Data Classification Metadata list view.

D. Configure a custom Data Classification and Metadata report type.

ANSWER: B

Explanation:

Create a custom Entity Definition and Field Definitions report type. Data Classification stores classification attributes at the field-metadata level, including data sensitivity level and compliance categorization. Entity Definition represents the metadata for an object, while Field Definition represents the metadata for each field on that object. Using Entity Definitions as the primary report object with related Field Definitions gives the administrator a reportable metadata data set covering objects and their fields.

After creating the custom report type, the administrator can add the relevant Field Definition fields to the report layout, such as the field label, API name, data sensitivity level, and compliance categorization. The resulting report can then be grouped, filtered, and shared with the compliance team to identify sensitive fields across the organization and monitor whether classifications have been applied consistently. This approach supports ongoing governance because the report reads the classification metadata configured for fields rather than requiring a separate manual inventory. Salesforce describes data classification as metadata used to identify sensitive data and support compliance processes; its metadata model includes the EntityDefinition and FieldDefinition objects used for this type of reporting. See Salesforce's Data Classification overview and the FieldDefinition object reference.

QUESTION NO: 11

At Ursa Major Solar, there is a custom object called Galaxy. The sales director wants users to only see certain field market.

What Lightning will satisfy this requirement?

A. Record Detail Component

B. Fields component

C. Highlights Panel Component

D. Path Component

ANSWER: B

Explanation:

Fields component is the appropriate Lightning page component because it supports Dynamic Forms configuration on a Lightning record page. An administrator can place selected fields into field sections and control their visibility with component visibility rules. These rules can evaluate factors such as the current user, record field values, and device form factor, allowing the Galaxy record page to show only the intended fields in the relevant context. This makes the record experience more focused without requiring separate page layouts merely to organize which fields appear in a particular part of the Lightning page. The component is especially useful for a custom object such as Galaxy, because Dynamic Forms supports custom objects and allows fields and field sections to be managed directly in Lightning App Builder. Salesforce documents that Dynamic Forms lets administrators add fields and field sections to record pages and use visibility rules to display them conditionally. See Salesforce Dynamic Forms overview and Salesforce guidance on Dynamic Forms visibility rules.

QUESTION NO: 12

Cloud Kicks wants to implement multi-factor authentication (MFA) to help better secure its Salesforce org.

Which two options should the administrator consider to use MFA?

Choose 2 answers

A. An Authentication App

B. A Username and Password

C. A Security Token

D. An Encryption Key

ANSWER: A B

Explanation:

Multi-factor authentication requires users to prove their identity with at least two different factor types. A username and password provide the knowledge factor: information the user knows. An authentication app provides the possession factor, because the user must have access to a registered mobile device or authenticator application to approve a login or supply a time-based verification code. Together, these factors meet the MFA requirement and add meaningful protection against account compromise: a stolen or guessed password alone is insufficient to complete the login. Salesforce supports Salesforce Authenticator as well as compatible third-party authenticator applications for MFA verification. Administrators should ensure affected users are registered for an approved verification method and use the appropriate Salesforce MFA requirement or permission-based configuration for the intended population. Salesforce's MFA overview describes the requirement for a username and password plus a separate verification method, and its implementation guidance covers supported authenticator-app methods. See Salesforce MFA Overview and Salesforce MFA Verification Methods.

QUESTION NO: 13

At Ursa Major Solar, several different planetary teams handle leads depending on which planet the lead is coming from. While most of the teams only need a few fields filled out to work the lead, the Jupiter team requires additional information to be filled out, such as which moon the lead is coming from. The administrator needs to automate which team is allocated the lead record based on the planet and ensure that every team has all of the information they need.

Which two features will satisfy these requirements?

Choose 2 answers

A. Assignment Rules

B. Validation Rules

C. Matching Rules

D. Workflow Rules

ANSWER: A B

Explanation:

Assignment Rules satisfy the automated routing requirement. A lead assignment rule evaluates lead records against ordered rule entries and assigns each matching lead to a specified user or queue. The administrator can create entries that evaluate the planet value and direct leads to the appropriate planetary team's queue or designated lead owner. This provides consistent ownership immediately when leads are created or edited using assignment rules.

Validation Rules satisfy the data-completeness requirement. A validation rule can use conditional logic to require information only in the circumstances in which it is needed. For example, the rule can evaluate whether the Planet field is Jupiter and whether the Moon field is blank. If both conditions are true, Salesforce prevents the record from being saved and displays a clear error message requesting the required moon information. This ensures the Jupiter team receives the additional context it needs while allowing other teams to save leads without completing fields that do not apply to their process.

Salesforce documents lead routing through assignment rules in Set Up Lead Assignment Rules and describes conditional record-quality enforcement in Validation Rules.

QUESTION NO: 14

An administrator has been asked to enable permissions for users on the account services team to be able to edit and change ownership of Accounts owned by any of the team members.

What should the administrator configure?

A. Set organization-wide sharing for Account as Public Read Only.

B. Create a Sharing Rule on the Account object for all members of the account services role to have Read/Write access.

C. Update the profile Account object to Modify All.

D. Enable Account Teams and grant Read record-level access to account team members for the Account object

ANSWER: C

Explanation:

Update the profile Account object to Modify All. The *Modify All* object permission gives a user broad access to all records for that object, regardless of record ownership, organization-wide defaults, role hierarchy, or sharing rules. For Accounts, this lets the account services users edit Account records owned by other team members and transfer those records by changing the Account Owner. This directly meets both parts of the requirement: users need to modify peer-owned Accounts and change their ownership. In a production implementation, an administrator would commonly grant this level of access through a permission set rather than changing a profile, where practical, to make assignment and auditing more flexible. However, the stated configuration is functionally sufficient because the Account-level Modify All permission includes the necessary authority across Account records. Salesforce describes Modify All as providing access to all records of the specified object, independent of sharing settings. See Salesforce Help: Object Permissions and Salesforce Help: User Permissions and Access.

QUESTION NO: 15

Cloud Kicks needs to track government-issued identification numbers for its customers. The security team requires that the identification number cannot changed by users and must be masked when displayed, except the last two digits.

Which two recommended configurators should administrator create? Choose 2 answers

A. Use a field with Classic Encryption.

B. Enable Shield Platform Encryption.

C. Configure a Field Encryption Policy

D. SetRead-Only Field-Level Security in the user Profile

ANSWER: B D

Explanation:

Enable Shield Platform Encryption. is appropriate for government-issued identification numbers because these values are highly sensitive and should be protected with Salesforce's encryption capabilities. Shield Platform Encryption encrypts supported field data at rest while allowing administrators to manage encryption through Salesforce configuration and key-management features. Encryption and masking controls help reduce unnecessary exposure of personally identifiable information in the user interface, reports, and other supported access paths. Administrators should also ensure that users who do not need to view protected values are not granted permissions that expose encrypted data.

SetRead-Only Field-Level Security in the user Profile satisfies the requirement that users cannot change the identification number. Field-level security controls whether a user can read or edit a particular field regardless of page layout placement. Marking the field read-only for applicable profiles, and matching permission sets where necessary, prevents user edits while still permitting authorized viewing. This is a durable security control that applies across standard record pages, related lists, reports, API access, and other Salesforce entry points that honor field permissions. See Salesforce's Platform Encryption documentation and field-level security documentation.

QUESTION NO: 16

At Cloud Kicks, the distributor account information is sensitive information. The administrator needs to make sure this information is unavailable to testers in the full sandbox.

What should the administrator recommend?

A. Refresh the sandbox.

B. Assign the users a new permission set.

C. Use the data masking tool.

D. Delete the sensitive information.

ANSWER: C

Explanation:

Use the data masking tool. Salesforce Data Mask is designed specifically to protect sensitive production data that is copied into Full and Partial Copy sandboxes for development and testing. An administrator can create masking rules for fields containing distributor account information and replace the original values with transformed, anonymized, or patterned values. This lets testers work with realistic record structures and usable test data without being able to view the confidential production values. Data Mask supports masking data in standard and custom objects and provides options appropriate to different data types, helping preserve the format needed for testing while preventing disclosure of the original information. The masking process is run after a sandbox refresh, so the sandbox can continue to contain a current production-like data set while the designated sensitive fields are protected before testers use it. This approach supports the principle of minimizing exposure of confidential information in nonproduction environments and is preferable to relying on manual cleanup. See Salesforce's Data Mask overview and guidance for creating masking rules.

QUESTION NO: 17

A user at Cloud Kicks has informed the administrator that they are unable to log in to Salesforce via multi-factor authentication.

Which two area should the administrator review to understand potential root causes?

Choose 2 answers

A. Identity Verification History

B. Login History

C. Debug Logs

D. Setup Audit Trail

ANSWER: A B

Explanation:

Identity Verification History and **Login History** provide the most useful administrator-level evidence for diagnosing an MFA sign-in problem. Identity Verification History records identity-verification activity, including verification attempts and their outcomes. Reviewing this history helps an administrator identify whether Salesforce challenged the user for MFA, whether the verification attempt was successful, and details that can help isolate an issue with the user's verification method or device.

Login History shows authentication attempts for the user and the resulting login status. It provides key context such as the time of the attempt, source IP address, browser or client information, login type, and failure status. Together, these records let the administrator correlate a failed login with related MFA verification activity and distinguish an MFA-related event from the broader login attempt that initiated it.

This is especially valuable when troubleshooting intermittent issues, new devices or networks, and user reports that lack precise error details. Salesforce documents the available login-monitoring information in Monitor Setup and Configuration Changes and describes MFA administration and verification behavior in Multi-Factor Authentication for Salesforce.

QUESTION NO: 18

The administrator at Cloud Kicks is troubleshooting an issue one user Is having with a flow. They have decided to add a debug log to that user.

What debug log category should be used?

A. Workflow

B. Callout

C. System

D. Database

ANSWER: A

Explanation:

Workflow is the appropriate debug-log category for troubleshooting Flow execution. Salesforce records Flow-related activity in the Workflow log category, including the progression of the automation, evaluated elements, assignments, decisions, updates, and fault information. Setting this category to a sufficiently detailed level, typically *FINE*, *FINER*, or *FINEST* as needed, gives the administrator visibility into what the Flow did for the affected user and where its behavior diverged from expectations. The log can then be reviewed in Developer Console or downloaded from Setup to trace the transaction and locate relevant Flow entries. Because debug logs are generated only for actions performed while the traced user is active, the administrator should reproduce the issue after creating the trace flag and before its expiration. Salesforce documents the available debug-log categories and their levels in its debug-log reference, and its Flow troubleshooting guidance explains how Flow execution details appear in these logs. See Salesforce Debug Log Levels and Troubleshoot Flows.

QUESTION NO: 19

The sales manager at Cloud Kicks wants a way to report on information from a form their clients fill out during the sales cycle. Once a form has been submitted, the client is unable to access it. This form may need to be filled out more than once during the sales cycle. There are more than 30 fields on this form, and the sales team needs to be able to see what changed from one submission to the next.

Which two options should an administrator use to solve this scenario?

Choose 2 answers

A. Add forms as attachments.

B. Make custom fields.

C. Create a custom object.

D. Turn on Field Tracking.

ANSWER: B C

Explanation:

Make custom fields and **Create a custom object** provide a structured, reportable design for repeat form submissions. The administrator can create a custom object that represents an individual form submission and relate it to the relevant sales-cycle record, such as an opportunity. Each time a client completes the form, Salesforce creates a new submission record rather than overwriting the prior submission. This preserves the complete history of submissions and supports reporting across them.

Custom fields on that object store each of the form's more than 30 responses as discrete Salesforce data values. Because the responses are stored in fields rather than in an attached document, users can use reports, filters, groupings, and comparison-oriented report layouts to review submissions for the same related sales record and identify differences over time. A submission date, sequence number, and relationship field can also be included to establish the order of submissions clearly. Salesforce custom objects are intended for storing information that does not fit a standard object, and custom fields make that information available throughout the platform, including reports. See Salesforce documentation on custom objects and Salesforce documentation on custom fields.

QUESTION NO: 20

Ursa Major Solar wants users to see a warning when they create a duplicate Account, but users should still be allowed to save the Account after reviewing the warning.

Which two duplicate management configurations should the administrator use? Choose 2 answers

A. Create a matching rule for Account records.

B. Configure a duplicate rule to allow and alert on create.

C. Create a validation rule that blocks duplicate Account names.

D. Enable field history tracking on Account Name.

E. Create an assignment rule for potential duplicate Accounts.

ANSWER: A B

Explanation:

A matching rule defines how Salesforce identifies potential duplicates. The administrator can configure criteria such as exact matching on account name and postal code, or another combination appropriate for the organization's data.

A duplicate rule configured to allow and alert uses the matching rule during Account creation or editing and displays a duplicate warning without blocking the save. This gives users visibility into possible existing records while allowing an authorized business decision to proceed with the new Account. Salesforce documents these configurations in Duplicate Management and Matching Rules.

QUESTION NO: 21

The Service team at Cloud Kicks needs a way to show the current status from the Account on the Case. This value should be on the page and is used in validation rules.

What should the administrator recommend to solve this?

A. Create a cross-object formula.

B. Use a picklist field.

C. Make a Rollup Summary.

D. Add a lookup field to Account.

ANSWER: A

Explanation:

Create a cross-object formula. A Case has a standard lookup relationship to Account, and a cross-object formula field on Case can reference a field on its related Account, such as the Account's status. The formula displays the current value directly on the Case record page without copying or manually synchronizing data. Because formula fields are calculated dynamically, if the status changes on the Account, the value shown on every related Case updates automatically when accessed. Formula fields can also be referenced in validation rules, allowing the administrator to enforce Case-level business requirements based on the related Account's current status. For example, a validation rule could prevent a Case from moving to a particular stage when the formula indicates that the Account has an ineligible status. Salesforce documents that formula fields can span relationships to reference fields from related records, including values from parent records through lookup relationships. See Salesforce: Cross-Object Formulas and Salesforce: Field Types.

QUESTION NO: 22

Ursa Major Solar allows its scientists to log new stars as they find them, but on occasion, they log the same star by mistake. The administrator wants scientists to be notified when a record is deleted and by whom, and to maintain their own discovery information.

What automation solution should be used to send the notification?

A. Heroku

B. Process Builder

C. Workflow Action

D. flow

ANSWER: D

Explanation:

flow is correct because a record-triggered flow can be configured to run when a record is deleted. This gives the administrator a supported declarative automation mechanism for responding at the point of deletion and sending a notification to the appropriate scientist. The flow can use information available from the deleted record to identify the original discoverer or other recipient, then use an email alert or a Send Email action to deliver the notification. It can also use the running-user context and available flow variables to include relevant deletion details, helping the recipient understand that the record was removed and retain or act on their own discovery information as needed. Record-triggered flows are Salesforce's primary no-code automation tool for record lifecycle events, including deletion, and are the appropriate solution where the business requirement is to automate a notification based on that event. Salesforce documents the delete trigger option for record-triggered flows in its record-triggered flow guidance. For details on email capabilities available in Flow, see the Send Email action documentation.