Number: Process Automation
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Exam Code: Process Automation

Exam Name: Process Automation Accredited Professional

Exam A

QUESTION 1
An Administrator needs to notify the CEO via email requesting sign-off anytime an opportunity's discount reaches higher than 40% leave comments. Which tool should the Administrator use to accomplish this?

A. Process Builder
B. Flow Builder
C. Apex Trigger
D. Approvals

Correct Answer: A
Section:
Explanation:
To notify the CEO via email for an Opportunity's discount exceeding 40%, Process Builder is the most suitable tool. Process Builder allows for the creation of automated processes that can perform actions based on specific criteria, such as sending an email alert. In this scenario, the Process Builder can be configured to trigger when an Opportunity record's discount field reaches above 40%, and then an immediate action can be set up to send an email notification to the CEO. This method is efficient and does not require coding, making it accessible for administrators.
Reference: Salesforce Help Documentation on Process Builder.

QUESTION 2
Which Process Builder component determines when a process runs?

A. Criteria
B. Trigger
C. Action
D. Screen

Correct Answer: A
Section:
Explanation:
In Process Builder, the component that determines when a process runs is the 'Criteria'. Criteria are defined conditions that must be met for the process to execute its associated actions. When a record change or event occurs that matches the defined criteria, the process triggers its actions. This allows for precise control over when and how automated processes are executed in Salesforce.
Reference: Salesforce Help Documentation on Process Builder.

QUESTION 3
Universal Container (UC) recently migrated to Lightning Experience. How can UC allow users to upload a file during a Flow?

A. Custom Lightning Component
B. Apex + Visualforce
C. File Upload* standard Screen Component
D. Node.js

Correct Answer: C
Section:
Explanation:
To allow users to upload a file during a Flow in Lightning Experience, the 'File Upload' standard Screen Component should be used. This component is part of the Salesforce Flow Builder and enables users to upload files as

part of a flow without the need for custom development or external solutions. It's a straightforward way to incorporate file uploads into automation processes, enhancing user interaction within flows.
Reference: Salesforce Help Documentation on Flow Builder.

QUESTION 4
Which two types of flows are supported by Salesforce Flow?

A. Remote Flows
B. Autolounched Flows
C. Screen Flows
D. Managed Flows

Correct Answer: B, C
Section:
Explanation:
Salesforce Flow supports various types of flows, among which 'Autolaunched Flows' and 'Screen Flows' are two key types. Autolaunched Flows run in the background without user interaction and can be triggered by various events. Screen Flows, on the other hand, are user-interactive and can present screens to users to collect or display information during the flow execution. These types of flows provide a versatile toolset for automating business processes in Salesforce.
Reference: Salesforce Help Documentation on Flow Types.

QUESTION 5
An administrator wants to update a record, in the future, when a specified time is reached. Which tool should the Administrator use?

A. Approvals
B. Process Builder
C. Workflow Rules
D. Flow Builder

Correct Answer: D
Section:
Explanation:
To update a record at a specified future time, Flow Builder can be used to create a Scheduled Flow. Scheduled Flows allow administrators to define automation that runs at specific times, making it possible to update records based on time-based criteria without manual intervention. This feature is particularly useful for scenarios where record updates need to occur on a scheduled basis.
Reference: Salesforce Help - Scheduled Flows

QUESTION 6
How many active versions of a flow can you have at a given time?

A. Unlimited
B. 5
C. 1
D. 10

Correct Answer: C
Section:
Explanation:
At any given time, you can have only one active (activated) version of a flow in Salesforce. While you can create and save multiple versions of a flow, only one version can be active and triggerable by users or automated processes at a time. This ensures that there is no confusion or conflict between different versions of the same flow.
Reference: Salesforce Help - Activate or Deactivate a Flow

QUESTION 7
What does a flow connector do?

A. Tells the flow which external database to connect to.
B. Tells the flow which element to execute next.
C. Tells the flow which resource to create next.
D. Tells Salesforce which flow to start next.

Correct Answer: B
Section:
Explanation:
A flow connector in Salesforce is a line that connects elements in a flow, indicating the path that the flow should follow from one element to the next. Connectors are used to define the order of operations in a flow, directing the flow's execution from one element to another based on the defined logic and conditions.
Reference: Salesforce Help - Understand Flow Connectors

QUESTION 8
Administrator has seen an increased number of tickets logged by end reporting Flow errors. To analyze flows in the org, where should the should Administrator to identify which Flows are causing are causing the most errors?

A. In Setup, go to Process Automation and select Automation Home.
B. In Setup, go to Flows and select the 'Recently Viewed' List View.
C. In Setup, type 'Queue' in the quick search menu and select 'Queues'.
D. In Setup, go to Process Automation and select Paused Flow Interviews.

Correct Answer: A
Section:
Explanation:
To analyze flows and identify which ones are causing the most errors, an Administrator should navigate to Automation Home in Setup. This section provides a centralized view of all automation tools, including Flows, and offers insights into the performance and errors associated with each flow, helping administrators to troubleshoot and optimize processes.
Reference: Salesforce Help - Monitor and Troubleshoot Flows

QUESTION 9
What should you avoid inside a loop?

A. Assigning new values to variables.
B. Displaying data to the user.
C. Executing actions, such as creating or updating records.
D. Nesting another loop.

Correct Answer: C
Section:
Explanation:
Inside a loop in a Salesforce flow, it's recommended to avoid executing actions such as creating or updating records directly. This can lead to hitting governor limits due to the potentially high number of operations being performed in a single transaction. Instead, it's better to collect the changes in a collection variable and perform bulk DML operations outside the loop.
Reference: Salesforce Developer Blog - Best Practices for Designing Efficient Flows

QUESTION 10
The Salesforce Admin needs to automate a process that sends an approval request to the VP of Sales for any account record that changes from Prospect to New Customer. What process automation capabilities would the Admin use to meet this requirement?

A. Use an Apex Trigger to change the Account field value from 'prospect' to 'customer' and email the Account Owner as a reminder to get an approval from their Manager.
B. Use a Record Trigger Flow to change the Account field value from 'prospect' to 'customer' and email the Account Owner.
C. Use a Flow to update the field and trigger on Approval Process to notify the VP of Sales.
D. Use o Process to monitor t changed field value on the Account object from 'prospect' to 'customer' and an action to submit the record to an Approval Process

Correct Answer: C
Section:
Explanation:
To automate the process of sending an approval request when an Account record changes from Prospect to New Customer, the best approach would be to use Salesforce Flow to update the Account field value and then trigger an Approval Process to notify the VP of Sales. This approach allows for a more flexible and powerful automation compared to using Apex Triggers or Process Builder alone. Salesforce Flow can detect record changes and perform complex logic, including updating records and initiating approval processes. The Approval Process can then be configured to send an approval request to the VP of Sales. This solution aligns with Salesforce's best practices for leveraging declarative automation tools before resorting to code.
Reference: Salesforce Help Documentation on Flow and Approval Processes.

QUESTION 11
Which tools are included with the Lightning Flow product?

A. Lightning Experience and Flow Builder
B. Process Builder. Flow Builder, and Approvals
C. Process Builder and Flow Builder
D. Lightning App Builder and Process Builder

Correct Answer: B
Section:
Explanation:
Lightning Flow encompasses several tools designed to automate business processes in Salesforce, including Process Builder, Flow Builder, and Approvals. Process Builder is ideal for creating automated processes based on record changes. Flow Builder provides a more comprehensive platform for building complex workflows with conditional logic and user interactions. Approvals are used to automate the approval process, allowing for record approval requests and tracking. Together, these tools provide a robust set of options for automating business processes within Salesforce.
Reference: Salesforce Help - Lightning Flow

QUESTION 12
Which three building blocks are used to create a Flow?

A. Resources
B. Screens
C. Connectors
D. Elements
E. Process

Correct Answer: A, C, D
Section:
Explanation:
There are 3 main ''building blocks'' of any Flow:
1.Elementsare the individual building blocks of the Flow. These perform logical actions such as assignments, decisions, or loops. There are also data elements that will query the database or commit record changes.
2.Connectorsdetermine which element leads to which. Winter '21 enables Auto-Layout, and connects the Elements together automatically.
3.Resourcesare the individual variables of data that are to be used in a Flow -- these can be strings of text, numbers, records, formulae, or collections.

QUESTION 13
Which three of the following are the key component to build a process in Process Builder?

A. Action
B. Scheduler
C. Timer
D. Criteria Node
E. Trigger

Correct Answer: A, D, E
Section:
Explanation:
The key components to build a process in Process Builder are Action, Criteria Node, and Trigger. Actions define the operations to be performed when the criteria are met, such as updating a record or sending an email. Criteria Nodes specify the conditions that must be satisfied for the actions to execute. The Trigger is the event that initiates the process, such as a record creation or update. These components work together to enable administrators to automate business processes based on specific events and conditions within Salesforce.
Reference: Salesforce Help Documentation on Process Builder.

QUESTION 14
An administrator wants to route an employee's time-off request to their manager for approval. Which tool should the administrator use?

A. Process Builder
B. Approvals
C. Workflow Rules
D. Flow Builder

Correct Answer: B
Section:
Explanation:
For routing an employee's time-off request to their manager for approval, the best tool to use is Approvals. Salesforce Approvals provide a framework for defining approval processes, including specifying approvers, setting up approval steps, and determining the actions to take at each stage of the process. This tool is specifically designed to handle use cases involving approval workflows, making it well-suited for managing time-off requests.
Reference: Salesforce Help Documentation on Approval Processes.

QUESTION 15
What should be avoided within the loop when working web flows?

A. Executing actions like creating or updating records
B. Displaying data to the user
C. Assignment new values to variables.
D. Nesting another loop.

Correct Answer: D
Section:
Explanation:
When working with loops in Salesforce flows, it's recommended to avoid nesting another loop within a loop (D). Nested loops can significantly increase the complexity and processing time of the flow, potentially leading to performance issues. Instead, it's advisable to design the flow in a way that minimizes the need for nested loops, possibly by restructuring the flow's logic or using collections to handle bulk operations more efficiently.
Reference: Salesforce Help Documentation on Flow Best Practices.

QUESTION 16

What is a valid distribution method for Autolaunched flow with a schedule trigger?

A. Metadata and Tooling API
B. REST API
C. Scheduled time and frequency
D. Custom Apex Classes

Correct Answer: C
Section:
Explanation:
A valid distribution method for an Autolaunched Flow with a schedule trigger is setting a Scheduled time and frequency (C). This allows the flow to be executed automatically at defined intervals or specific times, enabling automation of tasks without manual intervention. Salesforce provides options to configure the start date, end date, and the frequency of execution for scheduled flows, making it a flexible tool for automating recurring tasks.
Reference: Salesforce Help Documentation on Scheduled Flows.

QUESTION 17
What are two valid trigger invocation conditions when creating a trigger that invokes a record-based process?

A. When a new record is created.
B. When a record is deleted.
C. When a record is shared.
D. When a record is updated.

Correct Answer: A, D
Section:
Explanation:

Valid trigger invocation conditions for a record-based process are when a new record is created (A) and when a record is updated (D). These conditions allow processes to run in response to changes in record data, enabling automation of tasks based on record lifecycle events. Salesforce's process automation tools, such as Process Builder and Flow, provide the capability to specify these trigger conditions as part of their configuration.
Reference: Salesforce Help Documentation on Process Builder and Flow

QUESTION 18
The system needs to automatically mention the record owner in the record feed whenever an Opportunity record is Closed-Won. How can an Administrator accomplish this using Flow?

A. By cresting two flow directives, one for the record and another one for the feed item.
B. By using the Assignment Element and setting the value to the record owner.
C. By creating a temporary shadow record with system account as the owner and copying the lead item to original record.
D. By entering @[reference] in the input Message parameter, where reference is the ID for the record owner.

Correct Answer: D
Section:
Explanation:
To automatically mention the record owner in the record feed when an Opportunity is Closed-Won, using the @[reference] syntax in the Message parameter of a Post to Chatter action in a Flow is effective. Here, 'reference' should be replaced with the dynamic reference to the record owner's ID, allowing the Flow to tag the owner in a Chatter post dynamically.
Reference: Salesforce Help - Automate Posts to Chatter Using Flow

QUESTION 19
The Administrator is developing a flow which integration with an external system and needs to be invoked in async fashion. What type of flow the Administrator should choose when designing this process?

A. Platform Event Process

B. Contact Request Flow
C. Checkout Flow
D. Screen Flow

Correct Answer: A
Section:
Explanation:
For a process that integrates with an external system and needs to be invoked asynchronously, a Platform Event Process is suitable. Platform events enable the creation of event-driven workflows in Salesforce, where an event message is published and can trigger processes or flows. This mechanism is ideal for integrating with external systems in an asynchronous fashion.
Reference: Salesforce Help - Platform Events Overview

QUESTION 20
Which three types of data can a flow variable store?

A. Multi-Select Picklist
B. Text
C. Binary Large Object (BLOB)
D. Record
E. Character Large Object (CLOB)

Correct Answer: B, D, E
Section:
Explanation:
The types of data a flow variable can store include Text (B), Record (D), and Character Large Object (CLOB) (E). Text variables store string values, Record variables can store Salesforce record data, and CLOB variables are used for storing large text blocks. These data types enable the storage and manipulation of a wide range of information within flows, supporting complex data handling and processing needs.
Reference: Salesforce Help Documentation on Flow and Variables.

QUESTION 21
Which are the three Flow best practices?

A. Never hard-code Salesforce IDs.
B. Provide an error handler.
C. Configure inactive Flows in Production.
D. Set up a flow optimizer.
E. Control when users can navigate backwards.

Correct Answer: A, B, E
Section:
Explanation:
Three Flow best practices recommended by Salesforce include: A) Never hard-code Salesforce IDs, as hard-coding can lead to maintenance issues and break the flow when used in different environments. B) Provide an error handler to manage exceptions and ensure users are presented with understandable error messages, improving the flow's robustness and user experience. E) Control when users can navigate backwards to manage the flow's navigation and ensure data integrity and user experience are maintained. These practices enhance the flow's maintainability, user experience, and reliability.
Reference: Salesforce Help Documentation on Flow Best Practices.

QUESTION 22
Which of the following is the only resources that can change during a Flow?

A. Text Template

B. Formula
C. Stage
D. Variable

Correct Answer: D
Section:
Explanation:
The only resource that can change during a Flow's execution is a Variable (D). Variables are used to store and manipulate data at runtime, allowing flows to dynamically process and pass data between flow elements. This flexibility makes variables a key component in building dynamic and responsive flows.
Reference: Salesforce Help Documentation on Flow Resources.

QUESTION 23
For which use case is it appropriate to combine a process and a flow?

A. Post to an internal Chatter group.
B. Clone a record and its children.
C. Post to external (Community) Chatter group.
D. Delete a related record.

Correct Answer: B
Section:
Explanation:
Combining a process and a flow is appropriate for use cases such as B) Cloning a record and its children. A process can initiate the flow when certain criteria are met, and the flow can then perform complex operations like cloning a record along with its related records. This combination leverages the simplicity of Process Builder for triggering and the power of Flow for complex data manipulations.
Reference: Salesforce Help Documentation on Process Builder and Flow.

QUESTION 24
What should an Administrator do to allow the value of a variable to be get by sources that started the flow?

A. Select 'Field is required' checkbox
B. Select 'Allow Multiple Values' checkbox
C. Select 'Available for output' checkbox
D. Select 'Available for input' checkbox

Correct Answer: C
Section:
Explanation:
To allow the value of a variable to be accessed by sources that started the flow, the administrator should select the 'Available for output' checkbox (C) for the variable. This setting makes the variable's value accessible outside the flow, allowing it to be used by processes or elements that initiated the flow, facilitating the passing of data between the flow and other processes.
Reference: Salesforce Help Documentation on Flow Variables.

QUESTION 25
What's the different between the Run and Debug buttons In Flow Builder?

A. The Run button is available only for active flows.
B. Only the run tuition the Intent of the flow.
C. The debug button automatically fix issues in the flow.

D. The debug button displays details tor debugging the flow.

Correct Answer: D
Section:
Explanation:
The difference between the Run and Debug buttons in Flow Builder is that the Debug button displays details for debugging the flow (D). Debug mode allows the flow designer to step through the flow, inspect variable values, and understand the flow's behavior at each step, which is crucial for identifying and fixing issues within the flow. The Run button, conversely, executes the flow without providing the detailed execution information that Debug mode does.
Reference: Salesforce Help Documentation on Flow Testing and Debugging.

QUESTION 26
If an admin distributes a flow on an Account record page, how can the admin pass the account's ID into the flow?

A. By checking 'Available for input' checkbox.
B. By checking 'Available for output' checkbox.
C. By using 'Get Record',
D. By selecting 'Allow multiple values'.

Correct Answer: A
Section:
Explanation:
If an admin distributes a flow on an Account record page and needs to pass the account's ID into the flow, they can achieve this by checking the 'Available for input' checkbox (A) for the variable that will hold the Account ID. This setting allows the flow to accept input values from the context in which it's running, such as a record page, enabling the flow to use the Account ID in its operations.
Reference: Salesforce Help Documentation on Flow Variables and Record-Triggered Flows.

QUESTION 27
Universal Containers (UC) has two business groups that have unique stages in the spelling process. What should UC use to implement?

A. Use Lightning Flow
B. Use Record Type
C. Page Layout
D. Use Opportunity Stages.

Correct Answer: B
Section:
Explanation:
To accommodate unique stages in the selling process for two business groups, Universal Containers should use Record Types (B). Record Types enable the creation of different business processes, page layouts, and picklist values for different segments of the business, making them suitable for managing distinct sales processes within the same object.
Reference: Salesforce Help Documentation on Record Types.

QUESTION 28
Once a flow is activated, what are the two requirements for any user to run the flow?

A. Access to all the records referenced inside the flow and all the referenced fields in those records.
B. Access to all the records referenced inside the flow.
C. The 'Flow User' field enabled on their user detail page.
D. The ''Run Flows' user permission.

Correct Answer: A, D
Section:
Explanation:
Once a flow is activated, for any user to run the flow, they need access to all the records referenced inside the flow and all the referenced fields in those records (A), and they require the ''Run Flows' user permission (D). These requirements ensure that users have the necessary permissions to interact with the data the flow processes and the ability to execute flows within the Salesforce environment.
Reference: Salesforce Help Documentation on Flow Execution and User Permissions.

QUESTION 29
Which three actions can a business analyst take with a process action?

A. Submit the record tor approval.
B. Send email and/or Post to Chatter.
C. Import field values from another record and merge them with the record that started the process
D. Create and update the records that started the process or any related record.
E. Export up to 3 resources that are currently being used in the t\ov* or process.

Correct Answer: A, B, D
Section:
Explanation:
A business analyst can take the following actions with a process action: A) Submit the record for approval, B) Send email and/or post to Chatter, and D) Create and update the records that started the process or any related record. These actions enable automating business processes such as approvals, communications, and data management directly within the Salesforce platform.
Reference: Salesforce Help Documentation on Process Builder Actions.

QUESTION 30
What is a flow interview?

A. Questions posed by flow designer to potential flow users.
B. A flow that takes the same path as the original flow.
C. Instance of a flow.
D. Connection or interlink between two to more internal elements of a flow.

Correct Answer: C
Section:
Explanation:
A flow interview (C) is an instance of a flow that is running. Each time a flow is executed, a new flow interview is created. This interview represents the execution path taken by the flow, including the data entered and processed throughout the flow's execution. Understanding flow interviews is crucial for debugging and optimizing flows.
Reference: Salesforce Help Documentation on Flow Concepts.

QUESTION 31
Which of the following should be used to branch a flow?

A. Branching Element
B. Decision Element
C. If condition
D. If Elase condition

Correct Answer: B
Section:

Explanation:
To branch a flow, the Decision Element (B) should be used. The Decision Element allows for defining multiple outcomes based on specified conditions, directing the flow down different paths based on the data processed. This is essential for creating dynamic flows that can adapt to varying business logic.
Reference: Salesforce Help Documentation on Flow Elements

QUESTION 32
Which element allow adding branching logic?

A. Assignment
B. Loop
C. Subflow
D. Decision

Correct Answer: D
Section:
Explanation:
The Decision element (D) allows adding branching logic to a flow. It evaluates specified conditions and directs the flow to different paths based on the outcomes. This enables the creation of complex flows that can handle multiple scenarios and decision points.
Reference: Salesforce Help Documentation on Flow Elements.

QUESTION 33
An administrator wants to add a confirmation screen to a Screen Flow. What type of Screen Component should the administrator?

A. Text
B. Display Text
C. Lookup
D. Long Text Area

Correct Answer: B
Section:
Explanation:
To add a confirmation screen to a Screen Flow, the administrator should use the Display Text component (B). This component allows for presenting information to the user in a read-only format, suitable for confirmation messages, instructions, or summaries before completing the flow.
Reference: Salesforce Help Documentation on Screen Flow Components.

QUESTION 34
Universal Containers requested a custom field on the account to be created to display the number of open cases related to the this requirement?

A. Use a flow to populate the custom field value.
B. Use the process builder to populate the custom field value.
C. Use scheduled apex to populate the custom field value.
D. Create a roll-up summary field.

Correct Answer: D
Section:
Explanation:
To display the number of open cases related to an account, creating a Roll-Up Summary Field (D) is the most straightforward approach if the relationship between Account and Case objects is a master-detail relationship. Roll-up summary fields can automatically calculate and display aggregate data from related records, such as counts, sums, averages, or maximums, without the need for custom code or flows.

Reference: Salesforce Help Documentation on Roll-Up Summary Fields.

QUESTION 35
Northern Trail Outfitters (NTO) has a drop-down legacy UX. NTO is now looking to replace it with a personalized UX so that the right recommend .. available to the right people at the right time. Which automation feature can help NTO accomplish this goal?

A. Einstein Next Best Action
B. Experience Builder
C. Personalization Workbench
D. interaction Designer

Correct Answer: A
Section:
Explanation:
To replace a drop-down legacy UX with a personalized UX that provides the right recommendations at the right time, Einstein Next Best Action (A) is a suitable feature. Einstein Next Best Action analyzes various factors to present users with contextually relevant actions or recommendations, enhancing decision-making and user experience.
Reference: Salesforce Help Documentation on Einstein Next Best Action.

QUESTION 36
Which three conditions need to be met in order for an Administrator to delete a flow version installed from a package without uninstalling the package?

A. The flow version is deprecated in the org.
B. The flow version isn't the latest version of the flow installed in an org.
C. The flow version has no scheduled actions that are currently live or running.
D. The flow version is inactive.
E. The flow version doesn't have any associated paused flow interviews.

Correct Answer: B, D, E
Section:
Explanation:
An Administrator can delete a flow version installed from a package without uninstalling the package if the following conditions are met: B) The flow version isn't the latest version installed in the org, D) The flow version is inactive, and E) The flow version doesn't have any associated paused flow interviews. These conditions ensure that deleting the flow version does not disrupt any ongoing processes or the functionality provided by the package.
Reference: Salesforce Help Documentation on Managing Flows and Packages.

QUESTION 37
Universal Containers (UC) wants to prevent their customer's assist records from being visible to the sales users of another business groups in .... Can UC accomplish this?

A. Use Apex Trigger
B. Use Lightning Flow
C. Use Process builder
D. Use Dynamic Form

Correct Answer: D
Section:
Explanation:
To prevent a business group's sales users from viewing another group's asset records, Universal Containers can use Dynamic Forms (D). Dynamic Forms allow for the granular control of field visibility based on user profiles, permissions, and other criteria, enabling the customization of user experiences and ensuring data visibility aligns with business requirements.

Reference: Salesforce Help Documentation on Dynamic Forms.

QUESTION 38
Universal Containers (UC) is automatically its employee offboarding process. Payroll information is stored in an external system. What could UC use to make a automatic update to the payroll system when an employee is offboarded?

A. Salesforce Handler
B. API Connect
C. Outbound Message Action
D. JSON Auto Connector

Correct Answer: C
Section:
Explanation:
To automatically update the payroll system when an employee is offboarded, UC can use Outbound Message Actions in Salesforce. Outbound Messages allow Salesforce to send specific information to external systems in the form of SOAP messages. This feature is particularly useful for integrating Salesforce with external systems like a payroll system without writing any code. The outbound message will be triggered by a workflow or a process when an offboarding event occurs, ensuring the payroll system is updated accordingly.
Reference: Salesforce Help - Outbound Messaging

QUESTION 39
In which two ways does Salesforce Flow for Service help customer service agent?

A. It shows a checklist that agents can print.
B. It allows an agent to pen a record and seamlessly resume a customer conversion.
C. It uses flows and quick action to walk agents through customer engagement.
D. It helps an experienced agent show a new agent what to do.

Correct Answer: B, C
Section:
Explanation:
Salesforce Flow for Service enhances customer service agents' efficiency by providing guided visual workflows (Flows) and quick actions that walk agents through standardized customer engagement processes. This ensures consistency and quality in customer interactions. Additionally, it allows agents to open customer records and seamlessly resume conversations, ensuring a personalized and context-aware service experience.
Reference: Salesforce Blog - Salesforce Flow for Service

QUESTION 40
Cloud Kicks (CK) is evaluating outbound message actions to send pricing updates to ....

A. If the endpoint is unavailable, outbound messages are lost after 3 unsuccessful retries.
B. Outbound messages could potentially be delivered out of order.
C. Audit trail is not available for outbound messages.
D. Admin can configure up to 5 outbound message types for guaranteed delivery.

Correct Answer: B
Section:
Explanation:
One of the limitations of using outbound message actions in Salesforce is that messages could potentially be delivered out of order. This is important to consider when the sequence of updates is critical to the receiving system. Salesforce does not guarantee the order of delivery for outbound messages, which could impact systems relying on sequential updates.
Reference: Salesforce Developer Documentation - Outbound Messaging

QUESTION 41
What dies debug option in Flow Builder allow an administrator to do?

A. Enter custom values for input variable and view step-wise details.
B. Roll back to previously executed actions, callouts, and changes committed to the database.
C. Run the most recent saved version of the flow with auto-save mode turned OFF.
D. Version a Flow that can be saved as current version after the Flow has run.

Correct Answer: A
Section:
Explanation:
The debug option in Flow Builder allows an administrator to test the flow by entering custom values for input variables and then executing the flow step by step. This feature provides detailed information about each step's execution, helping to identify and troubleshoot issues within the flow. It's a crucial tool for ensuring that the flow behaves as expected before activation.
Reference: Salesforce Help - Debug a Flow

QUESTION 42
Which process must be automated using Flow Builder?

A. Whenever deletion of records are involved.
B. Whenever time based actions are involved.
C. Whenever posting to chatter is involved.
D. Whenever outbound messages are involved.

Correct Answer: B
Section:
Explanation:
Flow Builder must be used to automate processes that involve time-based actions. This includes scenarios where certain actions need to be performed after a specified duration or at a specific time in the future. Flow Builder's Scheduled Paths feature enables administrators to define actions that are triggered based on time conditions, providing flexibility in automating time-dependent processes.
Reference: Salesforce Help - Schedule-Triggered Flows

QUESTION 43
A new VP of sales joined TrueGlobal Inc. TrueGlobal uses Salesforce for managing their global sales operations. The VP of sales wants to receive an email alert if a deal stage is changed to Closed Lost and the amount was greater than $1,000,000. What evaluation criteria should the administrator choose while creating this workflow rule?

A. When a record is created and every time it is edited
B. When a record is created and any time it's edited to subsequently meet criteria
C. When a record is created
D. When a record is edited, and any time it's edited to subsequently meet criteria

Correct Answer: B
Section:
Explanation:
For the VP of Sales at TrueGlobal Inc. to receive an email alert when a deal stage changes to Closed Lost with an amount greater than $1,000,000, the workflow rule should be set to trigger 'when a record is created, and any time it's edited to subsequently meet criteria.' This ensures the workflow rule evaluates the record both upon creation and any time the record is edited in a way that it meets the specified criteria, catering to both new and existing opportunities.
Reference: Salesforce Help - Workflow Rule Considerations

QUESTION 44

Which of the following are true regarding the Lead Conversion process? Choose two

A. An Account is created if one with the same name is not found
B. A Contact is created if one with the same name is not found
C. An Opportunity is always created
D. Custom Lead fields can be inserted into standard or custom Account, Contact or Opportunity fields.

Correct Answer: A, D
Section:
Explanation:
During the Lead Conversion process in Salesforce, an Account is created if an existing one with the same name isn't found. Additionally, Salesforce allows for the mapping of custom Lead fields to standard or custom fields on Account, Contact, or Opportunity objects, ensuring that important information from the Lead is preserved and transferred during conversion.
Reference: Salesforce Help - Customize How Leads Get Converted

QUESTION 45
If a record meets one criteria, an email should be sent. If the record meets a different criteria, a task should be created. It is possible that a record meets both criteria.
What is the recommended solution for this scenario?

A. Create one Workflow Rule with two Workflow Actions
B. Create two Workflow Rules
C. Create one Process using the Process Builder
D. Define two Processes using the Process Builder

Correct Answer: C
Section:
Explanation:
For a scenario where different actions (sending an email and creating a task) need to be taken based on different criteria, and a record could meet both, using a single Process in Process Builder is recommended. This allows for the evaluation of multiple criteria within one process and the execution of multiple actions based on those criteria, even if a record meets more than one set of criteria.
Reference: Salesforce Help - Process Builder

QUESTION 46
What are three best practices a business analyst should keep in mind when creating a Flow?

A. Create a draft version of the flow and delete it after the real version has been successfully run at least once.
B. Plan out their flow before they start building.
C. Identify the Salesforce IDs and hardcode them in a process so they can be easily referenced.
D. Provide an error handler.
E. Wait until the end of the flow to make changes to the database.

Correct Answer: B, D, E
Section:
Explanation:
When creating a Flow, it's best practice to plan the flow before building, provide error handling to manage exceptions, and wait until the end of the flow to make bulk changes to the database to optimize performance and limit errors. These practices help ensure the flow is efficient, effective, and less prone to causing issues in the Salesforce environment.
Reference: Salesforce Developer Blog - Best Practices for Building Flows

QUESTION 47
Northern Trail Outfitters (NTO) is looking to build an app for its logistics team where users will be able to submit inventory refill requests. The current manual process involves filling out a long form containing many fields. NTO

is planning to replace the current process with Flows. Users frequently change field values as they are filling out the form. What should NTO keep in mind about letting users go backward in the Flow to make updates to field values?

A. Allow Navigation' needs to be set to TRUE on the Flow.
B. Only users with 'Navigate Flows'' permission can navigate to previous screens.
C. Letting users navigate from the later screen to the previous screen could result in duplicates.
D. Once the user navigates to previous screen, all field values on the current screen will be lost and will need to be repopulated.

Correct Answer: A
Section:
Explanation:
To enable users to navigate backward in a Flow and update field values, the 'Allow Navigation' setting must be enabled in the Flow's configuration. This allows users to move between screens without losing the information they've entered, improving the user experience when filling out forms or completing processes that require multiple steps.
Reference: Salesforce Help - Configure Screen Flow Navigation

QUESTION 48
Which resource should be used as a placeholder to store temporary values, and can be changed during a Flow?

A. Error Message
B. Text Template
C. Variable
D. Formula

Correct Answer: C
Section:
Explanation:
Variables in Salesforce Flows are used as placeholders to store values that can change during the execution of the flow. Variables can hold different types of data, such as text, numbers, or records, and can be updated as the flow progresses, making them ideal for storing temporary values needed throughout the flow.
Reference: Salesforce Help - Flow Variables

QUESTION 49
What is the maximum versions per flow that one can create in an enterprise or unlimited edition?

A. 100.0
B. 50.0
C. 1000.0
D. 900.0

Correct Answer: B
Section:
Explanation:
The maximum number of versions per flow that one can create in an Enterprise or Unlimited Edition of Salesforce is 50 (B). This limit ensures that organizations manage their flows efficiently, encouraging the maintenance and consolidation of flow versions to optimize performance and manageability.
Reference: Salesforce Documentation on Salesforce Editions and Limits.

QUESTION 50
Torun flows, a user must have which permission?

A. Manage Flows
B. Flow User
C. Run Flows
D. View Screen Flows

Correct Answer: C
Section:
Explanation:
To run flows, a user must have the 'Run Flows' permission (C). This permission enables users to execute flows within the Salesforce environment, allowing them to participate in automated processes and interact with flows as designed by the flow creators or administrators.
Reference: Salesforce Help Documentation on User Permissions and Access to Flows.

QUESTION 51
Which process must be automated using Flow Builder?

A. Whenever posting to chatter is involved.
B. Whenever time-based actions are involved.
C. Whenever outbound messages are involved.
D. Whenever deletion of records is involved.

Correct Answer: B
Section:
Explanation:
A process that must be automated using Flow Builder is one where time-based actions are involved (B). Flow Builder supports the creation of flows that can execute actions at specified times, making it suitable for scenarios that require delayed or scheduled automation, such as sending follow-up emails or updating records after a certain period.
Reference: Salesforce Help Documentation on Flow Builder and Time-Based Actions.

QUESTION 52
Which two places can a flow designer distribute a flow with a screen?

A. Lightning Pages
B. Utility Bar
C. Buttons
D. LWC javascript
E. Related List

Correct Answer: A, B
Section:
Explanation:
A flow with a screen can be distributed in Salesforce by embedding it in Lightning Pages using the Lightning App Builder, which allows for the integration of the flow on Home, Record, App, and other custom pages. Additionally, flows can be added to the Utility Bar of Lightning Apps, providing users with easy access to the flow from the utility bar at the bottom of the Salesforce interface.
Reference: Salesforce Help - Add Flows to Lightning Pages

QUESTION 53
To override the context a flow typically runs in, set the flow to run in which context?

A. RunAs context

B. User context
C. Debug context
D. System context

Correct Answer: D
Section:
Explanation:
To override the typical user context in which a flow runs, you can set the flow to run in System Context. This means the flow will have access to all records and fields in the Salesforce org, regardless of the user's permissions, following the sharing rules and field-level security settings of the admin or the automated process user.
Reference: Salesforce Help - How Does Flow Security Work?

QUESTION 54
How can an Administrator monitor pending scheduled actions?

A. By executing Monitor Script.
B. By periodically checking the Inbox.
C. By going to Setup.
D. By creating keep-alive events for scheduled actions.

Correct Answer: C
Section:
Explanation:
Administrators can monitor pending scheduled actions by navigating to Setup in Salesforce. Within Setup, there are tools and settings specifically designed for monitoring and managing pending actions, such as the Flows section where you can view scheduled and paused flow interviews.
Reference: Salesforce Help - Monitor Pending Scheduled Actions

QUESTION 55
Which three options are appropriate to distribute as a flow in a Site or a Portal instead of a Salesforce org?

A. A survey to collect feedback on new products.
B. A guided script for service reps to follow when customers lose their credit card.
C. An interest form for an upcoming conference.
D. A partner-sourced lead conversion wizard for internal Sales team.
E. A new product registration form.

Correct Answer: A, C, E
Section:
Explanation:
Flows that are suitable for distribution in a Site or a Portal, rather than within a Salesforce org, include those intended for external users, such as customers or partners. Examples include a survey to collect feedback on new products, an interest form for an upcoming conference, and a new product registration form. These types of flows are designed to gather information or provide services to users who do not have access to the internal Salesforce org.
Reference: Salesforce Help - Distribute Flows to Customers and Partners

QUESTION 56
What's the difference between Salesforce Flow and Flow Builder?

A. Salesforce Flow is a part of Flow Builder.

B. Flow Builder is a part of Salesforce Flow.
C. Salesforce Flow is the fastest version of Flow Builder.
D. Flow Builder isn't available in Lightning Experience, but Salesforce Flow is.

Correct Answer: B
Section:
Explanation:
Flow Builder is the tool used to create and configure flows within the broader Salesforce Flow feature set. Salesforce Flow encompasses the platform's capabilities for automating business processes, while Flow Builder is the user interface and design environment where these automation processes (flows) are built.
Reference: Salesforce Help - Flow Builder Overview

QUESTION 57
How is a flow interview described?

A. It is a reflective instance of a flow.
B. It is a special connector between two elements.
C. It is a running instance of a flow.
D. It is a debug instruction.

Correct Answer: C
Section:
Explanation:
A flow interview in Salesforce is essentially a running instance of a flow, initiated when a user or an automated process starts the flow. Each time a flow is executed, a new flow interview is created, representing the execution context of that particular instance. This includes the tracking of variable values, decisions made within the flow, and the progress of the user or process through the flow's elements. Flow interviews are crucial for understanding how individual runs of a flow operate, including debugging and monitoring the flow's execution. Salesforce documentation on 'Flow Interviews' provides a comprehensive overview of how flow interviews work, their role in the execution of flows, and how they can be monitored and managed within the Salesforce environment.

QUESTION 58
An administrator wants to see which Flows currently have paused interviews or scheduled action. Where should the administrator go to ....?

A. In Setup, type ''Queue' in the quick search menu and select ''Queue''
B. In Setup, go to Flows and select the Recently Viewed List View.
C. In Setup, go to process Automation and select Paused Flow interviews.
D. In Setup, go to Process Automation and select Automation Home.

Correct Answer: C
Section:
Explanation:
To view Flows with paused interviews or scheduled actions, an administrator should navigate to Process Automation in Setup and select Paused Flow Interviews. This section provides a list of all flow interviews that are currently paused, allowing administrators to manage and monitor these interviews effectively.
Reference: Salesforce Help - Manage Paused and Waiting Flow Interviews

QUESTION 59
Which is an input variable supported in flows?

A. Record Collection Variable
B. Picklist
C. Collection
D. Record Variables

Correct Answer: D
Section:
Explanation:
Record Variables are an input variable type supported in Salesforce Flows. Record Variables are used to store Salesforce record data, allowing flows to access and manipulate records within the flow. This makes them highly useful for creating and updating records based on the flow's logic.
Reference: Salesforce Help - Record Variables in Flows

QUESTION 60
Where would a flow designer navigate to add a Screen Flow to a Lightning Page?

A. Setup > Lightning App builder > Flow Canvas
B. Setup > Edit Page
C. Setup > App Picker > Flow Builder.
D. Setup > Lightning App Builder > Page

Correct Answer: D
Section:
Explanation:
To add a Screen Flow to a Lightning Page, navigate to Setup, then to Lightning App Builder, and select the specific Page you want to edit. In the Lightning App Builder, you can add the Flow component to the page and configure it to display the desired Screen Flow. This allows for the integration of flows directly into Lightning Pages, enhancing the user experience and functionality of the page.
Reference: Salesforce Help - Add Flows to Lightning Pages