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## QUESTION 1

A Sales Rep at Universal Containers wants to create a dashboard to see how his sales numbers compare with his peers. Assuming a Private model, which two permissions would the Sales Rep need to meet this requirement?

- A. Manage Custom Report Types
- B. Customize Application
- C. Manage Dashboards
- D. View All Data

Correct Answer: CD

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## QUESTION 2

Universal Containers has successfully implemented a large Service Cloud rollout for their national call center 3 months ago. One of their largest customer accounts, United Automotive, has over 15,000 open cases. Agents are now having trouble opening new cases for United Automotive. When they try to create a case, the following Error messages appear for them UNABLE\_TO\_LOCK\_ROW They notice that this only occurs for the United Automotive account. If they try to save the case again it will usually work, but the problem seems to be happening more and more often. What option should the Architect recommend?

- A. Review the Account structure to split the United Automotive account into multiple branch accounts.
- B. Review the Customer Service Profile to ensure that they have Read/Write access to the appropriate Case and Account Fields.
- C. Review all Case Sharing Rules and consolidate where appropriate to reduce the total number of sharing rules.
- D. Review all Account sharing rules to ensure that the Customer Service team has Read/Write access to the United Automotive Account.

Correct Answer: A

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## QUESTION 3

Universal Containers has implemented a community for its customers using the Customer Community sense type. They have implemented a custom object to store service requests that has a look up to the account record. The Organization Wide Default External Access for the service request object is set to Private. Universal Containers wants their customers to be able to see service requests for their account through the community Customers should not see service requests for other accounts. What Salesforce feature can the Architect use to implement this?

- A. Use manual sharing to share the service requests manually when a new community user is added.
- B. Use a Sharing Set to share service requests related to the account based on the community user's profile.
- C. Use a Sharing Rule to share service requests to the community user based on their role.
- D. Use Apex Managed Sharing to share service requests related to the account to the appropriate community users.

Correct Answer: B

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## QUESTION 4

Universal Containers (UC) has implemented Service Cloud. There is a flag field on the case object that marks a case as (Sensitive). UC requested that this flag can be viewed by all users who have access to the case but only be edited by the assigned case assessor. The case assessor is a lookup field on the case object. How can an architect achieve this requirement?

- A. Permission Set.
- B. Object Permissions.
- C. Custom Lightning Component.
- D. Field-level security

Correct Answer: C

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## QUESTION 5

Universal Containers (UC) has a requirement to expose a web service to their business partners. The web service will be used to allow each business partner to query UC's Salesforce instance to retrieve the status of orders. The business partner should only be allowed access to orders for which the business partner is the fulfillment vendor. The Architect does not want the business partners to utilize the standard APIs and would prefer a custom API be developed. Which three design elements should the Architect consider in order to ensure the data security of the solution?

Choose 3 answers

- A. Query the Orders object with Dynamic SOQL based upon the fulfillment ID.
- B. Set the Orders object's sharing settings to Private in the Org-Wide Defaults
- C. Provide each partner with their own Salesforce login set to API Enabled on the profile.
- D. Develop a custom Apex web service with a fulfillment ID input attribute
- E. Develop a custom Apex web service using the "With Sharing" keyword.

Correct Answer: ABE

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