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Question: 1

Which is an input variable supported in flows?

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

Answer: A

Explanation:

In Salesforce flows, a Record Collection Variable can store a set of records and their fields. Record Collection Variables can be used in loops and assignments, so they are an excellent choice for storing multiple records that you want to process or manipulate within a flow. This makes them a type of input variable supported in flows.

Note: While you can definitely work with records using "Record Variables" (D), the answer choice refers to a single record, not multiple, so in the context of this question, A. Record Collection Variable is the more correct answer

Question: 2

Administrator has seen an increased number of tickets logged by end reporting Flow errors.

To analyze flows in the org, where should the Administrator to identify which Flows 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.

Answer: A

Explanation:

Automation Home in Salesforce is a place where administrators can monitor, maintain, and get insights about your org's automated processes all in one place. It gives a broad view of the health of automation in an org, including active workflows, processes, and flows. They can find important metrics and recommendations for processes and flows, which includes error rates.

Question: 3

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.

Answer: B

Question: 4

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.

Answer: A,D

Question: 5

What key feature was introduced in Spring 21 release which helps with identifying performance issues?

- A. Stagger and Throttle plug-ins for Flows
- B. Accurate measure of the CPU time consumption of Flows and Processes
- C. Black run-as access for Processes
- D. Optimizer plug-in for Flows and Processes

Answer: B

Question: 6

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

Answer: C

Question: 7

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.

Answer: D

Question: 8

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.

Answer: B

Question: 9

Universal Containers (UC) requested that when a support case is open for more than 7 days, a chatter post should be posted to the Regional could the admin meet this requirement?

- A. Apex trigger
- B. LWC component
- C. Scheduled workflow rule
- D. Scheduled process builder

Answer: D

Question: 10

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

Answer: C

Question: 11

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)

Answer: A,B,D,E

Explanation:

A flow variable can store data of various types. This includes simple data types like Text (B), and complex data types like Record (D), and Character Large Object (CLOB) (E).

However, Binary Large Object (BLOB) (C) isn't a type of data that a flow variable can store. Also, a Multi-Select Picklist (A) is a field type on a record and not a data type that a variable can store. A variable could potentially store

the selected values from a multi-select picklist as a text string, but it wouldn't store the picklist itself.

Question: 12

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

Answer: A

Question: 13

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 a Process Builder to monitor the changed field value on the Account object from "prospect" to "customer" and an action to submit the record to an Approval Process

Answer: D

Explanation:

Salesforce's Process Builder can be used to automate standard internal procedures. In this scenario, the Admin would build a process that triggers whenever the specified Account record changes from 'prospect' to 'new customer'. This process can then have an action that submits the record for an approval process, which would send an approval request to the VP of Sales.

Question: 14

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 conversation.
- 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.

Answer: A,B,C

Question: 15

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

Answer: C

Explanation:

In order to allow the value of a variable to be obtained (or "output") by sources that started the flow, the "Available for output" checkbox should be selected. This makes the variable's value available to the flow or process that initiated the current flow.

The "Available for input" checkbox allows values to be passed into a flow from the source that started it, whereas the "Allow Multiple Values" checkbox allows a variable to hold more than one value. The "Field is required" checkbox, on the other hand, is not applicable in this context.

Question: 16

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 isnât 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 doesnât have any associated paused flow interviews.

Answer: A,B,D,E

Question: 17

An administrator wants to route an employeeâs 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

Answer: B

Question: 18

Which two types of flows are supported by Salesforce Flow?

- A. Remote Flows
- B. Autolaunched Flows
- C. Screen Flows
- D. Managed Flows

Answer: A,B,C

Question: 19

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.

Answer: C

Question: 20

The Administrator is creating a login flow for a new application which will be deployed on Salesforce. The administrator wants to create an automation logic to help validate the credentials and access.

What is the right design for this scenario?

- A. Leverage Screen Flow for displaying the input fields and custom apex triggers for the post login and process.
- B. Leverage Screen Flow for displaying the input fields and for handling the post login and process.
- C. Leverage Process Builder with Workflow rules for displaying the input fields and for handling the post login and process.
- D. Leverage Screen Flow for displaying the input fields and autolaunched flow for handling the post login and process

Answer: B

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