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## Q&A

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**Exam** : **CRT-403**

**Title** : Certification Preparation for  
Platform App Builder

**Version** : DEMO

1.The VP of Sales at Universal Containers has askedthe app builder to let sales reps create opportunity records directly from the account, with a number of fields pre-populated.

Which feature should the app builder use to allow users to create the opportunity?

- A. A quick action
- B. A default action
- C. A custom button
- D. A custom link

Answer: A

2.An app builder needs a custom solution and is considering using community. Ease of updates is the primary consideration.

What should the app builder consider?

- A. A managed package from AppExchange
- B. An unmanaged package from AppExchange
- C. An open-source unmanaged package
- D. An open-source custom development

Answer: A

3.Nickname\_\_c is a custom text field on a contact record that is utilized to override the contact name appearing on an email template. This field is not required and is not always filled in.

Which formula should an app builder use to select the contact's preferred name for email communications?

- A. IF(NOT(ISBLANK(Nickname\_\_c)),Nickname\_\_c,FirstName)
- B. IF(TEXT(Nickname\_\_c), Nickname\_\_c,FirstName)
- C. IF(ISNULL(Nickname\_\_c),Nickname\_\_c,FirstName)
- D. IF(NOT(BLANKVALUE(Nickname\_\_c)),Nickname\_\_c, FirstName)

Answer: A

4.Universal Containers implemented an application process that uses custom objects Internships and Applications. The organization-wide default for Internships has been set to private and is the master in the master-detail relationship with Applications. The VP of HR wants to allow edit access to Applications to recruiters.

How should an app builder configure the proper access?

- A. Set the organization-wide default on the Applications object to Read/Write.
- B. Add a sharing rule that grants the users Read/Write access to the Internship records.
- C. Create a queue for the web applications and assign access to the users who will be editing the records.
- D. Create a sharing rule that grants the users Read/Write access to the Application records.

Answer: B

5.Cloud Kicks works on an annual subscription model. When a sale rep marks an opportunity as closed won, a new opportunity should automatically be created for the renewal. The contracts team works outside of salesforce but also needs to be notified about closed deals in order to initial the contract process with the customer.

Which automation solution would meet these requirements?

- A. Approval Process
- B. Outbound Message
- C. Validation Rule
- D. Record-triggered flow

Answer: B