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**QUESTION 1**

The Chief Technology Officer (CTO) of Ursa Major Solar wants error messages to appear when a future date is detected in a custom AnniversaryDate_c field on the Contact object. Additionally, the CTO wants the ability to translate the error messages.

Which two approaches should an Architect use to fulfill this requirement? (Choose two.)

- A. Implement a third -party validation process with translate functionality.
- B. Create a trigger on Contact and add an error to the record with a custom label.
- C. Create a workflow field update to set the standard ErrorMessage field.
- D. Create a validation rule and translate the error message with translation workbench.

Correct Answer: BD

QUESTION 2

NTO has outgrown its current salesforce org and will be migrating to new org shortly. As part of this process NTO will be migrating all of its metadata and data. NTO's data model in the source org has a complex relationship hierarchy with several master detail and lookup relationships across objects, which should be maintained in target org. What 3 things should a data architect do to maintain the relationship hierarchy during migration? Choose 3 answers:

- A. Use data loader to export the data from source org and then import or Upsert into the target org in sequential order.
- B. Create a external id field for each object in the target org and map source record ID's to this field.
- C. Redefine the master detail relationship fields to lookup relationship fields in the target org.
- D. Replace source record ID's with new record ID's from the target org in the import file.
- E. Keep the relationship fields populated with the source record ID's in the import file.

Correct Answer: ABD

QUESTION 3

Universal Containers has deployed Salesforce for case management. The company is having difficulty understanding what percentage of cases are resolved from the initial call to their support organization. What first step is recommended to implement a reporting solution to measure the support reps case closure rates?

- A. Enable field history tracking on the Case object.
- B. Create a report on Case analytic snapshots.
- C. Install AppExchange packages for available reports.



D. Create Contact and Opportunity Reports and Dashboards.

Correct Answer: A

QUESTION 4

Every year, Ursa Major Solar has more than 1 million orders. Each order contains an average of 10 line items. The Chief Executive Officer (CEO) needs the Sales Reps to see how much money each customer generates year-over-year. However, data storage is running low in Salesforce. Which approach for data archiving is appropriate for this scenario?

- A. 1. Annually export and delete order line items.
2. Store them in a zip file in case the data is needed later.
- B. 1. Annually aggregate order amount data to store in a custom object.
2. Delete t
- C. 1. Annually export and delete orders and order line items.
2. Store them in a zip file in case the data is needed later.
- D. 1. Annually delete orders and order line items.
2. Ensure the customer has order information in another system.

Correct Answer: B

QUESTION 5

Northern Trail Outfitters (NTO) has a loyalty program to reward repeat customers. The following conditions exist:

1.

Reward levels are earned based on the amount spent during the previous 12 months.

2.

The program will track every item a customer has bought and grant them points for discounts.

3.

The program generates 100 million records each month.

NTO Customer Support would like to see a summary of a customer's recent transactions and the reward level(s) they have attained.

Which solution should the data architect use to provide the information within Salesforce for the customer support agents?

- A. Capture the reward program data in an external data store, and present the 12-month trailing summary in Salesforce



using Salesforce Connect and an external object.

B. Create a custom Big Object to capture the reward program data, and display it on the contact record and update nightly from the point-of-sale system.

C. Provide a button so that the agent can quickly open the point-of-sale system displaying the customer's history.

D. Create a custom object in Salesforce to capture and store all reward program, populate nightly from the point-of-sale system, and present on the Customer record.

Correct Answer: D

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