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QUESTION 1

Cloud Kicks has deployed Salesforce for case management and wants to know the percentage of cases that are resolved from the initial call to their support organization.

An Architect needs to recommend a reporting solution to measure the support reps case closure rates.

What is an appropriate recommendation?

- A. Ensure that Contact and Opportunity Reports and Dashboards are created.
- B. Ensure field history tracking is enabled on the Case object.
- C. Ensure that AppExchange packages are installed for available reports.
- D. Ensure that a report is created on Case analytic snapshots.

Correct Answer: B

QUESTION 2

Northern Trail Outfitters (NTO) need to extract 50 million records from a custom object every day from its Salesforce org. NTO is facing query time-out issues while extracting these records.

What should a data architect recommend in order to get around the time-out issue?

- A. Ask Salesforce support to increase the query time-out value
- B. Use extract transform tool (ETL) tool for extraction of records
- C. Use Rest API to extract data as it automatically chunks records by 200
- D. Use custom auto number and formula field and use that to chunk records while extracting data

Correct Answer: C

Reference: https://developer.salesforce.com/docs/atlas.en-us.salesforce_app_limits_cheatsheet.meta/salesforce_app_limits_cheatsheet/salesforce_app_limits_platform_bulkapi.htm

QUESTION 3

Ursa Major Solar plans to use Salesforce to manage their sales organization. However, the company has legacy account data from two aging systems that must be migrated into Salesforce. The Chief Technology Officer (CTO) at Ursa Major Solar is concerned about data duplication and needs it minimized.

What are two design considerations an Architect should take in this scenario? (Choose two.)

- A. Before importing into Salesforce, clean the data.



- B. Import the data concurrently.
- C. Check and prevent duplicates by using a workflow.
- D. Use Salesforce matching and duplicate rules.

Correct Answer: AD

QUESTION 4

Universal Containers (UC) has a data model as shown in the image. The Project object has a private sharing model, and it has Roll -Up summary fields to calculate the number of resources assigned to the project, total hours for the project, and the number of work items associated to the project. What should the architect consider, knowing there will be a large amount of time entry records to be loaded regularly from an external system into Salesforce.com?

- A. Load all data using external IDs to link to parent records.
- B. Use workflow to calculate summary values instead of Roll -Up.
- C. Use triggers to calculate summary values instead of Roll -Up.
- D. Load all data after deferring sharing calculations.

Correct Answer: D

QUESTION 5

Get Cloudy Consulting is migrating their legacy system's users and data to Salesforce. They will be creating 15,000 users, 1.5 million Account records, and 15 million Invoice records. The visibility of these records is controlled by a 50 owner and criteria-based sharing rules.

Get Cloudy Consulting needs to minimize data loading time during this migration to a new organization.

Which two approaches will accomplish this goal? (Choose two.)

- A. Create the users, upload all data, and then deploy the sharing rules.
- B. Contact Salesforce to activate indexing before uploading the data.
- C. First, load all account records, and then load all user records.
- D. Defer sharing calculations until the data has finished uploading.

Correct Answer: AD

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