



DEX-403^{Q&As}

Declarative Development for Platform App Builders in Lightning

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QUESTION 1

A Customer Support Manager at Universal Containers would like to implement call scripting for their caller agents. What automation tool can be used to accomplish this?

- A. Workflow
- B. Lightning Process Builder
- C. Visual Workflow
- D. Lightning Connect

Correct Answer: C

QUESTION 2

UV has a customer base where many customers have the same or similar company names.

- A. Update the account search layout list view filter settings.
- B. Update the account search layout search results columns displayed.
- C. Update the account search layout search filter fields.
- D. Update the account search layout accounts tab columns displayed.

Correct Answer: A

QUESTION 3

Universal Containers is rolling out a new customer service process. Customer service managers will need to edit cases for their subordinates, but not cases for other groups. Managers and users should be able to view all cases. What is the recommended solution to configure this? Choose 2 answers

- A. Create standard role hierarchies
- B. Set organization-wide sharing defaults to public read/only.
- C. Create criteria-based sharing rules.
- D. Set organization-wide sharing defaults to private.

Correct Answer: AB

QUESTION 4

Universal Container needs to add an additional recipient to a workflow email alert that is fired from the case object. What type of field could be added to the case object to allow the additional desired recipient on the email alert? Choose



2 Answers

- A. Formula field
- B. Email Field
- C. Text Field
- D. Lookup field

Correct Answer: BC

QUESTION 5

UVC wants to automate a business process using workflow. They are aware that workflow rules may cause recursive behavior, and as a result certain actions will only cause workflow rules that didn't fire previously to be retriggered. Which workflow action might cause this behavior?

- A. Workflow Outbound messages with the "Protected Component" field selected
- B. Workflow Field Updates with the "Re-evaluate Workflow Rules After Field Changes" field selected
- C. Workflow Emails containing hard coded links with Salesforce IDs referencing specific workflow rules
- D. Workflow Tasks where the "Due Date" field is set to "Rule Trigger Date" minus X days

Correct Answer: B

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