

# SHARING-AND-VISIBILITY- ARCHITECT<sup>Q&As</sup>

Salesforce Certified Sharing and Visibility Architect

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#### QUESTION 1

Universal Containers has successfully implemented a large Service Cloud rollout for their national call center 3 months ago. One of their largest customer accounts, United Automotive, has over 15,000 open cases. Agents are now having trouble opening new cases for United Automotive. When they try to create a case, the following Error messages appear for them UNABLE\_TO\_LOCK\_ROW They notice that this only occurs for the United Automotive account. If they try to save the case again it will usually work, but the problem seems to be happening more and more often. What option should the Architect recommend?

- A. Review the Account structure to split the United Automotive account into multiple branch accounts.
- B. Review the Customer Service Profile to ensure that they have Read/Write access to the appropriate Case and Account Fields.
- C. Review all Case Sharing Rules and consolidate where appropriate to reduce the total number of sharing rules.
- D. Review all Account sharing rules to ensure that the Customer Service team has Read/Write access to the United Automotive Account.

Correct Answer: A

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#### QUESTION 2

In order to allow community users to collaborate on Opportunities, which license type must the users?

- A. Sales Community
- B. Customer Community
- C. Partner Community
- D. Customer Community plus

Correct Answer: C

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#### QUESTION 3

Which advanced tool should Salesforce enable for large-scale Role Hierarchy realignments?

- A. Granular Locking
- B. Partitioning by Divisions
- C. Skinny Table Indexing

Correct Answer: A

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#### QUESTION 4

A custom invoice object has been created with a master-detail relationship to account. The Account receivable (AR) team needs access to Invoices AR users do not own nor have access to Account records. Account OWD is set to Private. The AR team is unable to find Invoices in List views, Reports, nor in Global Search. The Architect has been asked to help troubleshoot.

What could be the issue preventing AR team members from seeing invoices?

- A. A sharing rule is missing to share Invoices to the AR team.
- B. The AR team profile needs to be assigned an Invoice Page layout.
- C. A sharing rule is missing to share Accounts to the AR team.
- D. The Accounts receivable profile does not have read Permission to the Invoice Object.

Correct Answer: C

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#### QUESTION 5

Sales managers at Universal Containers (UC) have requested viewing customer invoices in Salesforce .. system. The architect at UC decided to surface the customer invoices in Salesforce using external objects a

Configured an external object called Invoice.

Created a lookup relationship between account and the invoice

How can the architect grant the sales managers access to the customer invoices data?

- A. By creating a sharing set a share invoice with users in a sales manager role.
- B. By using manual sharing to share invoices with relevant sales managers.
- C. By creating sharing rules to share the invoice records with users in sales manager roles.
- D. By controlling the invoices object permission on the sales manager's profile.

Correct Answer: D

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#### QUESTION 6

Universal Containers (UC) has a business unit that uses a custom object to track requests which demands a high level of internal team collaboration. Although all requests must have an owner, all employees are required to collaborate on requests.

Which recommendation should a Salesforce architect provide to optimize the solution and meet these requirements?

- A. Set the Request object's OWD to Public Read/Write.
- B. Set the Request object's OWD to Private and grant Modify All Data permission on all Profiles for the Request object.
- C. Set the Request object's OWD to Private and criteria-based sharing rule to share all Request records with all internal users.

D. Set the Request object's OWD to Public Read Only and configure role hierarchy.

Correct Answer: C

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#### QUESTION 7

Universal Containers wants to store Payment Term Details on the Account object, but the fields should only be visible on certain record types and for certain user profiles. How can a System Administrator quickly determine which user profiles, page layouts, and record types include certain fields?

- A. Log in as each user profile and view the Account Page Layouts.
- B. Use the Field Accessibility Viewer for the fields in question
- C. Universally require the field at the field level.
- D. Click the Field-Level Security for the field on each Profile.

Correct Answer: B

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#### QUESTION 8

Which two options provide implicit record access to users? Choose 2 answers

- A. Read-only access to parent account for a user, based on a criteria-based sharing rule
- B. Read-only access to parent account for a user with access to a child case
- C. Access to child opportunities for the owner of the parent account
- D. Access to related leads for the owner of the parent campaign

Correct Answer: BC

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#### QUESTION 9

Universal Containers has selected a small and diverse group of users to review inactive accounts. Given the Private sharing model, a public group was created and made available to this group of users. A sharing rule was created to make inactive Accounts visible to the public group. However some of these users are reporting they don't see any of the Accounts that were shared with the public group.

What is the underlying issue for these users?

- A. The users have a permission set that only allow Accounts in "Active" status.
- B. The Accounts are owned by users higher in the role hierarchy.
- C. The users are in profiles that have no access to the Account object.
- D. The page layout assigned to these users is different than the Account owner.

Correct Answer: C

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**QUESTION 10**

Universal Containers\ organization wide-defaults model is private for the Account object. A sales repeats to opportunity records.

Which level of access will the sales rep have to the related account record?

- A. No access
- B. Read/Create/Edit access
- C. Read/Create access
- D. Read-only access

Correct Answer: B

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**QUESTION 11**

Sales operations at Universal Containers (UC) wants to create list views to filter opportunities for certain geographies. How should UC hide list views that are not relevant to an individual user since there will be more than SO list views?

- A. Share the list views with the appropriate public group.
- B. Share the list views with the appropriate queue.
- C. Share the list views with the appropriate individual users.

Correct Answer: A

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**QUESTION 12**

Universal Containers has developed an AppExchange managed package for their distribution partners, which required a private key to be generated for each partner and used by the code. Universal Containers support representatives must be able to access the private key value to debug connection issues, but it must not be possible for the partner to access the value.

How can the Architect best support this requirement?

- A. Store the value in a text field on a protected custom setting in the package.
- B. Store the value in a static variable in a class included in the managed package.
- C. Store the value in the text field on a list custom setting in the managed package.
- D. Store the value in an encrypted field on a custom object in the package.

Correct Answer: C

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**QUESTION 13**

Universal Containers uses 75,000 distributors that have close to 1 million total users. Distributors need opportunities assigned to the distributor for delivery.

What license recommendation will meet distributor needs?

- A. Sales Cloud
- B. Customer Community Plus
- C. Partner Community
- D. Customer Community

Correct Answer: C

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**QUESTION 14**

Which method should be used to grant access to an unrelated group of users?

- A. Public Groups
- B. Sharing Sets
- C. Role Hierarchy

Correct Answer: C

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**QUESTION 15**

If you want to create some logic that will share certain records in APEX code, you just have to create special records that will open access to the desired records. The aim is to create records of certain type, for example , all share objects for custom objects are named as

- A. MyCustomObject\_\_Share
- B. Placeholder

Correct Answer: A

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