

Updated Salesforce AP-202 Exam Questions in PDF Document

Salesforce Admin Certification

Salesforce Admin Exam Prep: Service and Support Applications Questions and Answers 100% Correct | Updated 2024

What can an administrator assign to both Ideas and Answers?

- A. Status
- B. Sharing rules
- C. Categories
- D. Workflow rules - Answer C

Which user is listed in the case history related list for case changes made from assignment and escalation rules?

- A. The owner of the case when the rule was triggered
- B. The automated case user specified in the support settings
- C. The user who created the assignment or escalation rule
- D. The default case owner specified in the assignment or escalation rule - Answer B

Who can cases be assigned to when case assignment rules are being set up? (Select 3)

- A. Internal Salesforce User
- B. Case team
- C. Contact
- D. Partner Portal User
- E. Queue - Answer A, D, E

Which functionality is available when solution categories are enabled? (Select 2)

- A. Ability to create solution category custom reports to find uncategorized solutions
- B. Ability to automatically assign a solution to all sub categories below the parent category
- C. Ability to control the visibility of specific solutions in the customer and self service portals
- D. Ability to control the visibility of specific solutions in the Solutions and Cases tabs - Answer A, C

Where can the multilingual solution search feature be enabled? (Select 2)

- A. Salesforce Content
- B. Self-service portal
- C. Public Knowledge Base

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Salesforce B2B Commerce for Developers Accredited Professional Sample Questions (Q121-Q126):

NEW QUESTION # 121

A query containing a subquery is executed. What is appended to the subquery name as part of its transformation by default in Salesforce B2B Commerce?

- A. A subscriber-supplied token
- B. The "*" symbol
- C. The letter "S"
- D. "__ccrz"

Answer: D

Explanation:

A query containing a subquery is executed. By default, in Salesforce B2B Commerce, "__ccrz" is appended to the subquery name as part of its transformation. This is done to avoid conflicts with the standard Salesforce fields and relationships. For example, SELECT Id, Name, (SELECT Id, Name FROM Contacts) FROM Account will be transformed to SELECT Id, Name, (SELECT Id, Name FROM Contacts__ccrz) FROM Account__ccrz. Salesforce B2B Commerce and D2C Commerce Developer Guide, Query Transformation

NEW QUESTION # 122

Which two methods from the platformResourceLoader module are relevant for including third party JavaScript and CSS in a Lightning web component?

- A. loadClientScript
- B. loadStyle
- C. loadCss
- D. loadScript

Answer: B,D

Explanation:

Two methods from the platformResourceLoader module that are relevant for including third party JavaScript and CSS in a Lightning web component are loadScript and loadStyle. The platformResourceLoader module is a module that provides methods for loading JavaScript or CSS files from static resources or external URLs into a Lightning web component. The loadScript method is used to load a JavaScript file and execute it in the component. The loadStyle method is used to load a CSS file and apply it to the component. The loadClientScript method does not exist or is not relevant for including third party JavaScript in a Lightning web component. The loadCss method does not exist or is not relevant for including third party CSS in a Lightning web component. Salesforce Lightning Web Components Developer Guide: Load Scripts and Style Sheets, [Lightning Web Components Developer Guide: platformResourceLoader Module]

NEW QUESTION # 123

Northern Trail Outfitters (NTO) has a requirement to schedule a reusable data import across multiple orgs for customer demo purposes. NTO also has a requirement to seed data of related objects-ProductCatalog, ProductCategory, Product2, and ProductCategoryProduct- while preserving its relationships and without purchasing additional licenses or using thirdparty tools. What is the recommended tool a developer should select to address the requirement?

- A. Bulk Import Using Command Line Interface
- B. Commerce Product Data Import
- C. Dataloader.io
- D. Data Import Wizard

Answer: B

Explanation:

The Commerce Product Data Import resource is the recommended tool for importing products for a B2B or B2C store using a .csv file. This resource supports importing data of related objects, such as ProductCatalog, ProductCategory, Product2, and ProductCategoryProduct, while preserving their relationships. It also does not require additional licenses or third-party tools. The other options are either not specific to Commerce products, or do not support importing data of related objects. Reference:

Commerce Product Import Resource
Import and Export Commerce Data
B2B and D2C Commerce Data Model

NEW QUESTION # 124

How should a developer get the grand total amount, including shipping and tax, for items in the cart and in the currency of the cart, when developing a new Lightning web component for an Aura storefront cart page?

- A. `{!Cart.Details.Fields.grandTotal}`
- B. `{!Cart.Details.grandTotal}`
- C. `{!Cart.Totals.grand Total}`
- D. `{!Cart.Fields.grandTotal}`

Answer: A

Explanation:

According to the B2B Commerce Developer Guide, the ICart interface provides access to the cart object and its related data. The Details property of the ICart interface returns an ICartDetails object, which contains information about the cart such as the currency, the subtotal, the shipping cost, the tax, and the grand total. The Fields property of the ICartDetails interface returns a map of field names and values for the cart object. Therefore, to get the grand total amount for items in the cart and in the currency of the cart, a developer should use the expression `{!Cart.Details.Fields.grandTotal}`, which returns the value of the grandTotal field from the cart object. B2B Commerce Developer Guide, ICart Interface, ICartDetails Interface

NEW QUESTION # 125

A developer is on a tight timeline and needs to implement a Lightning web component which can read, create and modify single records. What is the recommended path forward?

- A. Write custom functions against a wire adapter
- B. Use Lightning Data Service
- C. Create an Apex Controller
- D. Use base components

Answer: B

Explanation:

To implement a Lightning web component which can read, create and modify single records, the recommended path forward is to use Lightning Data Service. Lightning Data Service is a service that provides access to Salesforce data and metadata, cache management, and data synchronization across components. Lightning Data Service allows developers to use standard components or base components to perform CRUD (create, read, update, delete) operations on single records without writing Apex code or SOQL queries. Lightning Data Service also handles data caching, performance optimization, and conflict resolution automatically. Using base components is not a sufficient way to implement a Lightning web component which can read, create and modify single records, as base components are only user interface elements that do not provide data access or manipulation functionality by themselves. Base components need to be used with Lightning Data Service or other services to perform CRUD operations on single records. Writing custom functions against a wire adapter is not a recommended way to implement a Lightning web component which can read, create and modify single records, as it involves writing complex and error-prone JavaScript code that may not be efficient or scalable. Writing custom functions against a wire adapter also requires handling data caching, performance optimization, and conflict resolution manually. Creating an Apex controller is not a recommended way either, as it involves writing Apex code that may not be necessary or optimal for performing CRUD operations on single records. Creating an Apex controller also requires exposing Apex methods using `@AuraEnabled` or `@RemoteAction` annotations and invoking them from JavaScript code using imperative calls or promises. Salesforce Lightning Web Components Developer Guide: Access Salesforce Data, Lightning Web Components Developer Guide: Base Components, [Lightning Web Components Developer Guide: Call Apex Methods]

NEW QUESTION # 126

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