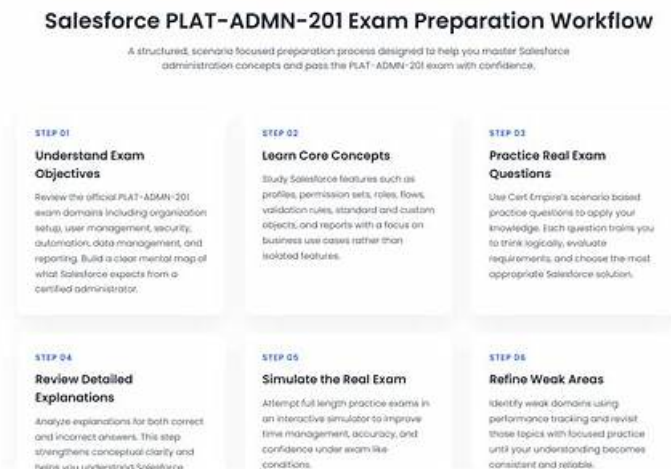


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### Salesforce Certified Platform Data Architect Sample Questions (Q177-Q182):

#### NEW QUESTION # 177

Universal Containers (UC) is building a Service Cloud call center application and has a multisystem support solution. UC would like or ensure that all systems have access to the same customer information. What solution should a data architect recommend?

- A. Let each system be an owner of data it generates.
- B. Make Salesforce the system of record for all data.
- C. Load customer data in all systems.
- **D. Implement a master data management (MDM) strategy for customer data.**

**Answer: D**

Explanation:

A master data management (MDM) strategy for customer data can help UC ensure that all systems have access to the same customer information, without loading or duplicating data in all systems. An MDM strategy can also help UC avoid data conflicts and inconsistencies that may arise from having multiple systems as owners of data.

#### NEW QUESTION # 178

Universal Containers (UC) is migrating data from legacy system to Salesforce. During data analysis it was discovered that data types of fields being migrated do not match with Salesforce data types. Which solution should a data architect use to ensure successful data migrations?

- A. Migrate legacy data to a staging database for mapping then leverage an ETL tool to transform the data and load into Salesforce.
- **B. Migrate the legacy data leveraging an ETL tool to transform data types and load data into Salesforce.**
- C. Export legacy data into CSV files and leverage data loader to load data into Salesforce.
- D. Export legacy data into the staging database and leverage stored procedures to transform data types before loading into Salesforce.

**Answer: B**

Explanation:

According to this article, migrating the legacy data leveraging an ETL tool to transform data types and load data into Salesforce can be a way to ensure successful data migrations. The article states that ETL tools can help with data cleansing, mapping, transformation, and loading, and that they can handle different data types and formats. The article also provides some best practices for data migration, such as identifying the data to migrate, creating templates for the data, preparing the destination org, and validating the data.

#### NEW QUESTION # 179

Northern Trail Outfitter has implemented Salesforce for its associates nationwide, Senior management is concerned that the executive dashboard is not reliable for their real-time decision- making. On analysis, the team the following issues with data entered in Salesforce.

- Information in certain records is incomplete.
- Incorrect entry in certain fields causes records to be excluded in report filters.
- Duplicate entries cause incorrect counts.

Which three steps should a data architect recommend to address the issues?

- A. Periodically export data to cleanse data and import them back into Salesforce for executive reports.
- **B. Explore third-party data providers to enrich and augment information entered in salesforce.**
- **C. Leverage Salesforce features, such as validate rules, to avoid incomplete and incorrect records.**
- D. design and implement data-quality dashboard to monitor and act on records that are incomplete or incorrect
- **E. Build a sales data warehouse with purpose-build data marts for dashboards and senior management reporting.**

**Answer: B,C,E**

#### NEW QUESTION # 180

Universal Containers (UC) is implementing Salesforce Sales Cloud and Service Cloud. As part of their implementation, they are planning to create a new custom object (Shipments), which will have a lookup relationship to Opportunities. When creating shipment records, Salesforce users need to manually input a customer reference, which is provided by customers, and will be stored in the Customer\_Reference\_\_c text custom field. Support agents will likely use this customer reference to search for Shipment records when resolving shipping issues. UC is expecting to have around 5 million shipment records created per year. What is the recommended solution to ensure that support agents using global search and reports can quickly find shipment records?

- A. Implement an archiving process for shipment records created after five years.
- B. Set Customer-Reference\_\_c as an External ID (non-unique).
- C. Implement an archiving process for shipment records created after three years.
- **D. Set Customer-Reference\_\_c as an External ID (unique).**

**Answer: D**

Explanation:

Setting Customer-Reference\_c as an External ID (unique) is the recommended solution to ensure that support agents using global search and reports can quickly find shipment records. This is because external ID fields are indexed and can be used as filters in reports and list views. Making the field unique also ensures that there are no duplicate values that could confuse the search results.

### NEW QUESTION # 181

Universal Containers has defined a new Data Quality Plan for their Salesforce data and wants to know how they can enforce it throughout the organization. Which two approaches should an architect recommend to enforce this new plan? Choose 2 answer

- A. Schedule reports that will automatically catch duplicates and merge or delete the records every week.
- B. Use Workflow, Validation Rules, and Force.com code (Apex) to enforce critical business processes.
- C. Schedule a weekly dashboard displaying records that are missing information to be sent to managers for review.
- D. Store all data in an external system and set up an integration to Salesforce for view -only access.

**Answer: B,C**

Explanation:

Scheduling a weekly dashboard displaying records that are missing information to be sent to managers for review and using Workflow, Validation Rules, and Force.com code (Apex) to enforce critical business processes are two approaches that an architect should recommend to enforce the new Data Quality Plan for UC's Salesforce data. Scheduling a weekly dashboard can provide a regular and visual way of monitoring the data quality and identifying any gaps or issues that need to be addressed by the managers or users. Using Workflow, Validation Rules, and Apex can provide various ways of enforcing data quality standards and business logic by automating actions, displaying error messages, or executing custom code when users create or edit records. The other options are not suitable or helpful for enforcing the Data Quality Plan, as they would either not provide real-time feedback, not prevent data quality issues, or not leverage the capabilities of Salesforce

### NEW QUESTION # 182

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