

Mule-Dev-202 Practice Questions & Mule-Dev-202 Actual Lab Questions: Salesforce Certified MuleSoft Hyperautomation Developer



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Salesforce Certified MuleSoft Hyperautomation Developer Sample Questions (Q38-Q43):

NEW QUESTION # 38

The customer support team at Northern Trail Outfitters manages and maintains customer service cases using Service Cloud. The team collaborates with other stakeholders such as the sales, product, and technical support teams to resolve cases using Slack. The team needs to use a MuleSoft Composer flow to automatically trigger when a case is created or modified in Service Cloud with notifications in Slack. Based on these specific case requirements, the team routes the cases to the sales, product, or the technical support team.

What flow component must the customer support team use to route the cases?

- A. Swimlane
- **B. Switch/Case**
- C. If/Else
- D. For Each

Answer: B

Explanation:

To route cases based on specific criteria to different teams (sales, product, or technical support) using MuleSoft Composer, the Switch/Case component is the most appropriate choice:

Create a MuleSoft Composer Flow:

Start by creating a flow in MuleSoft Composer that triggers when a case is created or modified in Service Cloud.

Use the Switch/Case Component:

Add a Switch/Case component to the flow. This component allows you to define multiple conditions and route the flow based on these conditions.

Define the different case routing criteria (e.g., case type, priority) within the Switch/Case component. For each case, specify the condition that determines which team the case should be routed to.

Configure Notifications in Slack:

For each case defined in the Switch/Case component, configure the corresponding actions to send notifications to the appropriate Slack channels.

The Switch/Case component enables complex conditional logic, making it ideal for routing cases to different teams based on predefined criteria.

References:

MuleSoft Composer Documentation

NEW QUESTION # 39

An employee at AnyAirlines uses RPA Recorder to capture actions performed when carrying out a business process automation. How does this help expedite RPA process development?

- A. BPMN is autogenerated with documentation and workflows containing the recorded actions that are automatically created during the build phase.
- **B. BPMN is autogenerated, which includes documentation in the form of images and a complete recording of keyboard actions and wait times.**
- C. BPMN is autogenerated, including documentation in the form of images and a fully functional RPA process with workflows and conditional branching.
- D. BPMN is autogenerated with complete test plans and run configurations that can be executed in the test and production phases.

Answer: B

Explanation:

Using RPA Recorder to capture actions performed during a business process automation helps expedite RPA process development

in the following way:

Autogenerating BPMN:

The RPA Recorder captures the business process as it is performed and autogenerates a Business Process Model and Notation (BPMN) diagram. This diagram includes a visual representation of the process, making it easier to understand and modify.

Detailed Documentation:

Along with the BPMN, the recorder generates detailed documentation that includes images of the steps performed, as well as a complete recording of keyboard actions and wait times. This provides a comprehensive view of the process, which can be reviewed and refined.

Expediting Development:

By automating the creation of BPMN and detailed documentation, the RPA Recorder significantly reduces the time required to document and design the RPA process manually. This allows developers to focus on refining and optimizing the process rather than starting from scratch.

References:

MuleSoft RPA Recorder Documentation

NEW QUESTION # 40

An AnyAirlines employee regularly performs a manual process to extract customer and flight information from multiple legacy systems. AnyAirlines recently purchased MuleSoft automation and wants to automate this process using MuleSoft RPA.

During an evaluation of the candidate RPA process, which two key qualifiers should be considered? (Choose two.)

- A. Is the process rule-based?
- B. Is the process data-driven?
- C. Is the process speed-sensitive?
- D. Is the process risky?

Answer: A,B

Explanation:

When evaluating a candidate process for RPA automation using MuleSoft RPA, consider the following key qualifiers:

Is the Process Rule-Based?:

RPA is well-suited for processes that follow clear, predefined rules. If the process involves repetitive tasks with defined rules and decision points, it is a good candidate for RPA automation.

Rule-based processes can be accurately automated by RPA bots without the need for complex decision-making.

Is the Process Data-Driven?:

Data-driven processes involve manipulating, transferring, and extracting data, making them ideal for RPA automation.

If the manual process involves working with structured data (e.g., extracting customer and flight information), it is a good fit for RPA, as bots can efficiently handle data operations.

Other considerations like risk and speed sensitivity are also important but focusing on rule-based and data-driven aspects ensures that the process is structured and systematic, making it easier to automate reliably.

References:

MuleSoft RPA Documentation

RPA Best Practices

NEW QUESTION # 41

Northern Trail Outfitters (NTO) uses Flow Orchestration to automate quote development. The "Review Quote" work item is performed by their team of technical writers but can be fulfilled by any technical writer on the team.

How can NTO ensure the "Review Quote" work item is assigned to the correct Salesforce user?

- A. Use MuleSoft RPA to review the document and submit it for approval if no issues are found.
- B. Use backend steps to automate work item assignment to the next available technical writer.
- C. Create a Group for the team of Salesforce Users and assign the work item to the group.
- D. Create a user collection variable and assign the work item to the user collection.

Answer: C

Explanation:

To ensure the "Review Quote" work item is assigned to the correct Salesforce user within the team of technical writers, the following approach can be used:

Creating a Group:

Create a Group in Salesforce that includes all the technical writers who are eligible to perform the "Review Quote" work item. This group acts as a collective resource pool.

Assigning the Work Item to the Group:

When the "Review Quote" work item is created in Flow Orchestration, assign it to the group rather than an individual user. Salesforce will then allow any available technical writer within the group to pick up and complete the task.

Ensuring Flexibility and Availability:

This method ensures that the work item can be completed by any technical writer in the team, providing flexibility and improving the chances of timely completion by utilizing the group's collective availability.

References:

Salesforce Flow Orchestration Documentation

NEW QUESTION # 42

A MuleSoft developer at AnyAirlines is tasked with creating a new API for an integration.

According to best practices, what is the first step they need to perform?

- **A. Create a RAML definition in Design Center.**
- B. Create a new project in Anypoint Studio.
- C. Install a standalone Mule runtime on their local machine.
- D. Create a case in Salesforce.

Answer: A

Explanation:

RAML Definition Creation: The first step in creating a new API as per MuleSoft best practices is to create a RAML (RESTful API Modeling Language) definition in the Design Center. This step is critical as it outlines the API's structure, endpoints, methods, and data types, providing a clear blueprint for subsequent development.

Reference: MuleSoft API Design Best Practices

Project Creation in Anypoint Studio: Once the RAML definition is created, the next step would be to generate the API project in Anypoint Studio. This IDE allows developers to implement the API logic as defined in the RAML.

Reference: Getting Started with Anypoint Studio

Mule Runtime Installation: Installing Mule runtime is necessary for running and testing Mule applications locally. However, this step is secondary to defining the API's structure.

Reference: Mule Runtime Installation

Case Creation in Salesforce: Creating a case in Salesforce is not relevant to the API development process but may be necessary for support or project management purposes.

Reference: Salesforce Case Management

NEW QUESTION # 43

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