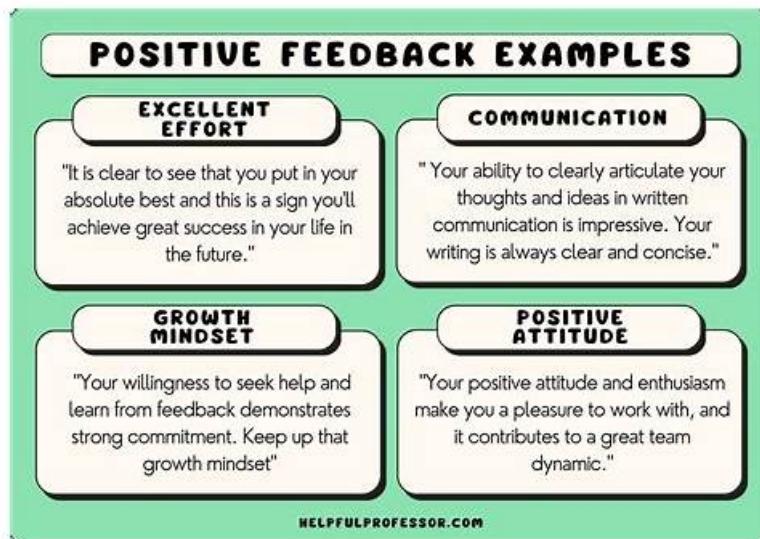


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Salesforce Process Automation Accredited Professional Sample Questions (Q136-Q141):

NEW QUESTION # 136

Which global variable contains the record's values immediately before the flow users run?

- A. \$RIORVALUE Formula Field
- B. \$Record
- C. \$Record_Prior
- D. \$Flow

Answer: C

Explanation:

In Salesforce Flows, the global variable that contains the record's values immediately before the flow runs is \$Record_Prior. This variable is particularly useful in record-triggered flows, where you may need to compare the current state of a record with its previous state to determine what action to take. Reference: Salesforce Help - Use PriorValue in Record-Triggered Flows

NEW QUESTION # 137

An Administrator needs to notify the CEO via email requesting sign-off anytime an opportunity's discount reaches higher than 40% leave comments. Which tool should the Administrator use to accomplish this?

- A. Apex Trigger
- B. Process Builder
- C. Flow Builder
- D. Approvals

Answer: D

NEW QUESTION # 138

An administrator wants to see which Flows currently have paused interviews or scheduled action. Where should the administrator go to?

- A. In Setup, go to process Automation and select Paused Flow interviews.
- B. In Setup, go to Process Automation and select Automation Home.
- C. In Setup, type "Queue" in the quick search menu and select "Queue"
- D. In Setup, go to Flows and select the Recently Viewed List View.

Answer: A

Explanation:

To view Flows with paused interviews or scheduled actions, an administrator should navigate to Process Automation in Setup and select Paused Flow Interviews. This section provides a list of all flow interviews that are currently paused, allowing administrators to manage and monitor these interviews effectively. Reference: Salesforce Help - Manage Paused and Waiting Flow Interviews

NEW QUESTION # 139

In which two ways does Salesforce Flow for Service help customer service agents?

- A. It helps an experienced agent show a new agent what to do.
- B. It shows a checklist that agents can print.
- C. It uses flows and quick actions to walk agents through customer engagement.
- D. It allows an agent to open a record and seamlessly resume a customer conversation.

Answer: C,D

NEW QUESTION # 140

Which two business processes can be automated using an approval process?

- A. Change the value in a date field to TODAY() when the Account Owner changes the 'Customer Type' field from "prospect" to "customer."
- B. Change the address on all child Contact records when the address on the parent Account record is updated.
- C. Create an interview record when a candidate has been selected in a recruiting process.

- D. Change the status of a timecard after a Manager has reviewed it.

Answer: C,D

NEW QUESTION # 141

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