Certification Exam Guide

SALESFORCE CERTIFIED PLATFORM APP BUILDER

Summer '18

CONTENTS

ABOUT THE SALESFORCE CERTIFIED PLATFORM APP BUILDER CREDENTIAL

The Salesforce Certified Platform App Builder credential is designed for individuals who would like to demonstrate their skills and knowledge in designing, building, and deploying custom applications using the declarative customization capabilities of the Lightning Platform. The candidate can create, manage, and update data models, application security, business logic, and process automation.

Here are some examples of the concepts you should understand to pass the exam:

- Design the data model, user interface, business logic, and security for custom applications
- Customize applications for mobile use
- Design reports and dashboards
- Deploy custom applications

SECTION 1. PURPOSE OF THIS EXAM GUIDE

This exam guide is designed to help you evaluate if you are ready to successfully complete the Salesforce Certified Platform App Builder exam. This guide provides information about the target audience for the certification exam, recommended training and documentation, and a complete list of exam objectives–all with the intent of helping you achieve a passing score. Salesforce highly recommends a combination of on-the-job experience, course attendance, and self-study to maximize your chances of passing the exam.

SECTION 2. AUDIENCE DESCRIPTION: SALESFORCE CERTIFIED PLATFORM APP BUILDER

The Salesforce Certified Platform App Builder credential is intended for an individual who has experience developing custom applications on the Lightning Platform, including practical application of the skills and concepts noted in the exam objectives below.

The Salesforce Certified Platform App Builder generally has six months to one year of experience building applications on the Lightning Platform and/or on a similar technology platform.

The Salesforce Certified Platform App Builder candidate has the experience, skills, and knowledge outlined below:

- Familiarity with the capabilities of the Lightning Platform.

- Awareness of Salesforce license types and the related considerations.

- Ability to design applications to support business processes and reporting requirements.

- Familiarity with the social and mobile capabilities of the platform; accustomed to using and optimizing business applications on a mobile device.

- Familiarity with the Salesforce development environments and the options available to deploy applications and manage changes on the Lightning Platform.

- Study of the resources listed in this Exam Guide and the additional required study materials provided by Salesforce.

A candidate for this exam is not expected to be able to administer Sales Cloud or Service Cloud, have programmatic development experience (Apex, Visualforce, etc.), design custom interfaces using Visualforce, or design custom Lightning components using Apex or JavaScript.

SECTION 3. ABOUT THE EXAM

The Salesforce Certified Platform App Builder exam has the following characteristics:

- Content: 60 multiple-choice/multiple-select questions* (5 unscored questions will be added)

- Time allotted to complete the exam: 105 minutes (time allows for unscored questions)

- Passing Score: 63%

- Registration fee: USD 200, plus applicable taxes as required per local law

- Retake fee: USD 100, plus applicable taxes as required per local law

- Delivery options: Proctored exam delivered onsite at a testing center or in an online proctored environment. Click here for information on scheduling an exam.

- References: No hard-copy or online materials may be referenced during the exam.

- Prerequisites: None required; course attendance highly recommended.

*Please note that as of November 16, 2017, all Salesforce certification exams will contain five additional, randomly placed, unscored questions to gather data on question performance. The duration of each exam has been evaluated and adjusted to accommodate the inclusion of the unscored questions. These five questions will be in addition to the 60 scored questions on your exam, and will have no impact whatsoever on your score.

SECTION 4. RECOMMENDED TRAINING AND REFERENCES

As preparation for this exam, Salesforce recommends a combination of: hands-on experience, training course completion, Trailhead trails, and self-study in the areas listed in the Exam Outline section of this exam guide.

To access the most comprehensive training list, download a copy of our Salesforce Guide to Certification available here.

To enroll in instructor-led courses and launch online training from your Salesforce application, click the **Help & Training** link in the upper right corner of the screen (requires login) and search for the desired courses. Non-Salesforce customers can register for instructor-led courses here.

Instructor-Led Training recommended for this exam:

Instructor-led course: Declarative Development for Platform App Builders (DEV402)

To review online Documentation, Tip Sheets, and User Guides – search for the topics listed in the Exam Outline section of the exam guide and study the information related to those topics. Documentation, Tip Sheets, and User Guides can also be accessed through **Help & Training.**
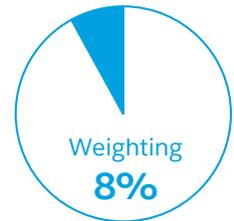
Trailhead trails can be accessed here.

Check out the official Certification Trailmix for this credential. We have included essential Trailhead learning specifically with you in mind.

SECTION 5. EXAM OUTLINE

The Salesforce Certified Platform App Builder exam measures a candidate's knowledge and skills related to the following objectives. A candidate should have hands-on experience developing custom applications on the Lightning Platform and have demonstrated the application of each of the features/functions below.

SALESFORCE FUNDAMENTALS

- Describe the capabilities of the core CRM objects in the Salesforce schema.
- Given a scenario, identify the boundaries of declarative customization and the use cases for programmatic customization.
- Identify common scenarios for extending an org using the AppExchange.

Weighting
8%

DATA MODELING AND MANAGEMENT

- Given a scenario, determine the appropriate data model.
- Describe the capabilities of the various relationship types and the implications of each on record access, user interface, and reporting.
- Identify the considerations when changing a field's type.
- Given a set of requirements, identify the considerations and select the appropriate field type.
- Describe the capabilities and considerations of the schema builder.
- Describe the options and considerations when importing and exporting data.
- Describe the capabilities of and use cases for external objects.

Weighting
20%

SECURITY

- Describe the features and capabilities available to restrict and extend object, record, and field access.
- Given a set of business requirements, determine the appropriate sharing solution.

Weighting
10%

BUSINESS LOGIC AND PROCESS AUTOMATION

- Describe the capabilities of and use cases for record types.
- Describe the capabilities of and use cases for formula fields.
- Describe the capabilities of, use cases for, and implications of roll-up summary fields.
- Describe the capabilities of and use cases for validation rules.
- Describe the capabilities of and use cases for approval processes.
- Describe the capabilities of and use cases for workflow, visual workflow, and Process Builder.
- Given a set of business requirements, recommend a solution to automate business processes.
- Describe the ramifications of field updates and the potential for recursion.

Weighting
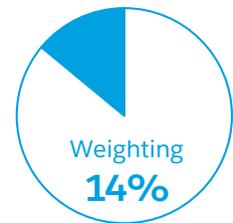**27%**

SOCIAL

- Describe the capabilities of and use cases for social features.

Weighting
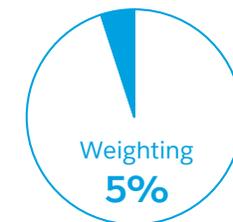**3%**

USER INTERFACE

- Describe the user interface customization options.
- Describe the capabilities of and use cases for custom buttons, links, and actions.
- Describe the declarative options available for incorporating Lightning Components in an application.
- Given a scenario, determine the appropriate user interface design.

Weighting
14%

REPORTING

- Describe the features and capabilities available when creating reports, report types, and dashboards.
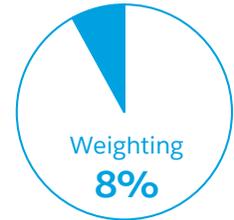
Weighting
5%

MOBILE

- Describe the declarative customization options available for the Salesforce mobile application user interface.
- Given a set of requirements, determine the appropriate global and object-specific actions and action layouts to optimize the Salesforce mobile application user experience.

Weighting
5%

APP DEVELOPMENT

- Describe the key milestones and considerations when managing the application lifecycle.

- Describe the differences between and considerations when using the various types of sandboxes.

- Describe the capabilities of and considerations when using change sets.

- Describe the use cases of and considerations when using unmanaged packages.

- Given a scenario, determine the appropriate deployment plan.

Weighting
8%

SECTION 6. SAMPLE EXAM QUESTIONS

The following questions are representative of those on the Salesforce Certified Platform App Builder exam. These questions are *not* designed to test your readiness to successfully complete the certification exam, but should be used to become familiar with the types of questions on the exam. The actual exam questions may be more or less difficult than this set of questions.

1. Where can a Standard Lightning Component be placed in the Lightning App Builder tool?

   Choose one answer

   A. Canvas

   B. Console Layout

   C. Mini Page Layout

   D. Mobile Card

2. Universal Container's app builder needs to display an account's rating on all contacts related to that account.

   Which formula is valid in a text formula field on the contact to display the appropriate value?

   Choose two answers

   A. CASE(Account.Rating, Hot, Hot, Warm, Warm, Cold, Cold, Not Rated)

   B. CASE(Account.Rating, "Hot", "Hot", "Warm", "Warm,", "Cold", "Cold", "Not Rated")

   C. Account.Rating

   D. Text(Account.Rating)

3. Universal Containers has limited in-house development resources, but would like to support online payment processing for its products.

   What is the recommended solution to meet this requirement?

   Choose one answer

   A. Configure price books, products, and payment schedules to enable this capability.

   B. Work with developers to develop custom code for payment processing.

   C. Configure Outbound Messaging to send a message to an external Payment Gateway.

   D. Install an AppExchange product to provide Payment Gateway processing.

4. Universal Containers needs to create a roll-up summary field on a custom object that counts the number of related records on another custom object.

   What type of field must exist before the roll-up summary can be created, and where should it be located?

   Choose one answer

   A. A lookup relationship field on the parent object

   B. A lookup relationship field on the child object

   C. A master-detail relationship field on the parent object

   D. A master-detail relationship field on the child object

5. Universal Containers needs to set the record type for a converted lead's Account, Contact, and Opportunity based on the user who is converting the lead.

   How can this be accomplished?

   Choose one answer

   A. Set the default record types for each Profile for Account, Contact, and Opportunity to the desired record type for converted records.

   B. Set the default record types for each Role for Account, Contact, and Opportunity to the desired record type for converted records.

   C. Set the master record types for each Profile for Account, Contact, and Opportunity to the desired record type for converted records.

   D. Set the master record types for each Role for Account, Contact, and Opportunity to the desired record type for converted records.

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SECTION 7. ANSWERS TO SAMPLE EXAM QUESTIONS

1. A
2. B, D
3. D
4. D
5. A

SECTION 8. MAINTAINING A CERTIFICATION

One of the benefits of holding a Salesforce credential is always being up to date on new product releases. Our release exams are designed to ensure you have the latest information you need to be a successful Salesforce Certified expert.

Bookmark these useful resources for maintaining your credentials:
· Maintenance Exam Due Dates
· Credential Status Request Overview
· Overall Maintenance Requirements

Don't let your hard-earned credential expire! Once you earn the credential, if you do not complete all maintenance requirements by the due date, your credential will expire, or in some cases, become suspended. For more information, click here.

ABOUT TRAILHEAD

Trailhead is your path into the Salesforce economy. It's the fun way to learn the skills you need to transform your company, earn credentials that grow your career, and connect with a global movement of Trailblazers to continue learning together.

The fun way to learn Salesforce

LEARN
Learn at your own pace, from our experts, and your peers.

EARN
Earn points, badges, and skill-based credentials that grow your resume.

CONNECT
Connect with fellow Trailblazers to learn, inspire, and blaze new trails.

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