

Salesforce

Exam Questions Sharing-and-Visibility-Architect

Salesforce Certified Sharing and Visibility Architect (SU23)



NEW QUESTION 1

A company intends bring work from anywhere culture in a bid to improve productivity. Their sellers use wide variety of devices with different form factors. The company currently uses one page layout to display opportunity record details to the sellers. The Regional Vice President of Sales is complaining about incorrect alignment of data in opportunity records, making it difficult for some sellers.

Which steps are recommended to rectify this?

- A. Use a custom LWC override for Opportunity view action, identify form factor onLoad action and display relevant layouts based on form factors.
- B. Use a visualforce override for Opportunity view action, identify the form factor onLoad action and display relevant layouts based on form factors.
- C. Use Dynamic Form to define different field sections applicable for different form factors of devices.

Answer: C

Explanation:

? Dynamic Forms: Salesforce Dynamic Forms enable administrators to create field sections that adapt based on device form factors (mobile, desktop, or tablet). This helps align data properly on different devices without requiring custom code.

? Why Option C is Correct:

? Why Others Are Incorrect:

For more details, refer to the Salesforce documentation on Dynamic Forms: <https://help.salesforce.com/>

NEW QUESTION 2

Which community function is impacted by having the Site User Visibility turned off in Sharing Settings?

- A. Updating their user profile.
- B. Searching for other external users.
- C. Searching for internal users.

Answer: B

Explanation:

? Site User Visibility Setting:

? Why Option B is Correct:

? Why Others Are Incorrect:

For further guidance, see Salesforce Community Sharing Settings documentation: <https://help.salesforce.com/>

NEW QUESTION 3

A user posts a file to the Chatter feed for a record of an object that has a Private organization-wide default.

Which statement accurately describes who can view the file by default?

- A. the user who posted the file and users with a shared Chatter post link to the file
- B. Only the user who posted the file
- C. The user who posted the file and users with access to the record

Answer: C

Explanation:

? File Visibility on Chatter:

? Why Option C is Correct:

? Why Others Are Incorrect:

For more information, see Salesforce documentation on Chatter File Visibility: <https://help.salesforce.com/>

NEW QUESTION 4

A custom Invoice object has been created with a master-detail relationship to Account. The accounts receivable (AR) team needs access to invoice records. AR users neither own nor have access to account records. The Account organization-wide default is set to Private. The AR team is unable to find invoices in list views, reports, and Global Search. The architect has been asked to help troubleshoot.

What is preventing AR team members from seeing invoices?

- A. The AR profile does not have Read permission to the Invoice object.
- B. A sharing rule is missing to share accounts with the AR team.
- C. A sharing rule is missing to share invoices with the AR team.

Answer: B

Explanation:

? Master-Detail Relationship Behavior:

? Why Option B is Correct:

? Why Others Are Incorrect:

For detailed information, refer to Salesforce Sharing and Object Relationships documentation: <https://help.salesforce.com/>

NEW QUESTION 5

Universal Containers (UC) has a custom object to track the internal net promoter score (NPS) for all of its employees. The manager is in the role above the owner and there are no sharing rules on the object.

How should UC ensure that NPS records cannot be accessed by the owner's manager?

- A. Remove Create, Read, Edit, and Delete from Manager profiles and permission sets.
- B. Use Apex sharing to remove NPS object share records for Manager profiles.
- C. Set organization-wide default to Private and uncheck the Access Using Hierarchies option for the NPS object.

Answer: C

Explanation:

For custom objects, Salesforce allows disabling the Access Using Hierarchies option. By setting the Organization-Wide Default (OWD) to Private and unchecking Access Using Hierarchies, you ensure that records are only accessible to the owner and explicitly granted users. This prevents the owner's manager or anyone higher in the role hierarchy from automatically gaining access.

? Option A: Removing CRUD permissions from profiles would block all access to the object for managers, which may not align with business requirements.

? Option B: Apex sharing is unnecessary when the problem can be solved declaratively by adjusting the OWD and hierarchy settings.

? Option C (Correct): Setting OWD to Private and disabling Access Using Hierarchies is the most straightforward solution for restricting access to managers.

References:

? Control Access to Records

NEW QUESTION 6

Universal Containers requested to leverage Lightning Web Components (LWC) to improve support reps' user experience. LWC will be used as view layer, and Apex classes will have the business logic.

Which attention points should the development team consider when implementing this solution?

A. Once that Apex runs on system mode, the development team needs to enforce record visibility.

B. Create test classes including runAs to test different users accessing the data.

C. Use isShareable, isEditable, and isCreatable to enforce field permissions.

Answer: A

Explanation:

When developing Lightning Web Components (LWC) that interact with Apex classes for business logic, it's crucial to consider how Apex's execution context affects data access and security. By default, Apex operates in system mode, which means it runs with elevated privileges, ignoring the current user's permissions and sharing rules. This behavior can inadvertently expose or allow manipulation of data that the user shouldn't access. Therefore, developers must explicitly enforce record visibility and sharing rules within their Apex code to ensure data security and compliance with the organization's sharing model. This can be achieved by declaring classes with the with sharing keyword to enforce sharing rules or by implementing explicit permission checks within the code. Option B suggests using runAs in test classes to simulate different user contexts. While runAs is valuable for testing user-specific sharing and permissions, it doesn't directly address the need to enforce record visibility in the actual business logic.

Option C mentions using isShareable, isEditable, and isCreatable to enforce field permissions. However, these methods are not standard in Apex for enforcing field-level security. Instead, developers should use methods like isAccessible, isCreateable, and isUpdateable from the Schema.DescribeFieldResult class to check field-level permissions. In summary, since Apex runs in system mode by default, it's imperative for the development team to enforce record visibility explicitly to ensure that users can only access data they are permitted to see.

NEW QUESTION 7

If a Case requires involvement from one of the Legal team, the Case owner adds one of the corporate lawyers to the Legal SME field on the case. Since cases are private, how can we grant a lawyer access to a specific case when their assistance is needed?

A. Create an Criteria Based Sharing Rule that shares to the Corporate Legal Team Role when the "legal assistance needed" field is checked.

B. Use Apex Managed sharing in a case Trigger that shares the record to the user identified in the Legal SME field.

C. Create a Criteria Based Sharing Rule that shares to the Legal Public Group when the "legal assistance needed" field is checked.

Answer: B

Explanation:

Since Cases are private, standard sharing mechanisms like criteria-based sharing rules cannot grant access to a specific user identified in the Legal SME field. Apex Managed Sharing offers the flexibility to programmatically share the record with the identified lawyer whenever the Legal SME field is updated.

? Option A: Criteria-based sharing rules cannot dynamically share records with a specific user in the Legal SME field.

? Option C: Sharing to a Legal Public Group is unnecessary if only one lawyer (not the entire group) needs access.

References:

? Apex Managed Sharing Overview

NEW QUESTION 8

Universal Containers is implementing Sales Cloud. During the final quarter of the financial year, sales managers help each other close deals. They requested a solution in Salesforce to allow them to share opportunities with other sales managers from different teams as needed. They also requested that sharing deals should expire automatically 2 weeks after the new fiscal year starts.

Which proposed solution meets the requirements?

A. Apex sharing to share opportunities with sales managers

B. Scheduled Apex job to remove access

C. Sharing rules to share opportunities with sales managers

Answer: AB

Explanation:

To meet the requirement of sharing opportunities for collaboration and automatically expiring access, the following approach is best:

? Apex Sharing (Answer A): Apex sharing allows sales managers to share opportunities with specific users. This is essential for ad-hoc and granular sharing that isn't feasible with criteria-based or owner-based sharing rules.

? Scheduled Apex Job (Answer B): Use a scheduled Apex job to remove sharing entries after a specific date, ensuring access expires two weeks after the new fiscal year begins. This provides automation and aligns with the requirement for access expiration.

Option C: Sharing rules cannot handle time-based expiration, making them unsuitable for this use case.

References:

? Apex Managed Sharing Overview

? Scheduled Apex

NEW QUESTION 9

In order to allow community users to collaborate on Opportunities, which license type must the users be given?

- A. Customer Community Plus
- B. Customer Community
- C. Partner Community

Answer: C

Explanation:

To enable community users to collaborate on Opportunities, they must have access to the Opportunity object, which is included in the Partner Community license. This license type is specifically designed for partners and provides access to features like Opportunities, Campaigns, Leads, and other standard objects required for collaborative sales processes.

? Option A: Customer Community Plus licenses do not grant access to Opportunities, as they are primarily focused on external customer engagement without sales collaboration.

? Option B: Customer Community licenses are limited to basic interactions like viewing and updating cases or accessing content, and they exclude access to Opportunities.

? Option C (Correct): Partner Community licenses include access to Opportunities, making them the appropriate choice for this use case.

References:

? [Community Licenses Overview](#)

NEW QUESTION 10

Universal Containers (UC) operates worldwide, with offices in more than 100 regions in 10 different countries, and has established a very complex Role Hierarchy to control data

visibility. In the new fiscal year, UC is planning to reorganize the roles and reassign account owners.

Which feature should an architect recommend to avoid problems with this operation?

- A. Partition data using Divisions
- B. Parallel Sharing Rule recalculation
- C. Skinny table

Answer: B

Explanation:

? Parallel Sharing Rule Recalculation:

? Why Option B is Correct:

? Why Others Are Incorrect:

For more details, refer to Salesforce Sharing Recalculation Best Practices: <https://help.salesforce.com/>

NEW QUESTION 10

Which method should be used to grant access to an unrelated group of users?

- A. Sharing Sets
- B. Public Groups
- C. Role Hierarchy

Answer: B

Explanation:

Public Groups allow administrators to group unrelated users (individual users, roles, or roles and subordinates) for the purpose of sharing access to records or folders. They are highly flexible and designed specifically for granting access to unrelated groups of users.

? Option A: Sharing Sets are for granting access based on account or contact relationships for community users, not for unrelated internal users.

? Option C: Role Hierarchy is unsuitable for this scenario as it is based on hierarchical relationships.

References:

? [Public Groups Overview](#)

NEW QUESTION 13

Universal Containers created a public group with certain sales engineers to help on complex deals, as well as a sharing rule to grant access to these opportunities. The Opportunity organization-wide default is Private.

What is the impact of these sharing settings?

- A. Sales engineers and their managers in the Role Hierarchy will also have access to these records.
- B. Subordinates of managers who have sales engineers in the public group will also have access to these records.
- C. Other sales engineers who are in the same Role Hierarchy as the sales engineers of the public group will also have access to these records.

Answer: A

Explanation:

The Public Group and Sharing Rule approach grants access to specified users and, by default, extends access to their managers in the Role Hierarchy. Here??s how the settings interact:

? Public Group: The group includes a specific set of sales engineers.

? Sharing Rule: It grants access to opportunities for the Public Group. This rule respects the existing Role Hierarchy.

? Role Hierarchy: In Salesforce, managers in the hierarchy automatically gain access to records their subordinates can access, ensuring seamless visibility for leadership.

? Option A (Correct): Managers of sales engineers in the Role Hierarchy will gain access because sharing rules honor the Role Hierarchy.

? Option B: Subordinates of managers will not gain access because sharing rules do not propagate access downward in the hierarchy.

? Option C: Other sales engineers outside the specified Public Group will not gain access unless explicitly included in the sharing rule.

References:

? [Sharing Rules Overview](#)

? Role Hierarchy and Sharing

NEW QUESTION 17

Universal Containers (UC) wants to reduce the amount of redundant leads entered into the system. UC also wants to ensure that leads are only edited/reassigned by the lead owner.

Which organization-wide default (OWD) approach should be recommended to help UC implement these requirements?

- A. Implement a Public Read Only/Transfer OWD on Lead.
- B. Implement 2 Public Read-Only OWD on Lead.
- C. Implement a Private OWD on Lead.

Answer: C

Explanation:

To ensure that only lead owners can edit or reassign their leads, the OWD for Lead should be set to Private. In a Private model:

? Only the owner (and users above the owner in the Role Hierarchy) can access and edit the record by default.

? Redundant lead entries can be minimized by enforcing validation rules or duplicate management logic.

? Option A: A Public Read Only/Transfer OWD does not restrict edit access to the lead owner, as anyone with appropriate permissions could edit or transfer the leads.

? Option B: Public Read-Only OWD does not align with the requirement to ensure only lead owners can edit or reassign leads.

? Option C (Correct): Private OWD ensures that only the lead owner has edit access, adhering to UC's requirements.

References:

? Organization-Wide Default Settings

NEW QUESTION 18

Who can view a PDF that is uploaded to the Files Home private library by a user?

- A. The user and users above them in the Role Hierarchy
- B. The user and users with View All Data permission
- C. Only the user

Answer: C

Explanation:

Files uploaded to a user's private library in Salesforce Files Home are strictly private and visible only to the user who uploaded them. Even users with elevated permissions, such as those with "View All Data" access, or users higher in the Role Hierarchy, cannot view these files. This ensures the utmost privacy for files stored in a private library.

? Option A: Role Hierarchy does not affect access to files stored in a private library.

? Option B: "View All Data" does not grant access to files in private libraries.

? Option C (Correct): Only the user who uploaded the file can view it in their private library.

References:

? Files Home Overview

? File Privacy and Sharing

NEW QUESTION 19

Sales reps at Universal Containers sometimes create large files as a part of the sales process that are too large to share over email. They would like users to be able to share files with customers, but the CISO has requested that any file links shared must be password-protected.

How can this be accomplished?

- A. Utilize an AppExchange product for delivering password protected files to customers
- B. Create a content delivery; during creation, the user should select the option to require 3 password to access content.
- C. Set up an Experience Cloud site for customers to access files and share the file with customers via Chatte
- D. Customers can then log in ta the site to access the content.

Answer: B

Explanation:

Content Delivery is a Salesforce feature designed for secure file sharing. When creating a content delivery, users can require a password for access, ensuring compliance with the CISO's requirement.

? Option A: While AppExchange products could provide similar functionality,

Salesforce's native Content Delivery feature already meets the requirement without additional cost or complexity.

? Option B (Correct): Content Delivery allows the sharing of files via secure, password-protected links.

? Option C: Setting up an Experience Cloud site is an excessive and unnecessary solution for this simple file-sharing requirement.

References:

? Content Deliveries and Password Protection

NEW QUESTION 20

A sales rep at Universal Containers was added to an opportunity team with Read/Write permissions.

Which action is she allowed to perform in the opportunity?

- A. Update opportunity stage.
- B. Replace opportunity owner.
- C. Add/remove members in the opportunity team.

Answer: A

Explanation:

The Opportunity Team feature allows collaboration by granting specific permissions (Read, Read/Write, or access defined by roles) to users added to an opportunity. In this scenario, the sales rep has Read/Write permissions, which means they can:

- ? View and update the opportunity, including editing fields like the opportunity stage.
- ? They cannot perform administrative tasks like transferring ownership or managing the opportunity team unless explicitly granted "Full Access" or assigned additional roles that permit these actions.
- ? Option A (Correct): Updating the opportunity stage is allowed as part of Read/Write access.
- ? Option B: Replacing the opportunity owner requires administrative privileges, which are not included in standard Read/Write permissions.
- ? Option C: Adding or removing members in the opportunity team requires "Full Access," which exceeds Read/Write permissions.

References:

- ? Opportunity Team Management
- ? Salesforce Sharing and Permissions Documentation

NEW QUESTION 25

An architect has a requirement to create a criteria-based sharing rule based on the customer Social Security Number. However, when setting up the rule in Contact Sharing, the field is not shown on the list of available fields. What is causing this issue?

- A. The field has been configured for encryption.
- B. The architect's profile does not have Field Level Security for this field.
- C. The architect does not have permission to Compliance fields.

Answer: A

Explanation:

? Field-Level Encryption and Sharing Rules:
? Why Option A is Correct:
? Why Others Are Incorrect:
For further reference, see Salesforce Shield Platform Encryption documentation: <https://help.salesforce.com/>

NEW QUESTION 29

An architect from a previous project implemented Platform Shield Encryption for a company. However, based on a recent audit, the company's Privacy Team identified three additional fields in their Account Records (Billing Street, Billing City and Phone) that need to be secure and protected. How should an architect proceed with this new policy change?

- A. Use Classic Encryption to ensure all fields are protected and contact Salesforce for help with encryption verification.
- B. Use Encryption Policy and wait for an email from Salesforce indicating the field values are encrypted.
- C. Use Encryption Policy and contact Salesforce to update the existing records so that their field values are encrypted.

Answer: C

Explanation:

? Platform Encryption: Salesforce Platform Shield Encryption ensures that specific fields in records are encrypted at rest and during transit, aligning with privacy and security policies.
? Why Option C is Correct:
? Why Others Are Incorrect:
For detailed reference, see Salesforce Platform Encryption documentation: <https://help.salesforce.com/>

NEW QUESTION 34

Universal Containers (UC) uses a custom Lightning component with an Apex class to display shipment information (custom object, Private organization-wide default). UC sales managers are complaining about two important points: Shipment records that belong to their teams can be seen by other users. Shipment amount should be visible only by managers, but sales reps are able to view it. Which feature did the development team miss that is causing the problems?

- A. Use isShareable keyword in Apex classes to assure record visibility.
- B. Use isAccessible() method in Apex classes to check field accessibility.
- C. Use runAs in test class to enforce user permissions and field level permissions.

Answer: B

Explanation:

? Field-Level Security in Apex: The isAccessible() method in Apex is used to verify whether a user has the necessary permissions to view a particular field. This ensures that users see only fields they are permitted to access based on their profile or permission set.
? Why Option B is Correct:
? Why Others Are Incorrect:
For detailed reference, see Salesforce Security Documentation: <https://help.salesforce.com/>

NEW QUESTION 38

Universal Containers?? organization wide-defaults model is Private?? for the Account object. A sales rep owns two opportunities in one Account. The Sales Rep profile has Create/Edit access to opportunity records. Which level of access will the sales rep have to the related Account record?

- A. Read access
- B. Read/Create/Edit access
- C. No access

Answer: A

Explanation:

With a private organization-wide default (OWD) model for the Account object, users do not have automatic access to related records they do not own. However, Salesforce provides implicit sharing, which ensures that the owner of a child record, such as an Opportunity, is granted Read access to the related parent Account. This implicit sharing does not extend to Edit or Create permissions unless additional sharing rules, roles, or explicit access mechanisms are configured. Therefore, the sales rep will have Read access to the Account associated with their owned Opportunities. (developer.salesforce.com)

NEW QUESTION 40

What should an architect recommend to make sure that users that gained access to a custom object record through Apex managed sharing do not lose access to it when its owner is changed?

- A. Use "With Sharing" keyword to make sure record visibility will be considered.
- B. Create a new record in _Share object with RowCause "Manual".
- C. Create a specific Apex Sharing Reason for the custom object.

Answer: C

Explanation:

When Apex-managed sharing is used to grant access to records, changes to the record owner do not affect the existing shared records if a custom Apex Sharing Reason is created. The sharing reason allows the sharing record to remain independent of the ownership changes, ensuring persistent access for users who were granted visibility through Apex.

? Option A: The "With Sharing" keyword only enforces the sharing rules when executing the Apex code but does not ensure persistence of shared access.

? Option B: Creating a new manual sharing record directly is not recommended because manual sharing is automatically deleted when ownership changes.

? Option C (Correct): A custom Apex Sharing Reason allows the architect to maintain explicit sharing logic, avoiding access loss during ownership changes.

References:

? Apex Sharing Reasons

NEW QUESTION 42

Universal Containers (UC) has 200 distributors that use Partner Community licenses. Partners cannot see each other's data, but UC is also trying to give more visibility to data for certain individuals at a distributor.

Which scalable option give users in the partner manager role access to all case and container records for partner users at the same distributor?

- A. Create an ownership based sharing rule.
- B. Give Super User permission to the individual partner manager users.
- C. Create sharing sets.

Answer: B

Explanation:

? Super User Permission: In Salesforce, the "Super User" permission allows partner community users in specific roles (such as Partner Managers) to access records owned by or shared with users within their partner account. This is an effective and scalable solution for giving partner manager users access to all case and container records for users at the same distributor.

? Why Option B is Correct: Granting Super User permissions is straightforward, scalable, and avoids complex configurations such as ownership-based sharing rules or sharing sets.

? Why Others Are Incorrect:

For detailed information on Super User permissions, refer to the Salesforce documentation on Partner Communities: <https://help.salesforce.com/>

NEW QUESTION 47

Customer complaints for bad interactions with a customer support agent are logged as Cases and assigned to a human resources representative. The agent of the complaint should not see the case, but their manager should.

How is this accomplished?

- A. Trigger on Case to lookup and share to the manager of an Assigned Agent custom field (the subject of the complaint) using Apex Managed Sharing.
- B. Criteria based Sharing Rule on Case that shares to the Role Manager and above when a custom field Assigned Agent (subject of the complaint) is not blank.
- C. Case is owned by the subject of the complaint, so their manager in the role hierarchy can access the record.
- D. CRED permission are removed on Case so the agent cannot read the case record.

Answer: A

Explanation:

This scenario requires highly specific sharing logic where:

? The case is hidden from the subject of the complaint.

? The subject's manager has access.

Apex Managed Sharing provides the precision needed to achieve this requirement. The trigger would identify the agent assigned as the subject of the complaint, lookup their manager, and create a manual sharing rule (via the CaseShare object) granting access to the manager.

? Option A (Correct): Apex Managed Sharing allows for granular sharing logic tailored to specific business requirements.

? Option B: Criteria-based sharing rules cannot dynamically account for relationships such as "manager of the assigned agent."

? Option C: Role Hierarchy sharing doesn't meet the requirement to hide cases from the agent while allowing their manager to see them.

References:

? Apex Managed Sharing for Custom Sharing Logic

? Case Sharing Architecture

NEW QUESTION 52

Universal Containers uses the standard Case object to track various support requests sent to servicing agents. Currently, the Case object has more than 400 fields. Eight different types of case processes have been established, each with a unique combination of statuses. The Director of Customer Service wants to ensure that servicing agents see only the required information specific to the case type they are addressing.

Which option is recommended to implement this requirement?

- A. Use Dynamic Forms with different field sections representing the relevant fields per case type, and control visibility of sections by Case Record Type value.

- B. Use different Page Layouts per case type, each representing the relevant fields per case type.
- C. Use a custom LWC to override the View action of the Case object, and a Custom Metadata Type to define the relevant fields per case type.

Answer: A

Explanation:

Dynamic Forms allow administrators to create page layouts with field visibility controlled at the section level based on record-specific criteria, such as the Case Record Type. This approach ensures servicing agents only see fields relevant to the specific case type, enhancing usability and performance.

? Option A (Correct): Dynamic Forms provide flexibility and scalability for managing field visibility dynamically without duplicating layouts.

? Option B: Using different Page Layouts is less efficient because managing and maintaining a separate layout for each case type is cumbersome with 400 fields and eight processes.

? Option C: A custom LWC adds complexity and development overhead, making it a less optimal solution for this scenario.

References:

? Dynamic Forms Overview

NEW QUESTION 55

The sales managers at Universal Containers requested their teams to define each user's role on their accounts in order to provide an easy way to establish accountability and collaboration. Sales managers also requested that sales associates should only get the following permissions: 1. Read access to the accounts. 2. Read access to cases related to the accounts. 3. No access to deals related to the accounts.

The sales associates may be granted access to opportunities when needed. Assuming the overall sharing model of the organization is Private and no sharing rules are configured on the Account object, how should an architect achieve these requirements?

- A. Use Account teams to define access to accounts as well as opportunities and cases related to accounts.
- B. Use Account teams and Case team
- C. No configuration required for the Opportunity object.
- D. Use Account teams and sharing rules to share cases with sales associate
- E. No change required to the Opportunity object.

Answer: A

Explanation:

? Account Teams: Enable fine-grained access control on accounts and related records (e.g., opportunities and cases). They allow defining the role of each user for collaboration and accountability.

? Sales Associate Permissions:

? Why Option A is Correct: Account Teams provide a flexible and scalable way to configure access to related records based on the defined roles, fulfilling all requirements.

? Why Others Are Incorrect:

For comprehensive guidance, refer to the Salesforce documentation on Account Teams: <https://help.salesforce.com/>

NEW QUESTION 57

Universal Containers (UC) is a fast-growing company that sells containers globally. It has thousands of dealerships throughout the world where local dealers service containers. UC implemented a new Partner Community for its dealers. Each dealership has a dealer manager who manages the service agents. The communitysharing model is private.

What is the optimal option to give dealer managers visibility to customer cases only raised by their service agents?

- A. Use the Role Hierarchy so that the cases raised by service agents will be visible to their relevant dealer managers.
- B. Create a sharing rule to share cases created by service agents with their dealer manager.
- C. Create a sharing group to share cases created by service agents with their dealer manager.

Answer: A

Explanation:

? Role Hierarchy and Sharing:

? Why Option A is Correct:

? Why Others Are Incorrect:

For detailed guidance, refer to Salesforce Role Hierarchy and Community Sharing documentation: <https://help.salesforce.com/>

NEW QUESTION 59

Universal Containers (UC) is a non-profit organization with more than 20,000,000 members (donors). UC decided to assign those accounts to donations reps based on their regions. Donations reps ended up owning more than 50,000 donors each. The donation reps started to see significant degradation of the system performance.

What is the reason for this problem?

- A. There is an Account ownership data skew problem.
- B. The donations reps' access to the assigned accounts is wrong.
- C. Salesforce sharing recalculation kicked off.

Answer: A

Explanation:

? Account Data Skew: Data skew occurs when a single user owns a disproportionately large number of records (e.g., more than 10,000). This can cause performance degradation due to sharing recalculations and record locking during updates.

? Why Option A is Correct:

? Why Others Are Incorrect:

For more information, see Salesforce Sharing and Data Skew Best Practices: <https://help.salesforce.com/>

NEW QUESTION 61

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