



Salesforce Certified Platform App Builder

KSU Exam Preparation Guide

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Application Builders on the Force.com Platform

As Application Builders with broad knowledge of custom development, custom applications are designed, built, and implemented for companies or clients using the declarative capabilities of the Force.com platform.

With a Platform App Builder credential, professionals demonstrate their ability to use the Force.com platform to the fullest. Those credentialed skills are sought after by companies who want to unleash the potential of cloud computing. To earn this credential, developers must pass a multiple-choice exam at a testing center or in an online-proctored environment.

If you know the declarative functionality inside and out, are able to create a custom application using clicks, not code, but can identify those requirements that require coding, you may be ready for the App Builder exam.

The Study Guide for this credential includes a detailed list of exam topics and hints to help you become a Salesforce Certified Platform App Builder.

With a Salesforce Platform App Builder Certification, you are granted permission to download the certified logo to use on business cards, email signatures, and professional networking sites. You will be required to maintain your credential by passing short online maintenance exams after each major Salesforce release. Release training and a release exam schedule will be provided to help you keep your credential. To take it to the next level, consider preparing for the Platform Developer I and Platform Developer II credentials.

This preparation guide will explain the recommended steps involved in preparing for the Salesforce App Builder Certification Exam, and provide information on accessing various study tools and materials available to aid in learning the information needed to earn the certification.

About The Exam

Platform App Builder



SALESFORCE
PLATFORM APP BUILDER

The Salesforce Certified Platform App Builder exam is for individuals who want to demonstrate their skills and knowledge in designing, building, and implementing custom applications using the declarative customization capabilities of the Force.com platform. 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

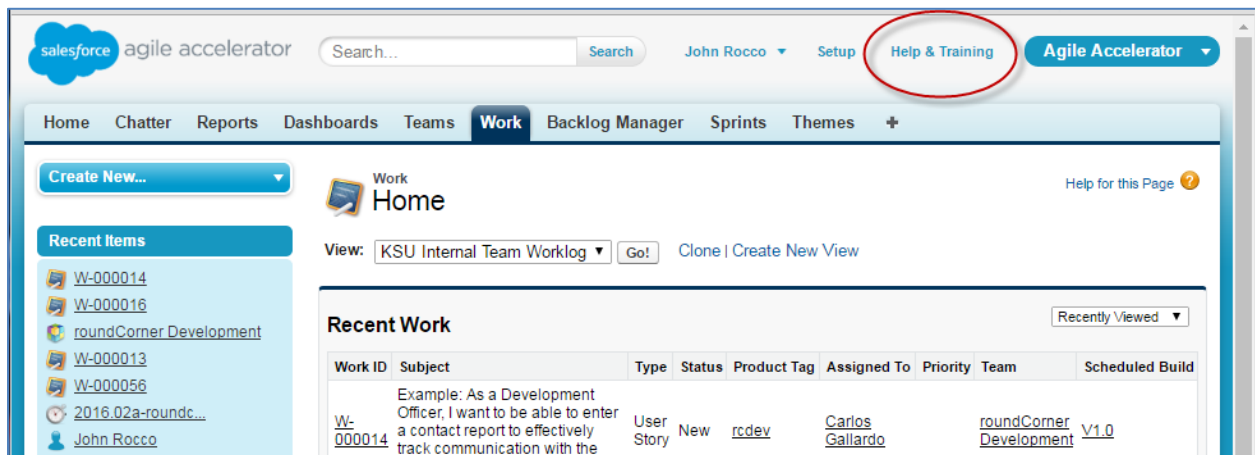
About the Exam

- 60 multiple-choice questions
- 90 minutes allotted to complete the exam
- 63% is the passing score
- Registration fee is USD 200
- Retake fee is USD 100
- No hard-copy or online materials may be referenced during the exam
- No prerequisites; recommend taking [Building Applications with Force.com and Visualforce \(DEV401\)](#)
- For a full exam outline, click [here](#) for the [Study Guide](#)

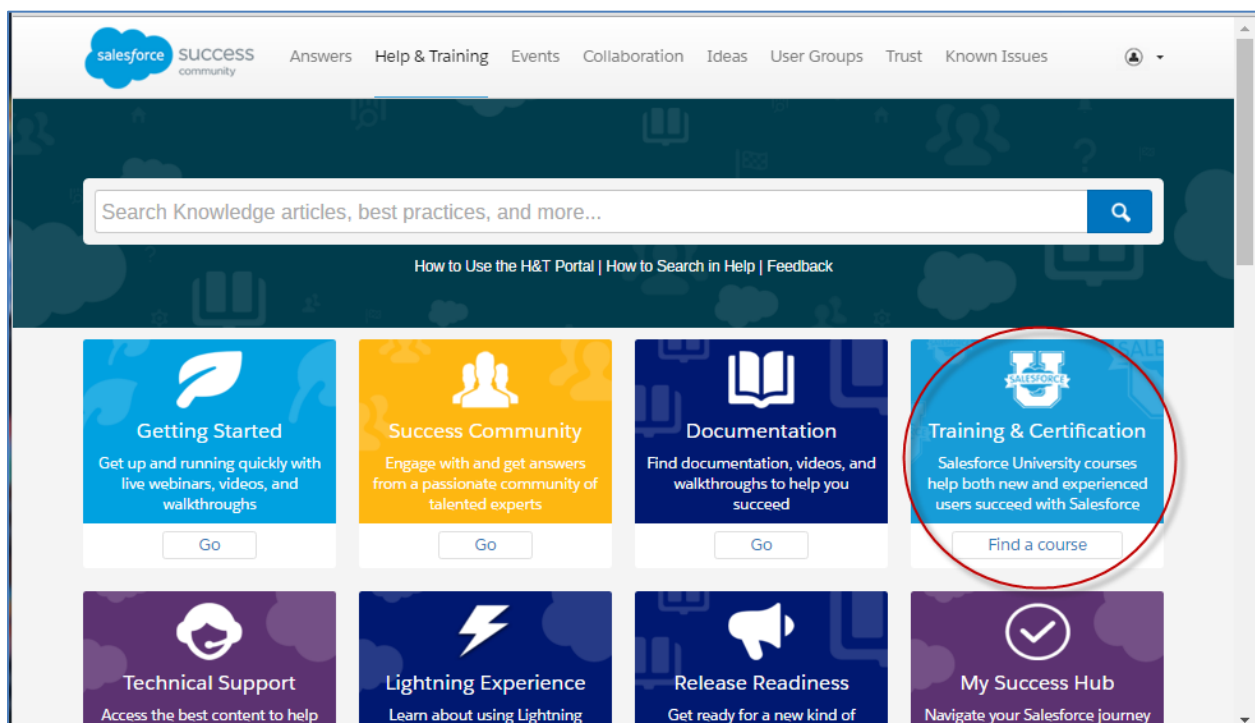
<http://certification.salesforce.com/app-builders>

Application Builder Training in Salesforce

Once logged in, there are many training resources available through the Salesforce.com website.



The *Help & Training* link is located in the top right corner of the Salesforce.com web page.



Salesforce study courses and certification information may be accessed in the Help & Training Portal via the “Find a Course” link in the section for Training & Certification.

The screenshot displays the Salesforce Success Community Training Catalog interface. At the top, the navigation bar includes the Salesforce logo, 'SUCCESS community', and links for Answers, Help & Training, Dreamforce, Collaboration, Ideas, Featured Groups, Trust, and Known Issues. The main header shows 'Home > Training Catalog' and 'Training Catalog'. Below this, there are tabs for 'Find a Course' and 'My Training', with a shopping cart icon showing 0 items. A search bar contains the text 'building applications'. On the left, a sidebar provides filters for Content Type (Online Courses: 52, Instructor-Led Classes: +132), Language (English: 52), Product(s) (Force.com: 35, Marketing Cloud: 10, Sales Cloud: 9, Service Cloud: 9, Customizable Training: 2), and Job Role(s) (Beginning Administrator: 21, Beginning Developer: 19). The main content area shows search results for 'building applications'. The first result is 'Building Applications with Force.com - Part 1', and the second is 'Building Applications with Force.com - Part 2'. Both results are circled in red. The third result is 'Integrating with the Force.com and Chatter REST APIs'. The results are sorted by Relevance and Date, and show 1-10 results in 0.12 seconds.

Many courses are available to increase user knowledge. Courses may be found by searching for key words, filtering by items such as course content type or job roles, or by scrolling through the many selections offered by Salesforce.com.

Recommended Training and References

As preparation for this exam, Salesforce University recommends a combination of: hands-on experience building custom applications using the declarative customization capabilities of the Force.com platform; training course completion; and self-study in the areas listed in the Exam Outline section of this study guide. Salesforce University recommends the following book and instructor-led and online courses to guide your study:

- *Instructor-led course: Building Applications with Force.com (DEV 401)*
*Note: Kent State University has purchased the online courses, and will not be scheduling any instructor-led sessions.
- *Study Guide - [Salesforce Certified Platform Application Builder Study Guide-Winter 2016](#)*
- *Book: Force.com Fundamentals*
https://developer.salesforce.com/page/Force_Platform_Fundamentals
- *Online course: **Building Applications with Force.com Part 1***
- *Online course: **Building Applications with Force.com Part 2***
- *Online course: **Administration Essentials for Experienced Admins***
(specifically, module 5, *Extend Reporting Modules*)
- *Video: [Introducing Lightning Components](#) (https://youtu.be/qm_kQFfRIaY)*
- *[Salesforce1 Mobile App Developer Guide](#) (226 pages)*
- *Trailhead: <https://developer.salesforce.com/trailhead>*

Launch online training from your Salesforce application by clicking the **Help & Training** link in the upper right corner of the screen (requires login) and searching for the desired courses, listed above.

In addition, Salesforce University recommends reviewing online Documentation, Tip Sheets, and User Guides by searching for the topics listed in the Exam Outline section of the Study Guide and studying the information related to those topics. Documentation, Tip Sheets, and User Guides can also be accessed through Help & Training. Documentation is also available in PDF format here: <https://na1.salesforce.com/help/pdfs/en/sf.pdf>.

First Steps

1. Receive access to Salesforce
2. Go to training and find *Building Applications in Force.Com* classes
3. Using the “Resources” tab in class one, print the PDF for Intro to Force .com Exercise Guide

MAY NOT NEED 4 & 5 AS WE HAVE PAID FOR AND CAN LOG INTO SALES FORCE

4. Sign up for a Training Org to complete class activities-
5. Prepare your training Org

On-Line Courses

Salesforce University Online Courses

Salesforce University courses are separated into modules to allow for learning and studying in sections. Each module contains various tools to offer different educational methods.

Presentation – Each module will include a presentation to deliver detailed information about the module subject. They will vary in length depending upon the complexity of the subject. The presentations may include intermittent Knowledge Checks to act as a brief review of the information and to assure understanding of the subject matter.

Knowledge checks – Knowledge Checks are brief, basic questions of understanding that may appear within a presentation or at the end of the module. They are quick assessments of subject comprehension designed to restate the module information and assist in learning. If the questions are answered incorrectly, the appropriate response and reasoning are explained, and the user may opt to repeat the question and amend their answer.

Tasks – Many sections within the presentations and modules include hands-on opportunities to apply the material by including tasks to be accomplished labeled, “Your Turn to Practice”. These will vary in estimated length of time to accomplish depending upon the subject. The practical assignments are delivered through a “Resources” tab found to the left of the presentation.

The Salesforce University recommended courses are estimated as follows:

Building Applications Pt. 1					
	Modules	Presentation (mins)	Knowledge Checks	Practical Assignments	
				Tasks	Estimated Time (hrs)
	Introduction to Force.com	17:04	3		
1	Welcome to Universal Containers	8:22	1		
2	Building Your Data Model	44:10	2	6	0:45
3	Building Your User Interface	26:59	2	6	0:45
4	Introducing Business Logic	15:36	2	3	0:25
5	Migrating Configuration Changes	4:45	1		
6	Design Considerations	3:36	1		
7	Managing Your Users' Experience	27:35	2	6	1:05
8	Controlling Access to Records	25:14	3	7	0:40
		2:53:21			3:40
Approximate time for completion 6-7 Hours					

Building Applications Pt. 2					
	Modules	Presentation (mins)	Knowledge Checks	Practical Assignments	
				Tasks	Estimated Time (hrs)
9	Designing Data Access Security	12:34	1	1	0:40
10	Building Business Processes	24:54	2	2	0:25
11	Preserving Data Quality	18:43	1	1	0:55
12	Automating Business Processes with Workflow	23:40	1	1	0:40
13	Automating Business Processes with Approval Processes	25:12	2	2	1:00
14	Automating Business Processes Using Visual Workflow	22:41	1	1	1:30
15	Auditing Processes	8:44	1	1	0:20
16	Data Management	24:48	2	2	0:45
17	Enhancing the User Interface Using Visualforce	36:17	2	2	2:15
18	Additional Uses for Visualforce	18:45	1	1	1:15
		3:36:18			9:45
	Approximate time for completion 13-15 Hours				

Extended Reporting					
	Modules	Presentation (mins)	Knowledge Checks	Practical Assignments	
				Tasks	Estimated Time (hrs)
5	Admin Essentials-Extend Reporting	56:29	1	11	1:55
		0:56:29			1:55
	Approximate time for completion 3-4 Hours				

Building Applications with Force.com - Part 1

Are you an application developer looking to gain an in-depth understanding of how to create custom applications on the Force.com platform? Through explanation, demonstration, and exercises, this course guides you on how to use the declarative “clicks not code” capabilities of the Force.com platform to create new custom applications. Also, learn about the capabilities of the Visualforce framework including how to incorporate Visualforce pages into Salesforce. This course provides the foundation for developers who need to know how to leverage these capabilities for rapid development and to prepare for learning Force.com code (Apex) and Visualforce page controllers. This course is broken into two parts and should be completed in order. This is part one.

MODULE	DESCRIPTION
Introduction to Force.com	This training introduces you to the Force.com platform features and functionality.
Welcome to Universal Containers	Learn about our case study organization, Universal Containers, and the recruiting application they need to build in Salesforce to solve their business issues.
Building Your Data Model	Learn how to create custom objects, custom fields and custom relationships.
Building Your User Interface	See how to modify the user interface with page layouts, custom applications and custom tabs.
Introducing Business Logic	This module introduces basic business logic functionality. Students will see how to create workflow, validation rules and formula fields.
Migrating Configuration Changes	Learn how to easily move configuration changes between related organizations using change sets, a declarative feature in Salesforce.
Design Considerations	This module introduces the business requirements that an organization might have when setting up security and access.
Managing Your Users' Experience	Learn how to set up users with appropriate permissions. See how licenses and profiles dictate a user's access to an application.
Controlling Access to Records	Examine different ways in which users receive access to records: through ownership, organization wide defaults, roles and sharing rules.

Building Applications with Force.com - Part 2

Are you an application developer looking to gain an in-depth understanding of how to create custom applications on the Force.com platform? Through explanation, demonstration, and exercises, this course guides you on how to use the declarative “clicks not code” capabilities of the Force.com platform to create new custom applications. Also, learn about the capabilities of the Visualforce framework including how to incorporate Visualforce pages into Salesforce. This course provides the foundation for developers who need to know how to leverage these capabilities for rapid development and to prepare for learning Force.com code (Apex) and Visualforce page controllers. This course is broken into two parts and should be completed in order. This is part two.

MODULE	DESCRIPTION
Designing Data Access Security	This module provides a summary of security and access features. Through a number of business scenarios, students will have the opportunity to apply the knowledge that they have gained about determining user access.
Building Business Processes	The exercise guide includes instructions that will help you to complete the exercises in this course.
Preserving Data Quality	Explore a number of different implementations of validation rules to enforce conditionally required fields, data format and data consistency as well as validation rules to prevent data loss.
Automating Business Processes with Workflow	Learn how workflow rules can be used to create automated processes. Take a look at the actions that can be triggered by workflow rules. Look at how to automate processes using an immediate action workflow rule and a time-based workflow rule. Additionally, see how to monitor time-based workflow queues.
Automating Business Processes with Approval Processes	Learn about approval processes. Take a look at approval processes with multiple steps, multiple approvers, and processes that skip steps.
Automating Business Processes Using Visual Workflow	Learn how to build flows that guide users through the a process utilizing Visual Workflow.
Auditing Processes	Review the tools and methods for auditing changes to both the configuration of and the data in Salesforce.
Data Management	Learn the basics of data management including record IDs, external IDs, and object relationships.

MODULE	DESCRIPTION
Enhancing the User Interface Using Visualforce	Discover what Visualforce is and its features and capabilities. Learn the basics of Visualforce syntax and how Visualforce components are similar to HTML and XML. Learn how to create Visualforce pages and add them into an application.
Additional Uses for Visualforce	Continue to explore using Visualforce pages to change the look and feel of a page, to display Salesforce data on a website using AJAX and JavaScript in conjunction with Visualforce, and to develop Visualforce pages for mobile devices.

Administration Essentials for Experienced Admins

Are you an experienced administrator seeking to address complex business requirements? Discover how to extend the functionality of your Salesforce implementation and solve your business needs through real-world examples, demonstrations, and hands-on exercises. Learn how to build custom objects and apps, perform sophisticated analytics, and automate complex business processes. Also learn how to manage changes to your Salesforce implementation and ensure data quality.

MODULE	DESCRIPTION
Extend and Troubleshoot Business Process Automation	Understand when to use Apex and Visualforce for extending business process automation. Learn how to troubleshoot business process issues using debug logs.
Welcome to AW Computing	Learn about the real-world business problems that our case study organization, AW Computing, is trying to solve using Salesforce. Understand the existing sharing model at AW Computing so you will be well equipped to solve their problems. Learn how to sign up for a training org that will be used to complete the hands-on exercises in each module. Perform your first exercises in the training org, including updating your profile and creating a sandbox for change management.
Troubleshoot Record Access and Field Visibility	Learn how profiles, organization-wide defaults, role hierarchy, sharing rules, teams, and manual sharing interact with one another to control access to records. Get hands-on experience troubleshooting why users have too much or too little access to records. Learn the capabilities of territory management and its impact on the sharing model. In addition, learn how to provide users with visibility to fields based on business requirements.
Change Management	Learn how to set up a sandbox environment to safely manage and test configuration changes. Also learn how to deploy data from a sandbox to production using change sets.
Extend Salesforce with Custom Objects and Apps	Learn how to build custom objects, tabs, and apps to extend functionality in Salesforce. Understand the different relationship types when building custom objects. Also learn how to use apps from the AppExchange to save development time.
Extend Reporting	Learn how to extend your reporting to provide up-to-date views of your business. Gets hands-on experience creating custom report types, building exception reports using cross filters, and categorizing report data with bucket fields. Also learn how to extend summaries in reports and dashboards, combine multiple views of data using

MODULE	DESCRIPTION
	joined reports, and analyze trends using analytic snapshots.
Increase Efficiency with Salesforce1 and Publisher Actions	Learn how to customize Salesforce1, including changing the order of items in the navigation menu and modifying compact layouts. Also learn how to create object-specific and global publisher actions.
Automate Complex Business Processes	Learn how to enforce and automate complex business processes using validation rules, formula fields, and workflow rules. Also learn how to troubleshoot business process issues using debug logs. Understand when to use Apex and Visualforce for extending business process automation.
Improve Data Quality	Learn how to assess data quality, cleanse and standardize data, and enforce data quality using standard Salesforce functionality. Discover how to improve common data quality issues, including missing data, inconsistent data formatting, and duplicate records. Also learn how Data.com can be used to clean and enrich data in Salesforce.
Streamline Requests with Approval Processes	Learn how create approval processes to reduce bottlenecks and streamline requests. Also learn how to troubleshoot common issues that users face when sending a request through an approval process.
Increase Productivity with Visual Workflow	Learn how to automate complex business processes with Visual Workflow. Discover how to build flows that guide users through the process of collecting and updating data in Salesforce. Follow demonstrations to see how to create flows in the Cloud Flow Designer and deploy flows using custom buttons.

Taking the Exam

The exam can be scheduled by registering at [webassessor.com](https://www.webassessor.com) or by visiting the site at: <https://www.webassessor.com/wa.do?page=enterCatalog&branding=SALESFORCE&tabs=111>

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- + Cloud Consultant Exams**
- + Architect Exams**
- + Instructor Exams**
- + Pardot Exams**
- App Builder Exams**
 - Salesforce Certified Platform App Builder (W116)**

The Salesforce Certified Platform App Builder credential is intended for individuals who would like to demonstrate their skills and knowledge in designing, building, and implementing custom applications using the declarative customization capabilities of the Force.com platform. The candidate can create, manage, and update data models, application security, business logic, and process automation. To learn more about the exam, please review the study guide: http://certification.salesforce.com/SG_CertifiedPlatformAppBuilder.pdf

Salesforce Certified Platform App Builder (W116)	Retake Policy	PR001123	Onsite Proctored	USD 200.00	Register
Salesforce Certified Platform App Builder (W116)	Retake Policy	PR001123	Online Proctored	USD 200.00	Register
- + Marketing Cloud Exams**

[Return Home](#)

From the available options, select the appropriate exam to be taken and click on the “Register” button for the **Online Proctored** exam.

Maintaining a Certification

Successful completion of online, release-specific Salesforce Certified Platform App Builder exams is required to maintain this credential. Release exams are published three times a year for each of the Salesforce product releases throughout the year. The initial cost of the certification includes the Salesforce Certified Platform App Builder exam plus two online release exams. In subsequent years, an annual maintenance fee will be charged when registering for every third release exam, to keep the certification current. The maintenance fee includes the three release exams and access to the supporting training material. Salesforce Certified professionals will be notified automatically when new release training material and exams become available