

# Salesforce Plat-Admn-301 Valid Exam Simulator - Plat-Admn-301 Reliable Exam Questions



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## Salesforce Plat-Admn-301 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>Objects and Applications: This section of the exam measures the skills of a Salesforce Business Analyst and covers selecting appropriate object and application-level solutions to meet business needs. It focuses on identifying when to use master-detail relationships, lookups, junction objects, related lists, record types, Schema Builder, and Object Creator. The section also includes improving UI and user experience using App Manager, Lightning App Builder, Dynamic Forms, standard Lightning components, console apps, and tools like the Lightning page analyze button.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>Auditing and Monitoring: This section of the exam measures skills of a Salesforce Support Specialist and covers the tools used to monitor system behavior and review user activity. It includes understanding debug logs, setup audit trail, and methods for ensuring sensitive data is handled correctly in both production and sandbox environments. It also explains how to review and troubleshoot security settings, including recognizing pending updates that might affect system access.</li></ul>

Topic 3	<ul style="list-style-type: none"> <li>• Security and Access: This section of the exam measures the skills of Salesforce Administrator and covers how record-level access, field access, and sharing models impact data visibility across the system. It focuses on understanding controlled-by-parent relationships, territory management, role hierarchies, and access to reports, dashboards, and email folders. It also includes comparing custom profiles, permission sets, and delegated administration, along with evaluating different authentication methods. The section also addresses the structure of business models such as person accounts, standard accounts, contacts, and contact-to-multiple-account relationships.</li> </ul>
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### **Salesforce Certified Platform Administrator II Sample Questions (Q168-Q173):**

#### **NEW QUESTION # 168**

The administrator at Universal Containers does a soft launch of the Salesforce Authenticator app and allows users to optionally use it to log in. The administrator would now like to look at how many users have successfully used it since it was rolled out. What are two ways the administrator can get this information?

Choose 2 answers

- A. Export Login History and filter based off of Authentication Method Reference,
- B. Open the Login Access Policies In Setup which shows how many users are using MFA.
- C. Create a new view In Identity Verification History, specifying Method.
- D. Run a session setting report, specifying login methods by user.

**Answer: A,C**

Explanation:

Salesforce Authenticator is an app that adds an extra layer of security for logging into Salesforce by requiring users to verify their identity using their mobile device after entering their username and password on Salesforce login page. To see how many users have successfully used Salesforce Authenticator since it was rolled out, an administrator can use two methods:

\* A) Create a new view In Identity Verification History, specifying Method.

Identity Verification History is a tool that shows information about each identity verification event for users in your org, such as the date and time, the verification method used, the IP address, and the status of the verification. By creating a new view in Identity Verification History and specifying the method as Salesforce Authenticator, an administrator can see how many users have used the app to verify their identity when logging in. References: [https://help.salesforce.com/s/articleView?id=sf.identity\\_verification\\_history.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.identity_verification_history.htm&type=5)

\* D) Export Login History and filter based off of Authentication Method Reference.

Login History is a tool that shows information about each login attempt for users in your org, such as the date and time, the username, the source IP address, the login type, and the status of the login. By exporting Login History as a CSV file and filtering based on the Authentication Method Reference column, an administrator can see how many users have used Salesforce Authenticator as their authentication method when logging in.

References: [https://help.salesforce.com/s/articleView?id=sf.monitoring\\_login\\_history.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.monitoring_login_history.htm&type=5)

#### **NEW QUESTION # 169**

The sales manager at Cloud Kicks wants a way to report on information from a form their clients fill out during the sales cycle. Once

a form has been submitted, the client is unable to access it. This form may need to be filled out more than once during the sales cycle. There are more than 30 fields on this form, and the sales team needs to be able to see what changed from one submission to the next.

Which two options should an administrator use to solve this scenario?

Choose 2 answers

- A. Make custom fields.
- B. **Create a custom object.**
- C. **Turn on Field Tracking.**
- D. Add forms as attachments.

**Answer: B,C**

Explanation:

Two options that the administrator can use to solve this scenario are:

\* Create a custom object. A custom object is an object that you define to store information that is specific to your organization or industry. In this case, you can create a custom object for the form that has more than 30 fields and relates to the account or opportunity object. This way, you can store multiple submissions of the form for each account or opportunity and track their changes over time.

\* Turn on Field Tracking. Field tracking is a feature that allows you to monitor changes to certain fields on an object and display them in a history related list. In this case, you can turn on field tracking for the fields on the form custom object and see what values were changed from one submission to another.

#### NEW QUESTION # 170

Sales reps at AW Computing have been reporting that contact phone numbers sometimes revert back to an old value after being updated.

What should the administrator do to resolve this issue?

- A. Delete all workflow rules.
- B. Add an invocable process.
- C. **Consolidate automation tools.**
- D. Schedule Apex jobs.

**Answer: C**

Explanation:

One possible cause of unexpected changes to record values is having multiple automation tools that update the same field on the same object. This can create conflicts and overwrite each other's values. To resolve this issue, the administrator should consolidate automation tools and use only one tool per object and field combination. This can help avoid confusion and ensure consistent results.

References: [https://help.salesforce.com/s/articleView?id=sf.process\\_\\_which\\_\\_tool.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.process__which__tool.htm&type=5) [https://trailhead.salesforce.com/en/content/learn/modules/business\\_process\\_automation/automation\\_considerations](https://trailhead.salesforce.com/en/content/learn/modules/business_process_automation/automation_considerations)

#### NEW QUESTION # 171

AW Computing is running a special bundle deal on monitors and keyboards. Normally, discounts need VP approval, but this special bundle is pre-approved.

What should the administrator recommend for these requirements?

- A. Create a separate price book.
- B. Remove the approval process.
- C. **Implement CPQ.**
- D. Enable Subscriptions.

**Answer: C**

Explanation:

A price book is a list of products and their prices for a specific segment of customers or market. By creating a separate price book for the special bundle deal on monitors and keyboards, AW Computing can offer different prices for these products without affecting their standard prices or requiring VP approval. The price book can also specify which products are included in the bundle and which

are not. References: [https://help.salesforce.com/s/articleView?id=sf.products\\_pricebooks\\_def.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.products_pricebooks_def.htm&type=5)

### NEW QUESTION # 172

Ursa Major Solar (UMS) wants to improve its customers' ability to search for knowledge articles. UMS has already created categories for articles.

Which two additional changes should be made to improve search capabilities?

Choose 2 answers

- A. Create synonyms for specific search terms.
- B. Configure Einstein Search for specific search terms.
- C. Promote specific search terms for specific articles.
- D. Configure Global Search for specific search terms.

**Answer: A,C**

Explanation:

Knowledge is a feature that allows administrators to create, manage, and share articles that provide information and solutions for common issues or questions. Knowledge articles can be searched by users using keywords or phrases.

To improve its customers' ability to search for knowledge articles, UMS can use two options:

\* B) Create synonyms for specific search terms.

Synonyms are words or phrases that have the same or similar meanings, such as "TV" and "television" or "fix" and "repair". By creating synonyms for specific search terms, administrators can ensure that customers can find relevant articles even if they use different words or spellings than the ones used in the articles.

References: [https://help.salesforce.com/s/articleView?id=sf.knowledge\\_search\\_synonyms.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.knowledge_search_synonyms.htm&type=5)

\* D) Promote specific search terms for specific articles.

Promoted search terms are keywords or phrases that administrators can associate with specific articles to boost their relevance and ranking in search results. By promoting specific search terms for specific articles, administrators can ensure that customers can find the most helpful or popular articles for their queries.

References: [https://help.salesforce.com/s/articleView?id=sf.knowledge\\_search\\_promotion.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.knowledge_search_promotion.htm&type=5)

### NEW QUESTION # 173

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