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Salesforce Certified Platform Administrator II Sample Questions (Q81-Q86):

NEW QUESTION # 81
Cloud Kicks has Service end Soles Manager roles that need to be able to see a I Accounts. Currently, they each have their own custom profile. The organization-wide defaults are set to Private and a sharing rule share access to Accounts to the sales and service

teams based on criteria.
What should the administrator do to allow the service and sales Manager to sec all Accounts?

- A. Configure a custom profile for each manager that gives them view All on Accounts.
- B. Create a permission set with view All to Accounts and assign it to the Service and Sales Managers.
- C. Move the Service and Sales Managers higher in the role hierarchy.
- D. Set the organization-wide default for Accounts to Public Read Only.

Answer: B

Explanation:
A permission set is a collection of settings and permissions that can extend users' functional access without changing their profiles. By creating a permission set with view All on Accounts and assigning it to the service and sales managers, an administrator can grant them access to all account records in their org without modifying their existing profiles. References:
https://help.salesforce.com/s/articleView?id=sf.
users_permissionsets.htm&type=5

NEW QUESTION # 82
AW Computers has enabled the feature for Contact to multiple Accounts. A rep is trying to remove the primary Account from a Contact but Is unable to do so. The administrator has already updated the page layout to no longer require an Account.
What could be the issue?

- A. Private Contacts need to be enabled in Setup.
- B. The Account Contact relationship record needs to be deleted first In order to disassociate Contact from the Account.
- C. The Contact has Indirect relationships to other Accounts.
- D. A primary Account relationship Is required on a Contact regardless of the page layout settings.

Answer: D

Explanation:
When the feature for Contacts to multiple Accounts is enabled, a Contact can have a direct relationship with multiple Accounts. However, one of these relationships must be designated as the primary Account relationship. This relationship is required on a Contact regardless of the page layout settings and cannot be removed unless the Contact is deleted or merged with another Contact.
References: https://help.salesforce.com
/s/articleView?id=sf.shared_contacts_set_up.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.
shared_contacts_considerations.htm&type=5

NEW QUESTION # 83
A user accidentally created a duplicate opportunity and is unable to delete the duplicate record.
What should an administrator do to troubleshoot this issue?

- A. Run a report of all opportunities to identify other possible duplicates.
- B. Advise the user to mark the duplicate opportunity Closed Lost and keep it in the system.
- C. Check the user profile permissions on the Opportunity object to see if they have permission to delete.
- D. Change the user's profile to System Administrator so they have full permissions to delete object records.

Answer: C

Explanation:
The user profile permissions on the Opportunity object is the item that the administrator should review to find out why the user is unable to delete the duplicate record. The user profile permissions determine what users can do with records and objects in Salesforce, such as creating, editing, deleting, viewing, or sharing. In this case, the administrator should check if the user has the Delete permission on the Opportunity object, which allows them to delete opportunity records that they own or have access to. If not, the administrator can either grant them this permission or delete the record for them. References: https://help.salesforce.com/s
/articleView?id=sf.admin_general_permissions.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.
admin_object_permissions.htm&type=5

NEW QUESTION # 84

Ursa Major Solar (UMS) receives hundred of cases every week from both consumers and retail partners.
UMS wants to ensure it's meeting all service-level agreements to maintain high levels of customer satisfaction.
What should the administrator do to help meet this goal?

- A. Expose the Service Contracts object in the Service Console for an agent to view when working a case.
- B. Configure the Milestones object on Service Contracts to sequential milestones for common case issues.
- C. Design a Net Promoter Score survey using Surveys that is automatically sent when a case is closed.
- D. Set up and configure Entitlement Process to design timelines and track issue resolution.

Answer: D

Explanation:
An entitlement process is a feature that allows you to define and enforce service-level agreements (SLAs) for your customers based on certain criteria and timelines. An entitlement process consists of milestones and actions that represent required steps and time limits for resolving customer issues. You can use entitlement processes to track if your support team is meeting your SLAs and provide consistent service quality to your customers. In this case, you can set up and configure entitlement processes for different types of cases and assign them to accounts or contacts based on their service contracts or warranties. References: https://help.salesforce.com/s/articleView?id=sf.entitlements_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.entitlements_process.htm&type=5

NEW QUESTION # 85
On the Contact record, if a contact has the value of 'CEO' in the Title field, the administrator wants to require the users to also put a phone number in the Phone field.
What formula should the administrator put in the Error Condition Formula of a validation rule to enable this?

- A. Title <> 'CEO' && NOT(ISBLANK(Phone))
- B. Title = 'CEO' && ISBLANK(Phone)
- C. Title = 'CEO' && NOT(ISBLANK(Phone))
- D. Title <> 'CEO' && ISBLANK(Phone)

Answer: B

Explanation:
The error condition formula of a validation rule should return TRUE when the validation rule should fire and display an error message. In this case, the validation rule should fire when the Title field has the value of
'CEO' and the Phone field is blank. The formula Title = 'CEO' && ISBLANK(Phone) returns TRUE when both conditions are met, and FALSE otherwise. References: https://help.salesforce.com/s/articleView?id=sf.fields_useful_field_validation_formulas.htm&type=5

NEW QUESTION # 86
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