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Salesforce Plat-Admn-301 Exam Syllabus Topics:

Topic	Details
Topic 1	• Cloud Applications: This section of the exam measures skills of Salesforce Consultant and covers the standard Salesforce capabilities that support sales and service operations. It includes features such as products, price books, schedules, orders, quotes, and the tools that help with forecasting and territory management. The section also describes how to create Salesforce Knowledge articles, manage entitlements, support service workflows, and enable interactions through chat, case feed, Omni-Channel, console apps, and Experience Cloud sites. It also introduces the broader Salesforce suite that extends core platform functionality.
Topic 2	• 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.
Topic 3	• Environment Management and Deployment: This section of the exam measures skills of Salesforce Administrator and covers moving metadata between environments using tools such as sandboxes, change sets, and managed or unmanaged AppExchange packages. It explains the capabilities and best practices related to deploying changes through change sets to ensure smooth and controlled migrations.

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Salesforce Certified Platform Administrator II Sample Questions (Q129-Q134):

NEW QUESTION # 129
A sales manager at AW Computing has created a contact record but is missing some of the information to complete the record. The organization-wide default for Accounts is set to Public Read Only, and Contacts are controlled by parent.

- A. All users in the organization
- B. The owner and users below the owner in the role hierarchy
- C. Who will be able to edit this new contact record?
- D. Users above the sales manager in the role hierarchy
- E. Sales manager and system administrator

Answer: E

Explanation:
The sales manager and system administrator will be able to edit this new contact record because they are either the owner or have Modify All Data permission respectively. Users above or below the sales manager in the role hierarchy will not be able to edit this contact record because contacts are controlled by parent and accounts are set to Public Read Only. All users in the organization will be able to view but not edit this contact record because accounts are set to Public Read Only. References:
https://help.salesforce.com/s
/articleView?id=sf.admin_sharing.htm&type=5

NEW QUESTION # 130
AW Computing has a 4-hour SLA in its support guarantee. The company recently received feed that customers art reporting long wait times before an agent responds to a new case after it has been submitted.
How should an administrator ensure cases are properly prioritized?

- A. Assignment Rules
- B. Workflow Rules
- C. Auto-Response Rules
- D. Escalation Rules

Answer: A

Explanation:
Escalation rules are rules that automatically escalate cases if they have not been resolved within a certain time frame or meet certain criteria such as priority or status. Escalation rules can perform actions such as changing ownership of cases, sending email notifications, or creating tasks for users or queues. By using escalation rules, AW Computing can ensure that cases are properly prioritized and handled within their SLA time limit.
Assignment rules are rules that automatically assign cases to users or queues based on criteria such as case origin, type, or product. Assignment rules can also send email notifications to users or customers when a case is assigned. By using assignment rules, AW Computing can ensure that cases are routed to the right agents or teams based on their skills and availability. References:
https://help.salesforce.com/s/articleView?id=sf.
case_escalation_rules_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.

customize_caseassign.htm&type=5

NEW QUESTION # 131
Cloud Kicks (CK) is working on adding a Knowledge base to its online customer community. The administrator suggests using Salesforce Knowledge to meet this requirement.
What are three reasons CK should utilize Data Categories when creating articles in Knowledge?
Choose 3 answers

- A. Data Categories provide a way to secure access to the Knowledge base content.
- B. A Knowledge article can be tagged to more than one Data Category.
- C. Up to five Data Category groups can be created for segmentation.
- D. Data Categories help organize the Knowledge base content displayed.
- E. Every article is required to have a Data Category for sorting.

Answer: A,B,D

Explanation:
Three reasons CK should utilize Data Categories when creating articles in Knowledge are:
* Data Categories help organize the Knowledge base content displayed. Data categories are logical groupings of articles that reflect your business needs and processes. You can create a data category group and assign it to one or more article types, and then create data categories and subcategories within that group. Data categories help you organize your articles by topic or criteria and make them easier to find and browse by your users or customers.
* Data Categories provide a way to secure access to the Knowledge base content. Data category visibility is a setting that determines which data categories users can access based on their profiles or permission sets. You can use data category visibility to control access to your articles based on their data categories and ensure that only relevant and appropriate content is displayed to different users or customers.
* A Knowledge article can be tagged to more than one Data Category. A Knowledge article is a document that provides information or answers to common questions or issues. A Knowledge article can be tagged to one or more data categories within each data category group that is assigned to its article type. This allows you to classify your articles by multiple criteria and make them searchable and accessible by different users or customers.

NEW QUESTION # 132
A developer is getting errors for Production deployment. The test deployment in the Full sandbox, which included a local test run, was successful. The Full sandbox was last refreshed 2 weeks ago.
Where should the administrator check to see what was recently changed?

- A. Dev Console
- B. Salesforce Optimizer
- C. Setup Audit Trail
- D. Field History

Answer: C

Explanation:
Setup Audit Trail is a tool that tracks the recent setup changes made by anyone in an org. It can help identify who made what changes and when, as well as any errors or failures that occurred during the changes. Setup Audit Trail can help troubleshoot deployment issues by comparing the changes made in production with those made in sandbox

NEW QUESTION # 133
An administrator is trying to deploy a change set from a newly upgraded sandbox source org with new features to a destination sandbox org on a previous release. Some metadata in the change set cannot be deployed because they've changed between releases.
What should the administrator do to deploy the changes to a sandbox?

- A. Make the changes manually through the user interface in the source org.
- B. Create a new sandbox on the new release version and deploy ;he change set to the new org.
- C. Refresh the sandbox destination org and then deploy the change set.

- D. Submit a ticket to Salesforce to update the source org to the latest release.

Answer: B

Explanation:
Data Loader is a tool that allows administrators to import or export large amounts of data (more than 50,000 records) from or to Salesforce using CSV files. Data Loader can be used for inserting, updating, deleting, upserting, exporting, or extracting data. Bulk API is an API that allows administrators to process large batches of records asynchronously in the background. Bulk API can handle millions of records with high performance and minimal system resources. By using Data Loader with Bulk API enabled, an administrator can import a large amount of historical data (more than 100,000 records) from another system efficiently and securely.
References: https://help.salesforce.com/s/articleView?id=sf.data_loader.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.loader_api.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.bulk_api_intro.htm&type=5

NEW QUESTION # 134
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