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## **Salesforce Certified Platform Administrator II Sample Questions (Q183-Q188):**

### **NEW QUESTION # 183**

The finance director at Cloud Kicks asks the administrator for an exception report that shows all B2C accounts that are missing the credit card number. The credit card number is a classic encrypted field.

What action should the administrator take to meet this requirement?

- A. Create a summary report that includes a cross-filter to the Account object with a sub-filter for credit card number equal to null.
- B. Unmask the encrypted credit card number field to make it available and add a custom filter to a report where credit card number is blank.
- C. Build a custom checkbox called 'Has Credit Card' that Finance checks when a credit card is recorded and a tabular report filtered on the checkbox equal to false.
- D. Add 'View Encrypted Fields' to a permission set assigned to Finance and system administrators and a summary report filtered by credit card number.

**Answer: A**

Explanation:

A summary report with a cross-filter is a type of report that allows you to summarize data by grouping rows and columns and applying filters based on related objects and fields. A cross-filter is a filter that lets you include or exclude records in your report based on related objects and their fields. In this case, you can create a summary report that includes a cross-filter to the Account object with a sub-filter for credit card number equal to null. This will show you all B2C accounts that are missing the credit card number, regardless of whether it is encrypted or not. References: [https://help.salesforce.com/s/articleView?id=sf.reports\\_summary\\_charts.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.reports_summary_charts.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.reports\\_cross\\_filters.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.reports_cross_filters.htm&type=5)

#### NEW QUESTION # 184

AW Computing has been advertising a new keyboard that was released at the beginning of the month. The sales team has an additional incentive to add the keyboards to every sale. The administrator already added the product to Salesforce but the reps are unable to select the product on the opportunity.

Which two options should an administrator check to ensure the product is available?

Choose 2 answers

- A. Ensure the product is associated with the correct price book.
- B. Make sure the price book is in the company currency.
- C. Confirm the correct price book is selected on the opportunity.
- D. Verify the product has a start date entered.

**Answer: A,C**

Explanation:

Two options that the administrator should check to ensure the product is available are:

\* Confirm the correct price book is selected on the opportunity. A price book is a list of products and their prices that can be added to an opportunity. An opportunity can have only one price book at a time, and the products that are available for selection depend on the price book that is chosen. Therefore, the administrator should check if the opportunity has the right price book that contains the new keyboard product.

\* Ensure the product is associated with the correct price book. A product is a good or service that can be sold in Salesforce. A product can be associated with one or more price books, depending on how it is priced for different markets or segments. Therefore, the administrator should check if the new keyboard product is added to the appropriate price book that is used by the opportunity.

The other two options are incorrect because:

\* Making custom fields does not affect the availability of products on an opportunity. Custom fields are used to store additional information or calculations on an object, but they do not determine which products can be selected from a price book.

\* Turning on field tracking does not affect the availability of products on an opportunity. Field tracking is used to monitor changes to certain fields on an object and display them in a history related list, but it does not determine which products can be selected from a price book.

References: [https://help.salesforce.com/s/articleView?id=sf.products\\_pricebooks.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.products_pricebooks.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.products\\_define.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.products_define.htm&type=5)

#### NEW QUESTION # 185

An administrator is creating a custom Opportunity record page for Sales users for new logo opportunities.

They need to control what fields display on the record when a sales user is viewing the opportunity.

Where should the administrator edit what fields display in the details of the record page?

- A. Page Layout
- B. Custom Lightning Component
- C. Record Detail Component
- D. Record Types

**Answer: A**

Explanation:

The fields that display in the details of the record page are controlled by the page layout assigned to the user's profile and record type. The administrator can edit the page layout to add, remove, or reorder fields on the record page. References:

[https://help.salesforce.com/s/articleView?id=sf.customize\\_layouts.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_layouts.htm&type=5)

### NEW QUESTION # 186

An administrator needs to create a junction object called Account Region to link the standard Account object with a custom object called Region.

Once the junction object is created, what are the next two steps the administrator should take?

Choose 2 answers

- A. Make a master-detail relationship field on the junction object to the Region object.
- B. Configure a master-detail relationship field on the junction object to the Account object.
- C. Create a master-detail relationship field on the Account object to the junction object.
- D. Build a master-detail relationship field on the Region object to the junction object.

**Answer: A,B**

Explanation:

A junction object is a custom object that has two master-detail relationships with two other objects. A junction object allows administrators to create many-to-many relationships between objects, such as relating multiple accounts to multiple regions.

To create a junction object called Account Region to link the standard Account object with a custom object called Region, an administrator needs to do the following steps:

\* A) Make a master-detail relationship field on the junction object to the Region object.

A master-detail relationship field is a field that links a child record to a parent record. The child record inherits the sharing and security settings of the parent record. By making a master-detail relationship field on the junction object to the Region object, an administrator can link each Account Region record to one Region record and make Region the first master of the junction object.

References: [https://help.salesforce.com/s/articleView?id=sf.relationships\\_considerations.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.relationships_considerations.htm&type=5)

\* D) Configure a master-detail relationship field on the junction object to the Account object.

By configuring a master-detail relationship field on the junction object to the Account object, an administrator can link each Account Region record to one Account record and make Account the second master of the junction object. This allows administrators to relate multiple accounts to multiple regions through the junction object. References: [https://help.salesforce.com/s/articleView?id=sf.relationships\\_considerations.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.relationships_considerations.htm&type=5)

### NEW QUESTION # 187

Person accounts were recently activated at Cloud Kicks.

There are three record types for accounts:

- \* B2B customer
- \* B2C Customer
- \* External Partner

There are two record types for leads:

- \* B2B Lead
- \* B2C Lead

The test team finds that when the Convert button is clicked on a B2C Lead record, only the B2B Customer and External Partner account record types are available choices on the Conversion Layout.

What should the administrator do to correct this issue?

- A. Change organization-wide default settings for contacts to Controlled by Parent.
- B. Hide the Record Type field on the Account section of the Conversion Layout.
- C. Build a process that updates the record type field to B2C Customer after conversion.
- D. Use a validation rule to ensure the company name on B2C Leads is blank.

## Answer: C

Explanation:

Building a process that updates the record type field to B2C Customer after conversion will correct this issue.

The conversion layout for person accounts does not allow selecting different record types for accounts and contacts. The default record type for person accounts is determined by the organization-wide default settings.

However, a process can be triggered after conversion to update the record type field based on the lead record type or other criteria. References: [https://help.salesforce.com/s/articleView?id=sf.convert\\_leads\\_considerations.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.convert_leads_considerations.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.convert\\_leads\\_mapping.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.convert_leads_mapping.htm&type=5)

## NEW QUESTION # 188

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