

# Salesforce Certified Platform Administrator II

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

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>Process Automation: This section of the exam measures skills of Salesforce Consultant and covers choosing the right automation tools to solve complex business problems. It focuses on understanding the capabilities and limitations of declarative tools, identifying the right troubleshooting methods, and applying automation correctly within Salesforce's order of execution. This section emphasizes designing efficient, scalable automation using workflow tools, flows, and other declarative features.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>Data and Analytics Management: This section of the exam measures skills of Salesforce Data Analyst and covers data quality assessment, data enrichment, and duplicate management. It explains how to choose appropriate reporting and analytics tools for advanced requirements, including custom report types, snapshots, formulas, joined reports, and dashboard configurations. It also covers methods for connecting external data sources using big objects, external objects, data warehouses, data lakes, and Salesforce Connect. Finally, it describes the suitable tools and methods for importing data, including Data Loader, Data Import Wizard, and external IDs.</li></ul>
Topic 4	<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 5	<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 (Q157-Q162):

#### NEW QUESTION # 157

DreamHouse Realty manages Its accounts and contacts In Salesforce using a B2C account model. The business has requested that third-party loan advisors be tracked in Salesforce along with the customers they work with.

Hour should the administrator track third-party financial advisors and the customers they work with?

- A. Use a Hierarchical lookup on Contact to track loan advisors' customers,
- **B. Set up Contacts to Multiple Accounts for loan advisors.**
- C. Create a Hierarchical lookup on Account to track loan advisors' customers.
- D. Use a B2B Account Model to track loan advisors' customers.

#### Answer: B

Explanation:

Contacts to Multiple Accounts is a feature that allows administrators to relate a contact to multiple accounts without creating duplicate contacts for each account. This feature is useful for scenarios where a contact has business relationships with more than one account, such as consultants, brokers, or loan advisors. By setting up Contacts to Multiple Accounts for loan advisors at DreamHouse Realty, administrators can track which loan advisors work with which customers and which accounts without creating duplicate contacts for each account. References: [https://help.salesforce.com/s/articleView?id=sf.contacts\\_multiple\\_accounts\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.contacts_multiple_accounts_overview.htm&type=5)

id=sf.contacts\_multiple\_accounts\_overview.

htm&type=5

#### NEW QUESTION # 158

An administrator at Cloud Kicks has been tasked by the compliance team to flag where sensitive information is stored in Salesforce. What feature should the administrator use to fulfill this requirement?

- **A. Data Classification**
- B. Schema Builder
- C. Classic Encryption
- D. Field-Level Security

#### Answer: A

#### Explanation:

Data Classification is the feature that the administrator should use to flag where sensitive information is stored in Salesforce. Data Classification is a feature that allows administrators to flag where sensitive information is stored in Salesforce by assigning sensitivity and classification levels to fields. Data Classification can help administrators comply with data privacy regulations and best practices by identifying and managing sensitive data in their orgs.

#### NEW QUESTION # 159

Northern Trail Outfitters requires the sales user to input a use case before moving the opportunity stage to qualified. A consultant has reviewed the business requirement and ran a report to check the state of data completion. When pulling a report for opportunities in the qualified stage or beyond, it appears that only 30% of records have a use case filled out with varying text strings.

What should the administrator recommend?

- A. Make the Use Case field required on the master Opportunity layout.
- **B. Create a validation rule and add the Use Case field to the Stage Guidance in Path.**
- C. Write a record-triggered flow that populates the Use Case field when an opportunity is closed.
- D. Use a quick action with the Use Case field in the layout, and add it as a Lightning component.

#### Answer: B

#### Explanation:

A validation rule and a stage guidance in Path are two features that can help ensure that users input a use case before moving the opportunity stage to qualified.

\* A validation rule is a formula that validates the data entered by users and prevents records from being saved if they do not meet certain criteria. In this case, a validation rule can be used to check if the Use Case field is blank when the Stage field is changed to Qualified, and display an error message if so.

\* A stage guidance in Path is a feature that displays helpful information or tips for each stage of a sales process on an opportunity record page. In this case, adding the Use Case field to the stage guidance in Path can remind users to fill out this field before moving to the next stage.

#### NEW QUESTION # 160

Cloud Kicks users need to link multiple Case records to multiple Outcome records stored in a custom object.

Any user that can view the Case record must be able to create a link. The administrator creates a Case Outcome custom object.

What is the recommended option to use when adding a field to Case Outcome?

- **A. Lookup relationship with Read/Write sharing setting**
- B. Master-detail relationship with Read-Only sharing setting
- C. Lookup relationship with Ready-Only sharing setting
- D. Mater-detail relationship with Read/Write sharing setting

#### Answer: A

#### Explanation:

A lookup relationship with Read/Write sharing setting is the recommended option to use when adding a field to Case Outcome custom object. A lookup relationship is a type of relationship that links two objects together and allows users to associate one record with another. A lookup relationship does not affect the security or deletion of either record and can be optional or required. In this case, you can create a lookup relationship field on Case Outcome object that references Case object and allows users to link multiple Case records to multiple Case Outcome records. You can also set the sharing setting for the lookup field to Read/Write, which means that users who have access to the parent record can also access and edit the child record. References:

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

#### NEW QUESTION # 161

Ursa Major Solar allows its scientists to log new stars as they find them, but on occasion, they log the same star by mistake. The administrator wants scientists to be notified when a record is deleted and by whom, and to maintain their own discovery information. What automation solution should be used to send the notification?

- A. Heroku

- B. Workflow Action
  - C. Process Builder
  - D. flow

**Answer: D**

### Explanation:

Flows are tools that automate business processes by collecting data and performing actions in your org or an external system. Flows can be triggered by various events such as record creation, updates, or invocations from other processes or flows. Flows can also send email alerts as part of their actions. To send a notification when a record is deleted and by whom, and to maintain their own discovery information, an administrator can use a flow that runs when a record is deleted, queries the record owner's email address and discovery information from another object or variable, and sends an email alert with those details. References: [https://help.salesforce.com/s/articleView?id=sf\\_flow\\_concepts.htm&tvc=5](https://help.salesforce.com/s/articleView?id=sf_flow_concepts.htm&tvc=5)

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## NEW QUESTION # 162

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