

# 2026 Salesforce High Pass-Rate Plat-Admn-301: Salesforce Certified Platform Administrator II Updated Test Cram



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

Topic	Details
Topic 1	<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 2	<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 3	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 4	<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>

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## Salesforce Certified Platform Administrator II Sample Questions (Q193-Q198):

### NEW QUESTION # 193

The sales department has asked to limit access to the Amount field on the Opportunity to only those users. In the sales department and on the executive team, Northern Trail Outfitters uses six custom profiles including Sales User, Marketing user, call Center user, Executive User, Sales Manager user, and call Center Manager user. Field level access is removed from three of the profiles in the sandbox.

What action should an administrator take to make sure this change is in production?

- A. Deploy a change set from the sandbox to production including the Amount field with all the custom profiles.
- B. Manually restrict access to this field for each profile via Setup just like the sandbox.
- C. Process a change set with the profiles that should no longer have access to the field.
- D. Create a sandbox template and push it to production to reflect the update.

### Answer: A

Explanation:

A change set is a tool that allows you to send customizations from one Salesforce org to another. A change set can contain components such as objects, fields, profiles, permission sets, workflows, and more. You can use change sets to migrate changes from a sandbox org to a production org or between two sandbox orgs that are affiliated with the same production org. In this case, you can deploy a change set from the sandbox to production that includes the Amount field and all the custom profiles that need access to it. This way, you can update the field-level security settings for the field on each profile in one deployment. References: <https://help.salesforce.com/s/articleView?id=sf.changesets.htm&type=5>

[https://help.salesforce.com/s/articleView?id=sf.changesets\\_components\\_field.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.changesets_components_field.htm&type=5)

### NEW QUESTION # 194

Cloud Kicks would like to reassign ownership of all leads that are open and more than 60 days old. The system administrator has written an assignment rule to distribute these leads to the correct owners or queues.

Which two tools should the administrator use to update the owner of these leads?

Choose 2 answers

- A. Mass Update
- **B. Bulk API**
- C. Import Wizard
- **D. Dataloader.io**

**Answer: B,D**

Explanation:

Bulk API and Dataloader.io are both tools that can be used to update large numbers of records in Salesforce.

Bulk API is a RESTful API that allows you to create, update, delete, or query millions of records asynchronously by submitting batches of data. Dataloader.io is a web-based data loader tool that allows you to import, export, or delete data using a simple user interface. References: [https://developer.salesforce.com/docs/atlas.en-us.api\\_asynch.meta/api\\_asynch/async\\_api\\_intro.htm](https://developer.salesforce.com/docs/atlas.en-us.api_asynch.meta/api_asynch/async_api_intro.htm) <https://data.loader.io/>

### NEW QUESTION # 195

AW Computing is conducting an audit and wants to understand how many objects have been shared as public externally. which tool should the administrator use to quickly obtain this details?

- A. Setup Audit Trail
- B. Session Security Settings
- C. Object Manager
- **D. Security Health Check**

**Answer: D**

Explanation:

The Security Health Check tool in Salesforce provides a detailed overview of an organization's security posture, which includes information on how objects are shared externally. This tool is particularly useful for administrators who need to review and assess various security configurations, including the visibility of objects to external users.

\* Security Health Check:

\* This tool helps administrators quickly identify and manage risks related to security settings, including those pertaining to data sharing externally.

\* By using Health Check, administrators can access a report that shows the sharing settings of objects, allowing them to confirm if any objects have been shared as "Public" externally, which is crucial during an audit.

\* It provides insights into high-risk settings and areas where the configuration does not align with Salesforce security best practices, such as public access levels.

\* Use Case:

\* For an audit focused on understanding external access to objects, Security Health Check is the most appropriate choice because it gives a quick snapshot of how data sharing settings compare against Salesforce's recommended security baseline.

\* This can help AW Computing immediately identify which objects have broader public access than desired, addressing potential security vulnerabilities.

Incorrect options:

\* Setup Audit Trail: This tool tracks configuration changes within Salesforce over time, but it does not provide specific details about data sharing settings or external visibility of objects.

\* Session Security Settings: These settings control session policies and timeouts but are not related to object sharing or external visibility.

\* Object Manager: While Object Manager allows administrators to configure object-specific settings, it does not provide an overall view or quick audit of external sharing configurations.

Reference: Salesforce documentation highlights that the Security Health Check tool is designed for comprehensive security assessments, including the review of public data exposure and external sharing settings.

### NEW QUESTION # 196

An auto-response rule sends an email using Template when the field Case Source Is 'email' and Template when Case Source is blank. A Process Builder updates Case Source to 'email' when a case is created using Email-to-Case and to 'web' when a case Is created using Web-to-Case. Otherwise, Case Source Is blank.

What will occur when a case is created from an Incoming email?

- **A. Case Source updates to 'email' and an email is sent out using Template2.**
- B. An email is sent out using Template and then Case Source updates to email'.

- C. An email is sent out using Template and then Case Source updates to 'email'.
- D. Case Source updates to email and an email is sent out using Template1.

**Answer: A**

Explanation:

Case Source updates to 'email' before the record is saved because the Process Builder runs before the auto-response rule. Then, an email is sent out using Template2 because the auto-response rule evaluates the Case Source value after it is updated by the Process Builder and matches the criteria for Template2

### NEW QUESTION # 197

Ursa Major Solar wants to add a chat component to its corporate website, where its service agents can respond directly from Salesforce.

What are two considerations the administrator should understand before adding Chat to the Service Console?

Choose 2 answers

- A. Chat is unavailable in Lightning Experience if also using Omni-Channel.
- B. Chat can only be added to Console navigation Lightning apps.
- C. Chat can only be added to Standard navigation Lightning apps.
- D. Chat must be routed with Omni-Channel in Lightning Experience.

**Answer: B,D**

Explanation:

Chat must be routed with Omni-Channel in Lightning Experience because Omni-Channel is the only way to route chats to agents in Lightning Experience1. Chat can only be added to Console navigation Lightning apps because Chat is a console app feature and requires a console app with a console navigation style2.

References: 1 [https://help.salesforce.com/s/articleView?id=sf.live\\_agent\\_chat\\_omnichannel.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.live_agent_chat_omnichannel.htm&type=5) 2 [https://help.salesforce.com/s/articleView?id=sf.live\\_agent\\_chat\\_app.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.live_agent_chat_app.htm&type=5)

### NEW QUESTION # 198

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