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

Topic	Details
Topic 1	<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 2	<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 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>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 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>
Topic 6	<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 Plat-Admn-301 Questions: Pass Exam With Good Scores [2026]

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## Salesforce Certified Platform Administrator II Sample Questions (Q110-Q115):

### NEW QUESTION # 110

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

**Answer: A**

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

### NEW QUESTION # 111

Cloud Kicks has an export of Order and Order Item data from an enterprise resource planning (ERP) system. The data must be imported into the Salesforce Order and Order Product objects, while maintaining the relationships in the data. What are two ways the administrator should load the data?

Choose 2 answers

- A. Replace the Salesforce record ID with the External ID.
- B. Use an Insert operation to load data.
- C. Use an Upsert operation to load data.
- D. Map an External ID data value to the object.

**Answer: B,D**

Explanation:

Use an Insert operation to load data because the data is not already in Salesforce and does not need to be updated or deleted.  
Map an External ID data value to the object because External IDs are used to create relationships between records that are being imported and records that already exist in Salesforce.

References: 3 [https://help.salesforce.com/s/articleView?id=sf.data\\_loader\\_insert.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.data_loader_insert.htm&type=5) 4 [https://help.salesforce.com/s/articleView?id=sf.data\\_loader\\_relationships.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.data_loader_relationships.htm&type=5)

### NEW QUESTION # 112

Dreamhouse Realty has created a custom object to track its Open Houses with a master-detail relationship up to a custom object for Properties. Agents need to quickly calculate the number of Open House records in a status or Pending so they can see the value from the Property record.

What feature should the administrator implement?

- A. visualforce Page
- B. Lightning Component
- C. Roll-Up Summary
- D. Formula Fields

**Answer: C**

Explanation:

A roll-up summary field is used to display a value in a master record based on the values of a set of related detail records. In this case, the administrator can create a roll-up summary field on the Properties object that counts the number of Open House records in a Pending status. References: [https://help.salesforce.com/s/articleView?id=sf.fields\\_about\\_roll\\_up\\_summary\\_fields.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fields_about_roll_up_summary_fields.htm&type=5)

### NEW QUESTION # 113

An administrator at Universal Containers has been asked to configure product schedules. What should the administrator consider before enabling this feature?

- A. Customizable product schedule page layouts cannot be modified.
- B. To remove a product schedule completely, remove it from the standard price book.
- C. Line Item Schedule is unavailable in Process Builder and Workflow.
- D. The Product Schedule is unavailable in Process Builder and Flow.

**Answer: C**

Explanation:

Product schedules are features that allow administrators to track revenue or quantity over time for products in opportunities or orders. Product schedules can be either revenue schedules or quantity schedules, depending on whether the product is sold by amount or by quantity. Product schedules can be either standard or customizable, depending on whether they use predefined settings or custom settings.

Line item schedules are records that represent each installment of revenue or quantity for a product over time.

Line item schedules are created automatically when a product with a product schedule is added to an opportunity line item or an order product.

One limitation of product schedules is that line item schedules are unavailable in Process Builder and Workflow. This means that administrators cannot use these tools to automate actions based on line item schedules, such as sending email alerts, creating tasks, updating fields, or invoking flows. References:

[https://help.salesforce.com/s/articleView?id=sf.forecasts3\\_product\\_schedules.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.forecasts3_product_schedules.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.orders\\_line\\_item\\_schedules.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.orders_line_item_schedules.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.product\\_schedule\\_considerations.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.product_schedule_considerations.htm&type=5)

## NEW QUESTION # 114

An administrator at Cloud kicks recently built a screen flow in a sandbox that creates a case and follow-up task. When the flow runs in the sandbox, it works just as expected. When tested in production, the flow errors when creating the records.

Choose 2 answers

- A. Log in as another user and run the flow.
- B. Change the Default Case Creator to the user's manager.
- C. Open the flow In Debug mode and Run the Flow as another user.
- D. Change the user experiencing the issue to the System Administrator profile.

**Answer: A,C**

Explanation:

Opening the flow in Debug mode and running it as another user allows simulating how the flow behaves for different users with different permissions and settings. This can help identify any issues related to user

## NEW QUESTION # 115

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