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

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>• <b>Data and Analytics Management:</b> 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 2	<ul style="list-style-type: none"> <li>• <b>Process Automation:</b> 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>• <b>Security and Access:</b> 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 4	<ul style="list-style-type: none"> <li>• <b>Cloud Applications:</b> 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>

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## Salesforce Certified Platform Administrator II Sample Questions (Q137-Q142):

### NEW QUESTION # 137

Northern Trail Outfitters (NTO) is expanding into the U.K. While most of NTO's product are the same as in the US. Pricing will vary from product due to shipping and raw material cost differences.

What should the administrator configure for a smooth rollout to the U.K.?

- A. Add a new U.K Order Form that has the euro symbol instead of the dollar symbol.
- **B. Create a new Price Book for the U.K product pricing.**
- C. Configure a U.K Opportunity record type.
- D. Write a flow that translates the currency from dollars to euros using a custom Exchange Rate field.

**Answer: B**

Explanation:

As explained in question 3, a price book is a list of products and their prices for a specific segment of customers or market. By creating a new price book for the U.K product pricing, Northern Trail Outfitters (NTO) can offer different prices for their products in the U.K market due to shipping and raw material cost differences. The price book can also specify which currency is used for the prices, such as pounds or euros.

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

### NEW QUESTION # 138

Northern Trail Outfitters has many users set up as system administrators to perform Salesforce Administration.

Which two functions would a delegated administrator be able to perform in order to help the existing Salesforce Administrator?

Choose 2 answers

- **A. Configure updates to sharing rules.**
- **B. Set up users and password management.**
- C. Make updates to permission set configurations.
- D. Manage custom objects and customize nearly every aspect.

**Answer: A,B**

Explanation:

Delegated administrators in Salesforce are designated users who are given limited administrative privileges to assist system administrators without having full access to all administrative functions. The two functions they can typically perform, which align with the permissions available to delegated admins, are:

\* Set up users and password management:

\* Delegated administrators can create and manage user accounts, which includes setting up new users, resetting passwords, and updating user details.

\* This is particularly useful for helping with user management tasks without providing full system administrator access.

\* Configure updates to sharing rules:

\* Delegated administrators can manage sharing rules within their specific groups or roles, which helps control access to records based on criteria set within the organization.

\* This level of access allows them to modify sharing rules to ensure appropriate data access without requiring full administrative control over all settings.

The other options listed are not within the scope of delegated administrator capabilities:

\* Manage custom objects and customize nearly every aspect: Delegated administrators do not have the ability to manage custom objects or perform extensive customization. These functions are reserved for system administrators with broader privileges.

\* Make updates to permission set configurations: Delegated administrators cannot create or modify permission sets. This is also restricted to full administrators, as it involves controlling access at a granular level across the org.

By utilizing delegated administrators for user and sharing rule management, organizations can maintain security and control while also sharing some administrative workload.

Reference: According to Salesforce documentation, delegated administrators have specific permissions, such as managing users and sharing rules, which support system administrators while limiting access to high-level customizations and configurations.

#### NEW QUESTION # 139

On the Planet custom object, Ursa Major Solar's sales director wants only certain action buttons to appear depending on if a given planet is defined as gaseous.

Which Lightning component should the administrator define dynamic action buttons?

- A. Record Detail
- B. Activities
- C. Highlights Panel
- D. Related Lists

**Answer: C**

Explanation:

The Highlights Panel is a Lightning component that displays key information about a record at the top of the page. You can customize the Highlights Panel to show different actions based on the record type or other criteria. In this case, you can define dynamic action buttons for the Planet object that appear only if the gaseous field is true or false. This way, you can show different actions for different types of planets.

References: [https://help.salesforce.com/s/articleView?id=sf.lex\\_page\\_layouts\\_highlights\\_panel.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.lex_page_layouts_highlights_panel.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.dynamic\\_actions\\_considerations.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.dynamic_actions_considerations.htm&type=5)

#### NEW QUESTION # 140

The salts team at Universal Containers has asked the administrator to build functionality to automatically update the account checkbox field 'Opportunity Created' to checked when at least one related opportunity has been created.

What feature should the administrator use to build this functionality?

- A. Record-triggered flow
- B. Screen flow
- C. Assignment rule
- D. Workflow rule

**Answer: A**

Explanation:

Record-triggered flow is a feature that allows administrators to automate actions that occur when a record is created or updated.

Record-triggered flow can perform actions such as updating fields, creating records, sending emails, or invoking Apex code. Record-triggered flow can be used to update the account checkbox field 'Opportunity Created' when at least one related opportunity has been created

#### NEW QUESTION # 141

When should an administrator consider when using Person Accounts'

- A. In a complex business model and the users find it easiest to record Opportunity information on Contacts rather than Accounts.
- **B. In a B2C business model and the consumer is the intended recipient of sales and marketing attention.**
- C. In a B2B business model and is selling to the primary contact at a business organization.
- D. In a business model that needs a separate Contact and Account to be included on all Case records submitted.

**Answer: B**

Explanation:

An administrator should consider using Person Accounts when they have a B2C business model and the consumer is the intended recipient of sales and marketing attention. Person Accounts allow administrators to store information about individual consumers without requiring a separate account record for each contact.

References: [https://help.salesforce.com/s/articleView?id=sf.account\\_person\\_behavior.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.account_person_behavior.htm&type=5)

#### NEW QUESTION # 142

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