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Salesforce Plat-Admn-301 Exam Syllabus Topics:

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

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Salesforce Certified Platform Administrator II Sample Questions (Q192-Q197):

NEW QUESTION # 192

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

Answer: D

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 # 193

Cloud Kicks uses a dashboard with multiple components based on Account, Case, and Opportunity reports. The system administrator adds a dashboard filter on Account Owner. When filtering the dashboard by Account Owner, records are now missing from several Opportunity components. What is the recommended way for the system administrator to resolve this issue?

- A. Add a cross-filter to the Opportunity source reports.
- B. Create a joined Accounts and Opportunities report for the components.
- C. Use a custom report type for Accounts with or without Opportunities.
- **D. On the Opportunity components, change the equivalent field.**

Answer: D

Explanation:

The equivalent field is the field that matches the dashboard filter field on the source report object. For example, if the dashboard filter is on Account Owner, then the equivalent field on the Opportunity object is Opportunity Owner. Changing the equivalent field ensures that the dashboard filter applies correctly to the Opportunity components. References:

https://help.salesforce.com/s/articleView?id=sf.dashboard_filters.htm&type=5

NEW QUESTION # 194

Ursa Major Solar (UMS) receives hundred of cases every week from both consumers and retail partners. UMS wants to ensure it's meeting all service-level agreements to maintain high levels of customer satisfaction. What should the administrator do to help meet this goal?

- A. Design a Net Promoter Score survey using Surveys that is automatically sent when a case is closed.
- B. Configure the Milestones object on Service Contracts to sequential milestones for common case issues.
- **C. Set up and configure Entitlement Process to design timelines and track issue resolution.**
- D. Expose the Service Contracts object in the Service Console for an agent to view when working a case.

Answer: C

Explanation:

An entitlement process is a feature that allows you to define and enforce service-level agreements (SLAs) for your customers based on certain criteria and timelines. An entitlement process consists of milestones and actions that represent required steps and time

limits for resolving customer issues. You can use entitlement processes to track if your support team is meeting your SLAs and provide consistent service quality to your customers. In this case, you can set up and configure entitlement processes for different types of cases and assign them to accounts or contacts based on their service contracts or warranties. References: https://help.salesforce.com/s/articleView?id=sf.entitlements_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.entitlements_process.htm&type=5

NEW QUESTION # 195

A new administrator at Cloud Kicks has reported that they are unable to use outbound change sets as requested. What permission should be reviewed to determine if it is missing from the administrator user or profile?

- A. Deploy Change Sets
- **B. Create and Upload Change Sets**
- C. API Enabled
- D. Modify Metadata Through Metadata API Functions

Answer: B

Explanation:

To use outbound change sets, a user needs to have the Create and Upload Change Sets permission on their profile or permission set. This permission allows users to create change sets in a sandbox or Developer Edition organization and upload them to another organization. References: https://help.salesforce.com/s/articleView?id=sf.changesets_create_upload_perm.htm&type=5

NEW QUESTION # 196

AW Computing has a private sharing model for its accounts, but a sales rep occasionally needs assistance from an engineer. What feature should be used to grant the engineer access to the necessary account, while maintaining the company's data security?

- **A. Account Teams**
- B. Custom Profile
- C. Permission Set
- D. Permission Set Group

Answer: A

Explanation:

Account teams are groups of users who work together on an account. Administrators can enable account teams and grant team members different levels of access to accounts and related records such as contacts, opportunities, and cases. By using account teams, Cloud Kicks can grant engineers access to the necessary accounts when they need assistance from them, while maintaining data security for other accounts that they do not need to access. References: <https://help.salesforce.com/s/articleView?id=sf.accountteam.htm&type=5>

NEW QUESTION # 197

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