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Salesforce Certified Platform Administrator II Sample Questions (Q82-Q87):

NEW QUESTION # 82

The administrator at Cloud Kicks (CK) is troubleshooting why users are missing expected email alerts from an automated process. The investigation shows that CK is hitting its daily limit.
What should the administrator review to resolve the issue?

- A. HTML Email Status Report
- B. Notification Delivery Settings
- C. Outbound Messages
- **D. Email Logs**

Answer: D

Explanation:

Email logs provide information about email delivery, such as the sender, recipient, date and time, delivery status, and any error messages. The administrator can use email logs to troubleshoot why users are missing expected email alerts and identify which emails are hitting the daily limit. References: https://help.salesforce.com/articleView?id=email_logs.htm&type=5

NEW QUESTION # 83

Dreamhouse Realty recently learned that the major listing service it utilizes can accept messages to a specific endpoint. The realtors want to utilize this to be able to quickly update the listing price on properties after it has been approved. What automation tool should the administrator configure?

- A. Email Alert
- B. Process Builder
- **C. Flow**
- D. Platform Event

Answer: C

Explanation:

Flow is the automation tool that should be configured to utilize the major listing service endpoint. Flow is a tool that allows administrators to automate complex business processes by building flows that can collect, update, or delete data, invoke Apex code, call external services, and more. Flow can use an Apex action or an HTTP request action to send messages to an external endpoint using REST API

NEW QUESTION # 84

Universal Containers' support team wants to use Salesforce Knowledge to allow customers and the support team to have access to the product documentation. There are many different types of documentation with usage across the globe. What feature should the administrator configure?

- A. Create article types.
- B. Enable the Case Feed.
- C. Setup record types and page layouts.
- **D. Define data categories and visibility.**

Answer: D

Explanation:

Data categories and visibility are features that allow you to organize and control access to your Salesforce Knowledge articles based on different topics or criteria. Data categories are logical groupings of articles that reflect your business needs and processes. You can create a data category group and assign it to one or more article types, and then create data categories and subcategories within that group. Data category visibility is a setting that determines which data categories users can access based on their profiles or permission sets. You can use data categories and visibility to provide relevant and appropriate product documentation to your customers and support team. References: https://help.salesforce.com/s/articleView?id=sf.knowledge_categories.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.knowledge_category_visibility.htm&type=5

NEW QUESTION # 85

Universal Containers wants to assign a task due date on one of two fields. Estimated Shipping Date or Client Need By Date, which is further in the future.

Which two combined automation tools should the administrator use to create the task record and assign based on date criteria? Choose 2 answers

- A. Create a formula capture the MAX date.
- B. Configure a workflow to create the task.
- C. Make a Process Builder to create the task.
- D. Design an approval process to capture the furthest date.

Answer: A,C

Explanation:

Two combined automation tools that the administrator can use to create the task record and assign based on date criteria are:

* Create a formula field to capture the MAX date. A formula field is a custom field that calculates a value based on other fields or expressions. In this case, a formula field can be used to capture the maximum value between Estimated Shipping Date and Client Need By Date fields and store it as a date value.

* Make a Process Builder to create the task. A Process Builder is an automation tool that allows you to create processes that perform actions based on certain criteria. In this case, a Process Builder can be used to create a task record when a certain condition is met and assign its due date based on the formula field value.

The other two options are incorrect because:

* An approval process is an automation tool that allows you to route records for approval based on certain criteria and approval steps. It does not create or assign tasks based on date criteria.

* A workflow rule is an automation tool that allows you to perform actions based on certain criteria and evaluation time. It does not create or assign tasks based on date criteria.

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

NEW QUESTION # 86

Cloud Kicks has a very large knowledge base in Salesforce, Service reps are having a hard time finding the most relevant articles because there are too many search results.

What should the administrator do to help service reps quickly narrow down the number of articles?

- A. Update Knowledge to auto-search the case's subject.
- B. Activate and configure Einstein Search.
- C. Implement and configure Data Categories.
- D. Delete and remove old Knowledge articles.

Answer: C

Explanation:

Data Categories are a way to organize and classify knowledge articles into a hierarchical structure based on topics or criteria. Data Categories can help service reps quickly narrow down the number of articles by filtering or browsing by category. Data Categories can also be used to control the visibility and access of articles for different users or roles.

NEW QUESTION # 87

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