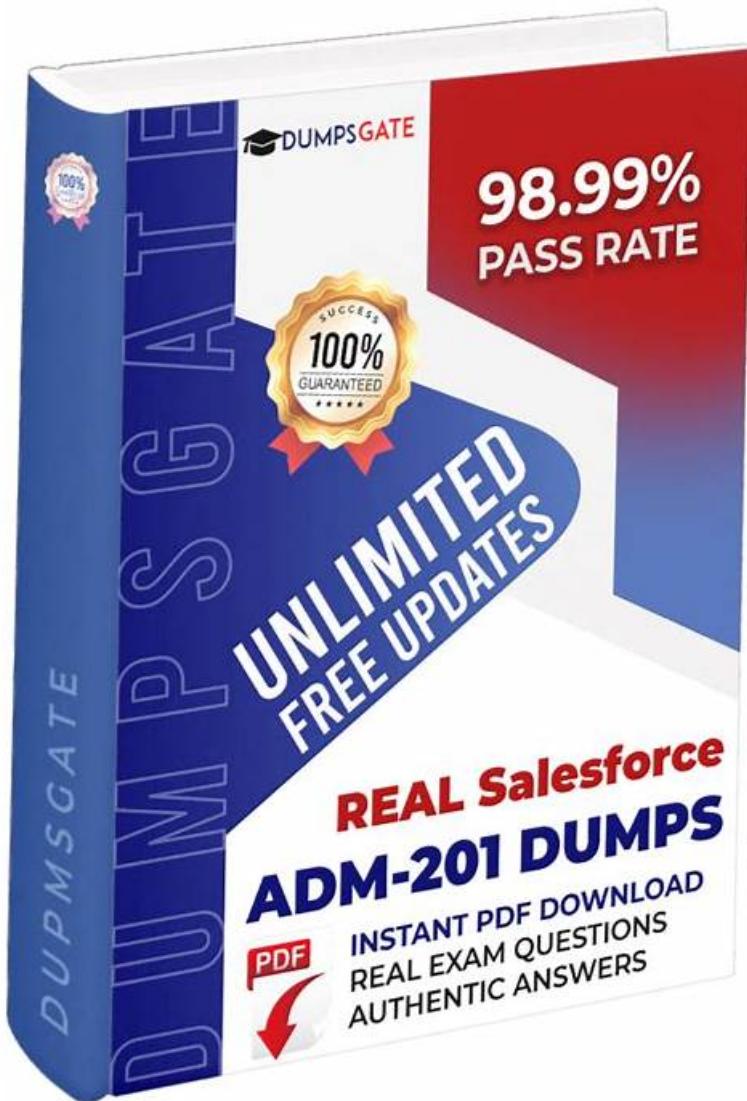


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## Salesforce Certified Platform Administrator Sample Questions (Q72-Q77):

### NEW QUESTION # 72

There are multiple system administrators at Cloud Kicks that make configuration changes. Which tool gives the system administrators the ability to track these changes?

- A. Feed Tracking
- B. **Setup Audit Trail**
- C. History Tracking
- D. Health Check

**Answer: B**

Explanation:

The Setup Audit Trail is the primary tool for tracking administrative and configuration changes within a Salesforce organization. It records a history of modifications made by any administrator, including the date and time of the change, which user made it, and exactly what was altered (e.g., creating a new field, changing a profile permission, or modifying a workflow rule). The history is available for the last six months of activity. Health Check (Option A) is a security tool that compares your settings against Salesforce standards. History Tracking (Option C) and Feed Tracking (Option D) are used to track changes to records (like an Account's phone number), whereas the Setup Audit Trail is dedicated to tracking metadata and system configuration.

### NEW QUESTION # 73

Cloud Kicks has a custom object called Shipments. The company wants to see all the shipment items from an Account page. When an Account is deleted, the shipments should remain. Which type of relationship should a Platform Administrator make between Shipments and Accounts?

- A. **Shipments should have a lookup to Account.**
- B. Accounts should have a master detail to Shipments.
- C. Accounts should have a lookup to Shipments.
- D. Shipments should have a master detail to Accounts.

**Answer: A**

Explanation:

When relating two objects where the child records must persist even if the parent record is deleted, a Lookup Relationship is the correct choice18. In this scenario, the Shipment object should have a lookup field pointing to the Account. Unlike a Master-Detail relationship (Option B), which automatically deletes child records (cascade delete) when the master is deleted, a Lookup relationship allows the child record to remain in the system, either by clearing the lookup field or simply leaving it as is. Option A and D are architecturally incorrect because the relationship field is always created on the "child" or "many" side of the relationship (Shipments) to point to the "parent" (Account). Using a Lookup relationship ensures data retention for historical shipment tracking while still allowing the shipment items to be visible via a related list on the Account page.

### NEW QUESTION # 74

A Platform Administrator is building an agent to help an ecommerce support team. The agent needs to call an action, named updateShippingAddress, that modifies a customer's shipping address in the system. Which set of Action Instructions should the administrator use for the updateShippingAddress action, according to best practices?

- A. "This action allows for the changing of a shipping address, and the goal is to make sure the address is current and accurate."
- B. **"Updates the shipping address for a customer order. The goal of the action is to modify the address on a customer's record. The agent should only use this action when the user explicitly requests to change their address."**
- C. "Use this to update shipping information. It's used for any changes to a customer's address in the system."
- D. "This action updates the customer's shipping address. It is to be used when a user wants to change their address. Only use this when a customer does not have an active order in the system"

**Answer: B**

#### Explanation:

According to Agentforce best practices, action instructions must be highly specific regarding the action's purpose, the expected goal, and the conditions under which it should be triggered. Option D is the strongest set of instructions because it defines the Action (Update shipping address), the Goal (Modify address on a record), and a clear Constraint/Guardrail (Only use when the user explicitly requests it). This prevents the AI from accidentally triggering a data change based on a vague inquiry. Option B is also good but more restrictive than necessary unless the business logic specifically forbids updates during active orders. Option D provides the best balance of context and intent, ensuring the Large Language Model (LLM) understands the "why" and "when" of the action.

#### NEW QUESTION # 75

The Activity Timeline is missing from the Account record page. What should a Platform Administrator do to correct this?

- A. Add the standard Activities component to the Account Lightning record page.
- B. Run a report to verify whether any activities have been logged for that Account.
- C. Add a button for the Activity Timeline in the Object Manager for the Account object.
- D. Update the user's permission to allow Edit access to the Activity Timeline.

#### Answer: A

#### Explanation:

The Activity Timeline is a standard Lightning component that displays open tasks, upcoming events, and past activities (like logged calls or sent emails) in a chronological view. If this timeline is missing from an Account page, it is usually because the component has been removed from the Lightning Record Page layout. To fix this, the Platform Administrator should open the Account record in the Lightning App Builder. From the list of standard components on the left, the admin must drag the Activities component onto the page canvas—typically in the right-hand column or a dedicated tab. Once the page is saved and activated, the timeline will be visible to users. Visibility of the timeline is a layout configuration, not a specific "Edit access" permission (Option B). Running a report (Option C) might confirm if data exists, but it won't fix the UI issue. There is no "button" for the Activity Timeline in the Object Manager (Option D); it is managed strictly as a component within the App Builder.

#### NEW QUESTION # 76

Universal Containers wants to ensure that cases are routed to the right people at the right time, but there is a growing support organization. The business wants to be able to move people around and adjust the work they get without having to request extra assistance or rely on the administrator teams. Which tool allows the business to control its own assignment of work?

- A. Case Assignment Rules
- B. Email-to-Case
- C. Omni-Channel
- D. Lead Assignment Rules

#### Answer: C

#### Explanation:

Omni-Channel is a comprehensive service tool designed to route work items (like Cases, Leads, or custom objects) to the most available and qualified support agents in real-time. Unlike Case Assignment Rules, which are often static and require administrative intervention to update complex logic, Omni-Channel allows for more dynamic management through the use of Queues and Presence Statuses. By using Omni-Channel, a support manager or "Supervisor" can monitor agent workloads and adjust capacity or move people between service channels without needing to modify the underlying system configuration or involve the Platform Administrator. It supports various routing models, such as "Least Active" or "Most Available," ensuring that work is distributed fairly and efficiently. This flexibility is vital for growing organizations that need to scale their support operations quickly while maintaining high service levels. Furthermore, it provides the business with the autonomy to manage its workforce effectively, as managers can see who is logged in and what they are working on, allowing for immediate adjustments to handle spikes in case volume.

#### NEW QUESTION # 77

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