Salesforce Certified Platform Administrator II exam prep material & Plat-Admn-301 useful exam pdf & Salesforce Certified Platform Administrator II exam practice questions

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Just like the old saying goes, there is no royal road to success, and only those who do not dread the fatiguing climb of gaining its numinous summits. In a similar way, there is no smoothly paved road to the Plat-Admn-301 Certification. You have to work on it and get started from now. If you want to gain the related certification, it is very necessary that you are bound to spend some time on carefully preparing for the Salesforce exam, including choosing the convenient and practical study materials, sticking to study and keep an optimistic attitude and so on.

Salesforce Plat-Admn-301 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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.
Topic 2	• 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	• 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.
Topic 4	• 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.

Topic 5	• 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 6	• 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.

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Salesforce Certified Platform Administrator II Sample Questions (Q173-Q178):

NEW QUESTION # 173
Cloud Kicks (CK) is working on adding a Knowledge base to its online customer community. The administrator suggests using Salesforce Knowledge to meet this requirement.
What are three reasons CK should utilize Data Categories when creating articles in Knowledge?
Choose 3 answers

- A. Every article is required to have a Data Category for sorting.
- B. A Knowledge article can be tagged to more than one Data Category.
- C. Data Categories help organize the Knowledge base content displayed.
- D. Up to five Data Category groups can be created for segmentation.
- E. Data Categories provide a way to secure access to the Knowledge base content.

Answer: B,C,E

Explanation:
Three reasons CK should utilize Data Categories when creating articles in Knowledge are:
* Data Categories help organize the Knowledge base content displayed. 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 categories help you organize your articles by topic or criteria and make them easier to find and browse by your users or customers.
* Data Categories provide a way to secure access to the Knowledge base content. 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 category visibility to control access to your articles based on their data categories and ensure that only relevant and appropriate content is displayed to different users or customers.
* A Knowledge article can be tagged to more than one Data Category. A Knowledge article is a document that provides information or answers to common questions or issues. A Knowledge article can be tagged to one or more data categories within each data category group that is assigned to its article type. This allows you to classify your articles by multiple criteria and make them searchable and accessible by different users or customers.

NEW QUESTION # 174
Cloud Kicks has organization-wide snaring defaults on the opportunity set to prvete. However, members of the finance team need to see closed won opportunities. The Drama team members all have roles under the finance director, while the sales team members have roles under the sales manager.
Which two options should the administrator use to meet these criteria?
Choose 2 answers

- A. Make an owner-based sharing rule where the won field - true.
- B. Select all opportunities owned by the sales manager role.
- C. Create a criteria-based sharing rule where the won field = true.
- D. Share with roles and subordinates of the finance director role.

Answer: C,D

Explanation:
Two options that the administrator should use to meet these criteria are:
* Share with roles and subordinates of the finance director role. This option allows you to grant access to records based on the role hierarchy of your org. You can share records with users who are in a specific role or in roles below that role in the hierarchy. In this case, you can share records with roles and subordinates of the finance director role, which includes all the members of the finance team.
* Create a criteria-based sharing rule where the won field = true. This option allows you to grant access to records based on certain field values or formulas. You can create a criteria-based sharing rule on opportunities that grants access to records where the won field is true, which means that the opportunity stage is closed won.
The other two options are incorrect because:
* Make an owner-based sharing rule where the won field = true is not an option because owner-based sharing rules do not allow you to specify field values or formulas as criteria. Owner-based sharing rules only allow you to share records based on who owns them or what role or group they belong to.
* Select all opportunities owned by the sales manager role is not an option because it does not meet the criteria of sharing all closed won opportunities. It only shares opportunities that are owned by users who are in the sales manager role, regardless of their stage.
References: https://help.salesforce.com/s/articleView?id=sf.admin_sharing.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.sharing_rules.htm&type=5

NEW QUESTION # 175
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. Expose the Service Contracts object in the Service Console for an agent to view when working a case.
- B. Design a Net Promoter Score survey using Surveys that is automatically sent when a case is closed.
- C. Set up and configure Entitlement Process to design timelines and track issue resolution.
- D. Configure the Milestones object on Service Contracts to sequential milestones for common case issues.

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 # 176
An administrator at Clod Kicks has build a flow that delivers status update email to customers. Recently, there's been an increasae in support cases from customers reporting they had not received the email.
Where should the administrator look to investigate the issue?

- A. Process Automation Setting
- B. Email Logs
- C. Paused Flow Interviews
- D. Setup Audit Trail

Answer: B

Explanation:
Email logs are files that provide information about email delivery and activity in your Salesforce org. Email logs contain details such as sender, recipient, subject, date, status, error code, and more for each email sent or received within a specified time range. You can use email logs to investigate issues with email delivery or performance in your org. In this case, you can use email logs to check if the status update emails were sent successfully or if there were any errors or failures. References: https://help.salesforce.com/s/articleView?id=sf.
email_logs.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.email_logs_format.htm&type=5

NEW QUESTION # 177
Which three fields should be used as filter criteria? Choose 3 answers

- A. A number field that designates the square footage of the listing.
- B. A picklist field that designates the county of the listing.
- C. A multi-select picklist field that designates features of the listing.
- D. A phone field that provides the full phone number of the seller.
- E. A formula field that calculates a price for the listing.

Answer: A,B,D

Explanation:
A phone field that provides the full phone number of the seller, a number field that designates the square footage of the listing, and a picklist field that designates the county of the listing should be used as filter criteria because they are fields that can be used to narrow down the report results based on specific values or ranges. A multi-select picklist field that designates features of the listing and a formula field that calculates a price for the listing should not be used as filter criteria because they are fields that cannot be filtered on in reports. References: https://help.salesforce.com/s/articleView?id=sf.reports_filtering.htm&type=5 https://help.
salesforce.com/s/articleView?id=sf.reports_fields_unavailable.htm&type=5

NEW QUESTION # 178
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