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Salesforce Plat-Admn-301 Exam Syllabus Topics:

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

Topic 4	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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.

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Salesforce Certified Platform Administrator II Sample Questions (Q103-Q108):

NEW QUESTION # 103

What are three options available to the administrator to help with this issue? Choose 3 answers

- A. Deactivate unnecessary validation rules.
- B. Convert all Process builders to flows.
- C. Reduce the number of related lists displayed.
- D. Move some page components behind a tab.
- E. Remove some of the fields displayed.

Answer: C,D,E

Explanation:

Move some page components behind a tab, remove some of the fields displayed, and reduce the number of related lists displayed are three options available to the administrator to help with this issue. Moving some page components behind a tab can help reduce the loading time of a record page by hiding some components until they are needed by the user. Removing some of the fields displayed can help reduce the loading time of a record page by minimizing the number of queries and calculations that need to be performed when rendering the page. Reducing the number of related lists displayed can help reduce the loading time of a record page by limiting the amount of data that needs to be retrieved and displayed on the page

NEW QUESTION # 104

Ursa Major Solar customer records have a lot of fields and Lightning components to give users a variety of information and available functions. Recently, users have noted that their pages take a long time to load and it's starting to negatively impact their experience. What should the administrator do to help diagnose where improvements can be made?

- A. Review the debug logs from the Developer Console.
- B. Use the Apex debugger while loading a customer record.
- C. Click Analyze from the Lightning App Builder toolbar.
- D. Check the debug logs found in the Environment section of Setup.

Answer: C

Explanation:

The Analyze feature in the Lightning App Builder toolbar is a tool that helps you optimize the performance of your record pages by

providing recommendations and insights on how to improve page load time and user experience. It can help you identify which fields and components are taking the most time to load and suggest ways to reduce their impact. You can also compare your page performance with other pages in your org or with Salesforce best practices. References: https://help.salesforce.com/s/articleView?id=sf.lightning_page_optimize.htm&type=5

NEW QUESTION # 105

An administrator is asked to create a report to calculate the year-over-year change in the dollar amount of a company's opportunities.

What reporting tool should be used to complete this request?

- A. A custom summary formula with PARENTGROUPVAL function
- **B. A custom summary formula with the PREVGROUPVAL function.**
- C. A joined report with two report blocks for each year
- D. A row-level formula to compare amounts grouped by year.

Answer: B

Explanation:

A custom summary formula is a formula that calculates values from summary fields in reports such as sums, averages, counts, etc. Custom summary formulas can use functions such as PREVGROUPVAL which returns the value of a field from the previous row at the same grouping level. By using a custom summary formula with the PREVGROUPVAL function, an administrator can create a report to calculate the year-over-year change in the dollar amount of a company's opportunities by subtracting the amount from the previous year from the amount from the current year and dividing by the amount from the previous year. References: https://help.salesforce.com/s/articleView?id=sf.reports_builder_summary_formulas.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.reports_builder_functions.htm&type=5

NEW QUESTION # 106

An administrator at Cloud Kicks has been tasked by the compliance team to flag where sensitive information is stored in Salesforce. What feature should the administrator use to fulfill this requirement?

- A. Classic Encryption
- B. Schema Builder
- C. Field-Level Security
- **D. Data Classification**

Answer: D

Explanation:

Data Classification is the feature that the administrator should use to flag where sensitive information is stored in Salesforce. Data Classification is a feature that allows administrators to flag where sensitive information is stored in Salesforce by assigning sensitivity and classification levels to fields. Data Classification can help administrators comply with data privacy regulations and best practices by identifying and managing sensitive data in their orgs.

NEW QUESTION # 107

Cloud Kicks has just released a new Process Builder on the Account in production. The end users keep getting error messages that prevent them from completing their updates to the Account.

Which three things should the administrator do to resolve this issue?

Choose 3 answers

- **A. Review the Error Email for the Process Builder and rectify the issues.**
- B. Manually make the updates to the Account as the logged-in user.
- C. Have the users refresh the Account page so they get the current Process Builder.
- **D. Deactivate the Process Builder in production.**
- **E. Fix the Process Builder in a sandbox and migrate the change to production.**

Answer: A,D,E

