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Salesforce Certified Platform Administrator II Sample Questions (Q154-Q159):

NEW QUESTION # 154

AW Computing has a 4-hour SLA in its support guarantee. The company recently received feed that customers are reporting long wait times before an agent responds to a new case after it has been submitted.

How should an administrator ensure cases are properly prioritized?

- A. Auto-Response Rules
- **B. Assignment Rules**
- C. Workflow Rules
- D. Escalation Rules

Answer: B

Explanation:

Escalation rules are rules that automatically escalate cases if they have not been resolved within a certain time frame or meet certain criteria such as priority or status. Escalation rules can perform actions such as changing ownership of cases, sending email notifications, or creating tasks for users or queues. By using escalation rules, AW Computing can ensure that cases are properly prioritized and handled within their SLA time limit.

Assignment rules are rules that automatically assign cases to users or queues based on criteria such as case origin, type, or product. Assignment rules can also send email notifications to users or customers when a case is assigned. By using assignment rules, AW Computing can ensure that cases are routed to the right agents or teams based on their skills and availability. References:

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

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

NEW QUESTION # 155

Sales reps at AW Computing have asked the Administrator to help them close deals faster on the Salesforce mobile app when they're in the new. They want to be able to quickly close an opportunity and have key fields, like status, pre populated to Closed Won.

What should an administrator create to achieve this?

- A. Lightning Component
- B. Global Quick Action
- C. Enhanced Related Lists
- D. Object-specific Quick Action

Answer: D

Explanation:

An object-specific quick action is a type of action that allows users to do something in the context of a specific object, such as creating or updating a record, logging a call, sending an email, or launching a custom action. In this case, the administrator can create an object-specific quick action on the opportunity object that pre-populates certain fields with predefined values and allows users to quickly close an opportunity from the Salesforce mobile app. References: https://help.salesforce.com/s/articleView?id=sf.actions_overview.htm&type=5

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

NEW QUESTION # 156

Sales management wants a small subset of users with different profiles and roles to be able to view all data for compliance purposes. How can an administrator meet this requirement?

- A. Create a new profile and role for the subset of users with the View All Data permission.
- B. Enable the View All Data permission for the roles of the subset of users.
- C. Create a permission set with the View All Data permission for the subset of users.
- D. Assign delegated administrator to the subset of users to View All Data.

Answer: C

Explanation:

A permission set is a collection of settings and permissions that give users access to various tools and functions. The View All Data permission allows users to view all data, regardless of sharing settings. By creating a permission set with this permission and assigning it to the subset of users, the administrator can meet the requirement without changing their profiles or roles. References:

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

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

NEW QUESTION # 157

A user at Cloud Kicks has informed the administrator that they are unable to log in to Salesforce via multi-factor authentication. Which two areas should the administrator review to understand potential root causes?

Choose 2 answers

- A. Setup Audit Trail
- **B. Login History**
- C. Debug Logs
- **D. Identity Verification History**

Answer: B,D

Explanation:

Identity verification history and login history are two areas that the administrator can review to understand potential root causes of multi-factor authentication issues. Identity verification history shows the methods and results of identity verification attempts for a user, such as email verification, SMS verification, or app verification. Login history shows the status, source, and location of login attempts for a user, as well as any login errors or challenges that occurred. These two areas can help the administrator identify if the user entered the correct verification code, if the user's device or app is compatible with multi-factor authentication, or if there are any network or security issues that prevent successful verification. References: https://help.salesforce.com/s/articleView?id=sf.identity_verification_history.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.monitoring_login_history.htm&type=5

NEW QUESTION # 158

The accounting team at Universal Containers is looking to roll out two new custom objects: a parent Invoice object and a child Payment object. Whenever a Payment record is created, the Invoice object should be updated to reflect the current outstanding value of the Invoice.

What should the administrator do to build this functionality?

- A. Create a master-detail relationship on the Payment and a workflow cross object field update.
- **B. Create a master-detail relationship on the Payment with a Roll-up Summary field on the Invoice.**
- C. Create a lookup-relationship on the Payment and a workflow cross object field update.
- D. Create a lookup-relationship on the Payment with a Roll-up Summary field on the Invoice.

Answer: B

Explanation:

Creating a master-detail relationship on the Payment with a Roll-up Summary field on the Invoice will build this functionality. A master-detail relationship creates a parent-child relationship between two objects, where the child records inherit the sharing and security settings of their parent. A Roll-up Summary field calculates values from related child records, such as count, sum, min, or max. In this case, the Roll-up Summary field on the Invoice can calculate the sum of all Payments related to it and subtract it from the Invoice amount to get the current outstanding value. References: https://help.salesforce.com/s/articleView?id=sf.relationships_considerations.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fields_about_roll_up_summary_fields.htm&type=5

NEW QUESTION # 159

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