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## Salesforce Plat-Admn-301 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• Security and Access: This section of the exam measures the skills of Salesforce Administrator and covers how record-level access, field access, and sharing models impact data visibility across the system. It focuses on understanding controlled-by-parent relationships, territory management, role hierarchies, and access to reports, dashboards, and email folders. It also includes comparing custom profiles, permission sets, and delegated administration, along with evaluating different authentication methods. The section also addresses the structure of business models such as person accounts, standard accounts, contacts, and contact-to-multiple-account relationships.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• 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.</li></ul>

Topic 4	<ul style="list-style-type: none"> <li>• <b>Cloud Applications:</b> 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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• <b>Data and Analytics Management:</b> 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.</li> </ul>

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## Salesforce Certified Platform Administrator II Sample Questions (Q188-Q193):

### NEW QUESTION # 188

Ursa Major Solar (UMS) wants to improve Its customers' ability to search for knowledge articles. UMS has already created categories for articles.

Which two additional chances should be made to improve search capabilities?

Choose 2 answers

- A. Create synonyms for specific search terms.
- B. Promote specific search terms for specific articles.
- C. Configure Einstein Search for specific search terms.
- D. Configure Global Search for specific search terms.

**Answer: A,B**

Explanation:

Knowledge is a feature that allows administrators to create, manage, and share articles that provide information and solutions for common issues or questions. Knowledge articles can be searched by users using keywords or phrases.

To improve its customers' ability to search for knowledge articles, UMS can use two options:

\* B) Create synonyms for specific search terms.

Synonyms are words or phrases that have the same or similar meanings, such as "TV" and "television" or

"fix" and "repair". By creating synonyms for specific search terms, administrators can ensure that customers can find relevant articles even if they use different words or spellings than the ones used in the articles.

References: [https://help.salesforce.com/s/articleView?id=sf.knowledge\\_search\\_synonyms.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.knowledge_search_synonyms.htm&type=5)

\* D) Promote specific search terms for specific articles.

Promoted search terms are keywords or phrases that administrators can associate with specific articles to boost their relevance and ranking in search results. By promoting specific search terms for specific articles, administrators can ensure that customers can find the most helpful or popular articles for their queries.

References: [https://help.salesforce.com/s/articleView?id=sf.knowledge\\_search\\_promotion.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.knowledge_search_promotion.htm&type=5)

#### NEW QUESTION # 189

Cloud Kicks is a large company with many divisions. Some divisions have a higher turnover, so each division wants to be able to create and manage users only within their division.

What should the administrator do to set this up?

- A. Customize and assign profiles for the division teams.
- **B. Set up delegated administrators for the division leaders.**
- C. Assign a flat territory role hierarchy for the divisions.
- D. Create a permission set group for the division leaders.

**Answer: B**

Explanation:

Delegated administration allows administrators to delegate certain user management tasks to other users without granting them full administrative privileges. Delegated administrators can create and manage users only within specified roles or public groups. This option will meet the requirement of allowing each division to create and manage users only within their division. References:

[https://help.salesforce.com/articleView?](https://help.salesforce.com/articleView?id=delegated_administration_overview.htm&type=5)

[id=delegated\\_administration\\_overview.htm&type=5](https://help.salesforce.com/articleView?id=delegated_administration_overview.htm&type=5)

#### NEW QUESTION # 190

A developer is getting errors for Production deployment. The test deployment in the Full sandbox, which included a local test run, was successful. The Full sandbox was last refreshed 2 weeks ago.

Where should the administrator check to see what was recently changed?

- A. Salesforce Optimizer
- **B. Setup Audit Trail**
- C. Dev Console
- D. Field History

**Answer: B**

Explanation:

Setup Audit Trail is a tool that tracks the recent setup changes made by anyone in an org. It can help identify who made what changes and when, as well as any errors or failures that occurred during the changes. Setup Audit Trail can help troubleshoot deployment issues by comparing the changes made in production with those made in sandbox.

#### NEW QUESTION # 191

Cloud Kicks users report receiving an "Apex CPU time limit exceeded" error message when attempting to close certain opportunity records. This does not occur on every opportunity record change or for every user.

What is the recommended method for the administrator to identify the cause?

- A. Set up Apex Exception Email alerts
- B. Monitor with Login Forensics.
- **C. Enable Debug Logging for users.**
- D. Review the Setup Audit Trail.

**Answer: C**

Explanation:

Debug logs capture database operations, system processes, and errors that occur when executing a transaction or running unit tests. Debug logs can help identify the cause of Apex CPU time limit exceeded errors by showing the execution time of each Apex statement and trigger. References: [https://developer.salesforce.com/docs/atlas.en-us.apexcode.meta/apexcode/apex\\_debugging\\_debug\\_logs.htm](https://developer.salesforce.com/docs/atlas.en-us.apexcode.meta/apexcode/apex_debugging_debug_logs.htm)

#### NEW QUESTION # 192

A sales user is assigned to a permission set group that gives them Modify All access to Accounts. An administrator assigns the same

user to a muting permission set that mutes Deletes access on Account. What level of access will the sales user have on the Account object?

- A. No Access
- B. Read-only
- **C. Modify All**
- D. Read, Create, and Edit

**Answer: C**

Explanation:

Modify All is the level of access that the sales user will have on the Account object after being assigned to a muting permission set that mutes Delete access on Account. Muting permissions are a way to reduce or remove access to objects or fields for users who are assigned to permission set groups. Muting permissions can only mute object-level permissions, such as Create, Read, Edit, Delete, View All, or Modify All, but not field-level permissions or other permissions. Muting permissions can only reduce or remove access that is granted by other permission sets or permission set groups within the same permission set group, but not by profiles or other sources of access. Therefore, in this case, the muting permission set will only mute the Delete access on Account that is granted by the permission set group, but not the Modify All access that is also granted by the permission set group.

### NEW QUESTION # 193

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