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Salesforce Plat-Admn-301 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• 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.
Topic 2	<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 3	<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.
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Salesforce Certified Platform Administrator II Sample Questions (Q69-Q74):

NEW QUESTION # 69

When should an administrator apply a permission set to a user or group of users versus configuring the user's profile with the necessary access?

- A. When an organization's sharing model is too broad and they need to restrict access beyond what their sharing model and existing profiles provide.
- B. When an organization has opted out of using the standard profiles and created custom profiles.
- **C. When a user is part of a team with an assigned profile that covers the majority of their needs but requires more access than the rest of their team.**
- D. When a user is part of a team with an assigned profile that covers the majority of their needs but requires just a little less access than the rest of their team.

Answer: C

Explanation:

As explained in question 13, permission sets are collections of settings and permissions that give users access to various tools and functions without changing their profile or requiring multiple profiles for users who perform different tasks across apps in your org. Permission sets are useful when a user is part of a team with an assigned profile that covers the majority of their needs but requires more access than the rest of their team for some specific tasks or functions. For example, a user may need access to a custom object or field that is not available to their profile, but only for a limited time or project. In this case, assigning a permission set to the user can grant them the additional access they need without affecting their profile or other users with the same profile. References: https://help.salesforce.com/s/articleView?id=sfperm_sets_overview.htm&type=5

NEW QUESTION # 70

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

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?id=delegated_administration_overview.htm&type=5

NEW QUESTION # 71

What should an administrator use as an alternative to a Process Builder to expedite the time required to update the records?

- A. Batch Update
- B. Screen Row
- C. Workflow Rule Field Change
- D. Before save Flow Trigger

Answer: D

Explanation:

A before save flow trigger is a type of flow that runs before a record is saved and can update the record without any additional actions or database operations. This can expedite the time required to update the records and improve performance. A before save flow trigger can be used as an alternative to a process builder that updates the same record that triggered it. References:

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

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

NEW QUESTION # 72

Northern Trail Outfitters (NTO) is expanding into the U.K. While most of NTO's product are the same as in the US. Pricing will vary from product due to shipping and raw material cost differences.

What should the administrator configure for a smooth rollout to the U.K.?

- A. Create a new Price Book for the U.K product pricing.
- B. Write a flow that translates the currency from dollars to euros using a custom Exchange Rate field.
- C. Add a new U.K Order Form that has the euro symbol instead of the dollar symbol.
- D. Configure a U.K Opportunity record type.

Answer: A

Explanation:

As explained in question 3, a price book is a list of products and their prices for a specific segment of customers or market. By creating a new price book for the U.K product pricing, Northern Trail Outfitters (NTO) can offer different prices for their products in the U.K market due to shipping and raw material cost differences. The price book can also specify which currency is used for the prices, such as pounds or euros.

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

NEW QUESTION # 73

An administrator would like to know if any other administrators or delegated administrators are using the Log In As a User feature. Where the administrators should be using the Log in As a User feature.

- A. Login History
- B. Setup Audit Trail
- C. Grant Account Login Access
- D. Connected App Usage

Answer: B

Explanation:

The Setup Audit Trail is a tool that allows you to view and download a log of changes made in your org's Setup area. The log shows up to 20 fields of information for each change, such as who made it, when it was made, what type of change it was, and what values were changed. You can use the Setup Audit Trail to track configuration changes directly in production and identify any unauthorized or problematic changes. One of the changes that the Setup Audit Trail tracks is when a user grants login access to another user. This means that you can use the Setup Audit Trail to see if any other administrators or delegated administrators are using the Log In As a User feature. References: <https://help.salesforce.com/s/articleView?id=sf.monitorsetup>

