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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>• <b>Auditing and Monitoring:</b> 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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• <b>Environment Management and Deployment:</b> 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>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>
Topic 5	<ul style="list-style-type: none"> <li>• <b>Process Automation:</b> 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.</li> </ul>
Topic 6	<ul style="list-style-type: none"> <li>• <b>Objects and Applications:</b> 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>

## Salesforce Certified Platform Administrator II Sample Questions (Q56-Q61):

### NEW QUESTION # 56

An administrator has a request to write a report listing accounts that have sales from this year and that have a completed activity in the last 30 days.

What reporting feature should the administrator employ to provide only the list of accounts, without listing the details of the opportunities?

- A. Joined Report
- B. Filter Logic
- C. Cross-Filter
- D. Summary Report

**Answer: C**

Explanation:

A cross-filter lets you filter records based on related objects and their fields. For example, you can filter accounts that have at least one opportunity from this year and at least one completed activity in the last 30 days. References:

[https://help.salesforce.com/s/articleView?id=sf.reports\\_cross\\_filters.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.reports_cross_filters.htm&type=5)

### NEW QUESTION # 57

The administrator at Cloud Kicks (CK) is troubleshooting why users are missing expected email alerts from an automated process. The investigation shows that CK is hitting its daily limit.

What should the administrator review to resolve the issue?

- A. Outbound Messages
- B. Notification Delivery Settings
- C. HTML Email Status Report
- **D. Email Logs**

**Answer: D**

Explanation:

Email logs provide information about email delivery, such as the sender, recipient, date and time, delivery status, and any error messages. The administrator can use email logs to troubleshoot why users are missing expected email alerts and identify which emails are hitting the daily limit. References: [https://help.salesforce.com/articleView?id=email\\_logs.htm&type=5](https://help.salesforce.com/articleView?id=email_logs.htm&type=5)

### NEW QUESTION # 58

The sales department has asked to limit access to the Amount field on the Opportunity to only those users. In the sales department and on the executive team, Northern Trail Outfitters uses six custom profiles including Sales User, Marketing user, call Center user, Executive User, Sales Manager user, and call Center Manager user. Field level access is removed from three of the profiles in the sandbox.

What action should an administrator take to make sure this change is in production?

- A. Manually restrict access to this field for each profile via Setup Just like the sandbox.
- B. Create a sandbox template and push it to production to reflect the update.
- C. Process a change set with the profiles that should no longer have access to the field.
- **D. Deploy a change set from the sandbox to production including the Amount field with all the custom profiles.**

**Answer: D**

Explanation:

A change set is a tool that allows you to send customizations from one Salesforce org to another. A change set can contain components such as objects, fields, profiles, permission sets, workflows, and more. You can use change sets to migrate changes from a sandbox org to a production org or between two sandbox orgs that are affiliated with the same production org. In this case, you can deploy a change set from the sandbox to production that includes the Amount field and all the custom profiles that need access to it. This way, you can update the field-level security settings for the field on each profile in one deployment. References: <https://help.salesforce.com/s/articleView?id=sf.changesets.htm&type=5> [https://help.salesforce.com/s/articleView?id=sf.changesets\\_components\\_field.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.changesets_components_field.htm&type=5)

### NEW QUESTION # 59

The administrator at Cloud Kicks recently replaced several case workflow rules with a single before save flow. Since this change, some cases are routing in unexpected ways.

What could be the cause of the changes to routing?

- **A. Multiple automation tools have been used and the automation is executed in a different order.**
- B. The flow precedes assignment rules; workflow rules are after assignment rules.
- C. The old workflow rules are still active and impacting routing.
- D. Assignment rules no longer reference the correct fields.

**Answer: A**

Explanation:

Multiple automation tools have been used and the automation is executed in a different order. This could cause some cases to route in unexpected ways, because the before save flow might override or conflict with the assignment rules or other automation tools that run after the record is saved. The administrator should review the order of execution and ensure that the flow logic is consistent with the other automation tools.

References: [https://help.salesforce.com/s/articleView?id=sf.flow\\_concepts\\_trigger\\_order.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_concepts_trigger_order.htm&type=5) [https://developer.salesforce.com/docs/atlas.en-us.apexcode.meta/apexcode/apex\\_triggers\\_order\\_of\\_execution.htm](https://developer.salesforce.com/docs/atlas.en-us.apexcode.meta/apexcode/apex_triggers_order_of_execution.htm)

### NEW QUESTION # 60

Person accounts were recently activated at Cloud Kicks.

There are three record types for accounts:

- \* B2B customer
- \* B2C Customer
- \* External Partner

There are two record types for leads:

- \* B2B Lead
- \* B2C Lead

The test team finds that when the Convert button is clicked on a B2C Lead record, only the B2B Customer and External Partner account record types are available choices on the Conversion Layout.

What should the administrator do to correct this issue?

- A. Hide the Record Type field on the Account section of the Conversion Layout.
- B. Change organization-wide default settings for contacts to Controlled by Parent.
- C. Use a validation rule to ensure the company name on B2C Leads is blank.
- **D. Build a process that updates the record type field to B2C Customer after conversion.**

**Answer: D**

Explanation:

Building a process that updates the record type field to B2C Customer after conversion will correct this issue.

The conversion layout for person accounts does not allow selecting different record types for accounts and contacts. The default record type for person accounts is determined by the organization-wide default settings.

However, a process can be triggered after conversion to update the record type field based on the lead record type or other criteria.

References: [https://help.salesforce.com/s/articleView?id=sf.convert\\_leads\\_considerations.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.convert_leads_considerations.htm&type=5)

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## NEW QUESTION # 61

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