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

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

Topic 3	<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>
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## Salesforce Certified Platform Administrator II Sample Questions (Q211-Q216):

### NEW QUESTION # 211

Support staff at Cloud Kicks work on multiple accounts and opportunities at the same time. Currently, they are switching between browser tabs, which is tedious and confusing. Support managers put in a request for a better agent experience. What should an administrator recommend?

- **A. Implement Service Console.**
- B. Enable Subtab Record Browsing in the Setup menu.
- C. Create a screen flow to pull all related opportunities onto one page.
- D. Configure Split Lit Views.

**Answer: A**

Explanation:

Implement Service Console is what the administrator should recommend to support staff at Cloud Kicks for a better agent experience. Service Console is a Salesforce app that provides a unified interface for agents to manage multiple customer interactions and records at once. Service Console can help agents work more efficiently and productively by providing features such as tabs, subtabs, list views, related lists, highlights panel, interaction log, macros, keyboard shortcuts, and more

### NEW QUESTION # 212

AW Computing has a private sharing model for its accounts, but a sales rep occasionally needs assistance from an engineer. What feature should be used to grant the engineer access to the necessary account, while maintaining the company's data security?

- A. Permission Set
- B. Custom Profile
- C. Permission Set Group
- **D. Account Teams**

**Answer: D**

Explanation:

Account teams are groups of users who work together on an account. Administrators can enable account teams and grant team members different levels of access to accounts and related records such as contacts, opportunities, and cases. By using account teams, Cloud Kicks can grant engineers access to the necessary accounts when they need assistance from them, while maintaining data security for other accounts that they do not need to access. References: <https://help.salesforce.com/s/articleView?>

id=sf.accountteam.htm&type=5

#### NEW QUESTION # 213

Cloud Kicks has Service and Sales Manager roles that need to be able to see all Accounts. Currently, they each have their own custom profile. The organization-wide defaults are set to Private and a sharing rule share access to Accounts to the sales and service teams based on criteria.

What should the administrator do to allow the service and sales Manager to see all Accounts?

- A. Set the organization-wide default for Accounts to Public Read Only.
- B. Move the Service and Sales Managers higher in the role hierarchy.
- C. Configure a custom profile for each manager that gives them view All on Accounts.
- **D. Create a permission set with view All to Accounts and assign it to the Service and Sales Managers.**

**Answer: D**

Explanation:

A permission set is a collection of settings and permissions that can extend users' functional access without changing their profiles. By creating a permission set with view All on Accounts and assigning it to the service and sales managers, an administrator can grant them access to all account records in their org without modifying their existing profiles. References:

[https://help.salesforce.com/s/articleView?id=sf.users\\_permissionsets.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.users_permissionsets.htm&type=5)

#### NEW QUESTION # 214

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. Workflow Rule Field Change
- C. Screen Row
- **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\\_ref\\_elements\\_triggers.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_triggers.htm&type=5)

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#### NEW QUESTION # 215

Sales reps at AW Computing have been reporting that contact phone numbers sometimes revert back to an old value after being updated.

What should the administrator do to resolve this issue?

- **A. Consolidate automation tools.**
- B. Add an invocable process.
- C. Schedule Apex jobs.
- D. Delete all workflow rules.

**Answer: A**

Explanation:

One possible cause of unexpected changes to record values is having multiple automation tools that update the same field on the same object. This can create conflicts and overwrite each other's values. To resolve this issue, the administrator should consolidate automation tools and use only one tool per object and field combination. This can help avoid confusion and ensure consistent results. References: [https://help.salesforce.com/s/articleView?id=sf.process\\_which\\_tool.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.process_which_tool.htm&type=5) <https://trailhead.salesforce.com/en/content/learn>

## NEW QUESTION # 216

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