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>> **Plat-Admn-301 Exam Answers** <<

Quiz 2026 Plat-Admn-301: Salesforce Certified Platform Administrator II Accurate Exam Answers

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Salesforce Plat-Admn-301 Exam Syllabus Topics:

| Topic | Details |
|-------|---------|
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|---------|---|
| 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"> • 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. |
| Topic 3 | <ul style="list-style-type: none"> • Process Automation: 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. |
| Topic 4 | <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. |
| Topic 5 | <ul style="list-style-type: none"> • 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. |

Salesforce Certified Platform Administrator II Sample Questions (Q209-Q214):

NEW QUESTION # 209

How should an administrator support a finance team that is trying to use Opportunity data to keep an eye on their pipeline rather than manually calculating anticipated income for the quarter?

- **A. Set up collaborative forecasting to view quota against the open pipeline.**
- B. Create a custom Forecasting object to inform the finance team on the status of deals.
- C. Show the finance team how to use the Opportunity Kanban List View.
- D. Run a report at the end of each quarter to update the finance team on pipeline status.

Answer: A

Explanation:

To help the finance team use Opportunity data to keep an eye on their pipeline without manually calculating anticipated income for the quarter, the administrator should set up collaborative forecasting. Collaborative forecasting allows users to view quota against open pipeline and make adjustments based on changing business conditions. References: https://help.salesforce.com/s/articleView?id=sf.forecasts3_overview.htm&type=5

NEW QUESTION # 210

Cloud Kicks has been tracking how many participants wear the company's shoes in each marathon. The administrator creates two custom objects: Races and Runners. There is a master-detail relationship between them as well as a Roll-up Summary field on the

Races object to show the count of runners in each race.

Requirements have changed, and the administrator wants to delete the Master-detail Relationship field without deleting the Runners records.

What action should an administrator take before the Relationship field can be deleted?

- A. Select the 'Allow Reparenting' checkbox on the Master-detail field.
- **B. Change the field type to a Lookup Relationship.**
- C. Uncheck 'Delete this record also' to turn off cascading deletes.
- D. Delete the Roll-up Summary field on the parent.

Answer: B

Explanation:

Changing the field type to a Lookup Relationship will allow deleting the Relationship field without deleting the Runners records. A lookup relationship creates a loose association between two objects, where the child records do not depend on the parent records for their existence. A lookup relationship can be deleted without affecting the child records, unlike a master-detail relationship that enforces cascading deletes. References:

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

NEW QUESTION # 211

Universal Containers has found duplicate contacts in Salesforce. The sales team administrator prevent duplicate records from being created.

Which two ways should the administrator customize duplicate management?

Choose 2 answers

- A. Set up mobile duplicate alerts.
- **B. Create custom matching rules.**
- C. Modify the Global Picklist Value Sets.
- **D. Configure custom duplicate rules.**

Answer: B,D

Explanation:

Duplicate management is a feature that allows administrators to prevent or allow duplicate records for standard or custom objects. Duplicate management consists of two components: duplicate rules and matching rules.

* B) Configure custom duplicate rules.

Duplicate rules are rules that determine what actions to take when users try to save duplicate records.

Duplicate rules can block users from saving duplicates, alert users of duplicates and let them save anyway, or report on duplicates without affecting the save operation. Duplicate rules can also specify which fields to use for matching and which security settings to enforce. By configuring custom duplicate rules, the sales team administrator can prevent duplicate records from being created for contacts or other objects. References:

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

* C) Create custom matching rules.

Matching rules are rules that determine how duplicate records are identified by comparing fields and applying fuzzy matching algorithms. Matching rules can be standard or custom. Standard matching rules are predefined by Salesforce and apply to common objects such as contacts, accounts, or leads. Custom matching rules are created by administrators and apply to any standard or custom object. By creating custom matching rules, the sales team administrator can define how duplicate records are detected for contacts or other objects.

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

NEW QUESTION # 212

Cloud Kicks (CK) is working on adding a Knowledge base to its online customer community. The administrator suggests using Salesforce Knowledge to meet this requirement.

What are three reasons CK should utilize Data Categories when creating articles in Knowledge?

Choose 3 answers

- **A. Data Categories provide a way to secure access to the Knowledge base content.**
- B. Every article is required to have a Data Category for sorting.
- **C. Data Categories help organize the Knowledge base content displayed.**

- D. A Knowledge article can be tagged to more than one Data Category.
- E. Up to five Data Category groups can be created for segmentation.

Answer: A,C,D

Explanation:

Three reasons CK should utilize Data Categories when creating articles in Knowledge are:

- * Data Categories help organize the Knowledge base content displayed. Data categories are logical groupings of articles that reflect your business needs and processes. You can create a data category group and assign it to one or more article types, and then create data categories and subcategories within that group. Data categories help you organize your articles by topic or criteria and make them easier to find and browse by your users or customers.
- * Data Categories provide a way to secure access to the Knowledge base content. Data category visibility is a setting that determines which data categories users can access based on their profiles or permission sets. You can use data category visibility to control access to your articles based on their data categories and ensure that only relevant and appropriate content is displayed to different users or customers.
- * A Knowledge article can be tagged to more than one Data Category. A Knowledge article is a document that provides information or answers to common questions or issues. A Knowledge article can be tagged to one or more data categories within each data category group that is assigned to its article type. This allows you to classify your articles by multiple criteria and make them searchable and accessible by different users or customers.

NEW QUESTION # 213

Cloud Kicks has just released a new Process Builder on the Account in production. The end users keep getting error messages that prevent them from completing their updates to the Account.

Which three things should the administrator do to resolve this issue?

Choose 3 answers

- A. Have the users refresh the Account page so they get the current Process Builder.
- B. Manually make the updates to the Account as the logged-in user.
- C. Deactivate the Process Builder in production.
- D. Fix the Process Builder in a sandbox and migrate the change to production.
- E. Review the Error Email for the Process Builder and rectify the issues.

Answer: C,D,E

Explanation:

To resolve the issue with the Process Builder, the administrator should do the following steps:

- * Review the Error Email for the Process Builder and rectify the issues. The error email contains information about what caused the error and how to fix it.
- * Deactivate the Process Builder in production. This will prevent further errors from occurring while the administrator fixes the Process Builder.
- * Fix the Process Builder in a sandbox and migrate the change to production. This will ensure that the Process Builder is tested and validated before deploying it to production. References: https://help.salesforce.com/s/articleView?id=sf.flow_troubleshoot_error_email.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.flow_deploy.htm&type=5

NEW QUESTION # 214

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