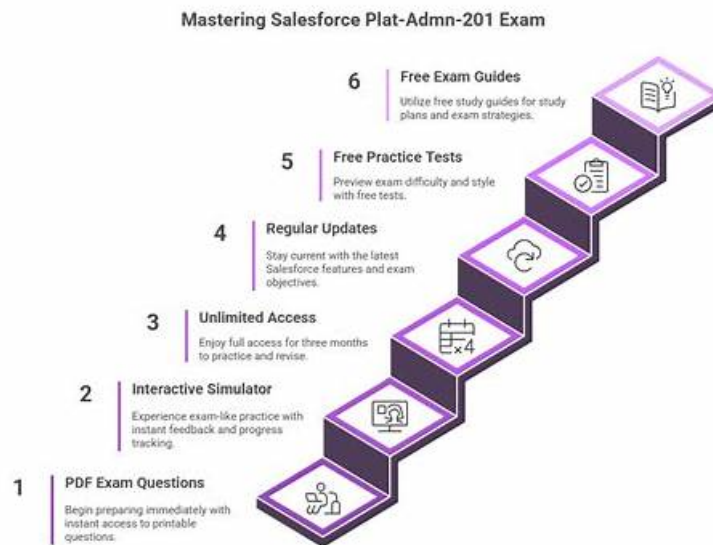


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Salesforce Certified Platform Administrator II Sample Questions (Q113-Q118):

NEW QUESTION # 113

Users at AW Computing use a custom object to manage order*. All profiles share a single page layout.

Customer Service and Sales users express frustration overseeing actions that-do not always apply to their situation on the page layout.

What should an administrator recommend?

- A. Make two separate Lightning record pages and assign them to the applicable profiles.
- B. Configure two separate permission sets and assign the appropriate permissions to each user.
- C. Create separate record types for the Customer Service and Sales users' records.
- **D. Use Dynamic Actions and conditional visibility to show the appropriate actions to the applicable users.**

Answer: D

Explanation:

Dynamic actions are actions that appear on Lightning record pages based on criteria such as field values or user profiles. Dynamic actions allow administrators to customize which actions are available for users on different record types or page layouts without creating multiple page layouts for each scenario. By using dynamic actions and conditional visibility for accounts at AW Computing, administrators can show only relevant actions for customer service and sales users based on their situation. References: https://help.salesforce.com/s/articleView?id=sf.dynamic_actions_overview.htm&type=5

NEW QUESTION # 114

What should the administrator consider before enabling Person Accounts?

- A. All standard Account news can be converted to Person Account field.
- B. Person Account requires less data storage.
- **C. Person Account cannot be disabled.**
- D. Person Account and Business Accounts cannot be in the same sharing model.

Answer: C

Explanation:

Person Account cannot be disabled is something that the administrator should consider before enabling Person Accounts. Person Accounts are a special type of accounts that allow storing information about individual people who are not associated with an organization or business account. Once Person Accounts are enabled, they cannot be disabled or removed from the org without contacting Salesforce support

NEW QUESTION # 115

AW Computing has a 4-hour SLA in its support guarantee. The company recently received feed that customers are reporting long wait times before an agent responds to a new case after it has been submitted.

How should an administrator ensure cases are properly prioritized?

- A. Workflow Rules
- **B. Assignment Rules**
- C. Escalation Rules
- D. Auto-Response Rules

Answer: B

Explanation:

Escalation rules are rules that automatically escalate cases if they have not been resolved within a certain time frame or meet certain criteria such as priority or status. Escalation rules can perform actions such as changing ownership of cases, sending email notifications, or creating tasks for users or queues. By using escalation rules, AW Computing can ensure that cases are properly prioritized and handled within their SLA time limit.

Assignment rules are rules that automatically assign cases to users or queues based on criteria such as case origin, type, or product. Assignment rules can also send email notifications to users or customers when a case is assigned. By using assignment rules, AW Computing can ensure that cases are routed to the right agents or teams based on their skills and availability. References: https://help.salesforce.com/s/articleView?id=sf.case_escalation_rules_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.customize_caseassign.htm&type=5

NEW QUESTION # 116

Ursa Major Solar uses the custom object Product Development to track Ideas R&D is wording on. A former administrator added the custom object Potential Name with a lookup to Product Development to allow R&D to track names under consideration for those product. The R&D manager recently ran a record and noticed several potential names where the relationship to the Product

Development record was missing. The current administrator needs to change this relationship to master detail to ensure a potential name only exists when there is product development.

Which two options are available for altering the existing Potential Name records for the deployment of this change to be successful? Choose 2 answers

- **A. Assign any Potential Name records with blank lookup fields to an existing record from Product Development.**
- B. Remove the lookup field from the page layout so the data is maintained without changes.
- **C. Move any Potential Name records with blank lookup fields to the recycle bin.**
- D. Remove any existing data in the lookup field n Potential Name records

Answer: A,C

Explanation:

Move any Potential Name records with blank lookup fields to the recycle bin or assign any Potential Name records with blank lookup fields to an existing record from Product Development are two options available for altering the existing Potential Name records for the deployment of this change to be successful. Changing a lookup relationship to a master-detail relationship requires that all child records have a parent record.

Therefore, any Potential Name records that have blank lookup fields to Product Development need to be either deleted or assigned to a valid Product Development record before changing the relationship type

NEW QUESTION # 117

Northern trail Outfitters (NTO) wants to change the current master-detail relationship between Shipments and Opportunity to a lookup relationship. The system administrator has made the necessary changes in a full sandbox and has successfully tested them against NTO's data.

Now that the changes are ready to implement in production, what should the system administrator do next?

- **A. Add the components to an outbound change set and deploy it to production.**
- B. Create an Unmanaged Package to distribute to production.
- C. Make the changes directly in the production org.
- D. Use Data Loader to export the changes to the production org.

Answer: A

Explanation:

To make sure that the changes are in production, you need to add the components to an outbound change set and deploy it to production. 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 need to add the master-detail field and all the affected profiles to an outbound change set in your sandbox org and then deploy it to your production org. 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

NEW QUESTION # 118

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