Quiz 2026 Salesforce Efficient Plat-Admn-301: Pass4sure Salesforce Certified Platform Administrator II Study Materials

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Salesforce Plat-Admn-301 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• Data and Analytics Management: 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.
Topic 3	• 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	• 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 5	• 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 6	• 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.

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Salesforce Certified Platform Administrator II Sample Questions (Q181-Q186):

NEW QUESTION # 181
Cloud Kicks has organization-wide snaring defaults on the opportunity set to prvete. However, members of the finance team need to see closed won opportunities. The Drama team members all have roles under the finance director, while the sales team members have roles under the sales manager.
Which two options should the administrator use to meet these criteria?
Choose 2 answers

- A. Select all opportunities owned by the sales manager role.
- B. Share with roles and subordinates of the finance director role.
- C. Make an owner-based sharing rule where the won field - true.
- D. Create a criteria-based sharing rule where the won field = true.

Answer: B,D

Explanation:
Two options that the administrator should use to meet these criteria are:
* Share with roles and subordinates of the finance director role. This option allows you to grant access to records based on the role hierarchy of your org. You can share records with users who are in a specific role or in roles below that role in the hierarchy. In this case, you can share records with roles and subordinates of the finance director role, which includes all the members of the finance team.

* Create a criteria-based sharing rule where the won field = true. This option allows you to grant access to records based on certain field values or formulas. You can create a criteria-based sharing rule on opportunities that grants access to records where the won field is true, which means that the opportunity stage is closed won.
The other two options are incorrect because:
* Make an owner-based sharing rule where the won field = true is not an option because owner-based sharing rules do not allow you to specify field values or formulas as criteria. Owner-based sharing rules only allow you to share records based on who owns them or what role or group they belong to.
* Select all opportunities owned by the sales manager role is not an option because it does not meet the criteria of sharing all closed won opportunities. It only shares opportunities that are owned by users who are in the sales manager role, regardless of their stage.
References: https://help.salesforce.com/s/articleView?id=sf.admin_sharing.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.sharing_rules.htm&type=5

NEW QUESTION # 182
What should an administrator use as an alternative to a Process Builder to expedite the time required to update the records?

- A. Screen Row
- B. Workflow Rule Field Change
- C. Batch Update
- D. Before save How 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 # 183
Cloud Kicks has Service end Soles Manager roles that need to be able to see a I 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 sec all Accounts?

- A. Create a permission set with view All to Accounts and assign it to the Service and Sales Managers.
- 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. Set the organization-wide default for Accounts to Public Read Only.

Answer: A

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

NEW QUESTION # 184
AW Computing has several service plans it offers with its laptops. Management wants the sales team to focus on bringing in new business and to have the creation of the renewal opportunity for the service plans happen automatically.
What approach should the administrator take to automate the renewal process7

- A. Configure a flow that will create the renewal based on the closed-won date and opportunity line items.
- B. Create a dynamic Lightning page with rich text to remind the rep to create a renewal opportunity when the opportunity is

closed won.
- C. Create a validation rule to prevent the rep from closing the opportunity until a renewal is associated.
- D. Configure a time-based workflow to send an email reminder to the sales rep when the service plan expires.

Answer: A

Explanation:
To automate the renewal process for service plans, AW Computing should configure a flow that will create the renewal based on the closed-won date and opportunity line items. A flow is a tool that can automate complex business processes by executing logic, interacting with Salesforce database, calling Apex classes, and guiding users through screens. A flow can be triggered by various events, such as when an opportunity is closed won. References: https://help.salesforce.com/s/articleView?id=sf.flow_overview.htm&type=

NEW QUESTION # 185
AW Computing has a new requirement from its security team where audit information relating to an account must be recorded in a new custom object called Audit. Audit records need to be preserved for 10 years and only accessible by the audit team.
What relationship should be used to relate the Audit object to the Account object?

- A. Self
- B. Master-Detail
- C. Lookup
- D. Many-To-Many

Answer: C

Explanation:
In this scenario, a Lookup relationship is the most appropriate choice for relating the Audit custom object to the Account object. This relationship allows for flexibility, especially when it comes to data retention and access control requirements, as outlined by AW Computing's security team.
* Lookup Relationship:
* A Lookup relationship links two objects, allowing records from the custom Audit object to be associated with the Account object. Unlike a Master-Detail relationship, it offers greater flexibility in terms of record ownership, sharing, and visibility controls, which is particularly useful for sensitive data.
* The Lookup relationship will enable administrators to set specific permissions, ensuring that only the audit team has access to the records, as required.
* Additionally, records in the Lookup relationship are independent. Therefore, if the Account record is deleted, the Audit record can persist, aligning with the need to retain Audit records for
10 years.
* Preservation and Access Control:
* Given the 10-year retention requirement, the independence of records under a Lookup relationship is ideal. It ensures that Audit records are not automatically deleted when an associated Account record is removed.
* Access to Audit records can be restricted to the audit team by setting up custom sharing rules or permissions, which is achievable through the Lookup relationship's flexible sharing model.
Incorrect options:
* Master-Detail: In a Master-Detail relationship, the detail (child) records are dependent on the master (parent) record. Deleting an Account would automatically delete any associated Audit records, which would conflict with the retention requirement.
* Many-To-Many: This type of relationship involves a junction object to associate multiple records from both sides. It is not necessary in this case, as the requirement is a one-to-many relationship from Account to Audit records.
* Self: A self-relationship would allow records within the Audit object to be related to each other. This does not apply to linking the Audit object to the Account object.
In conclusion, the Lookup relationship provides the necessary flexibility for data preservation and access control, making it the optimal choice for this requirement.
Reference: Salesforce documentation recommends using Lookup relationships when objects need to remain independent or when additional flexibility for sharing and retention is required.

NEW QUESTION # 186
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