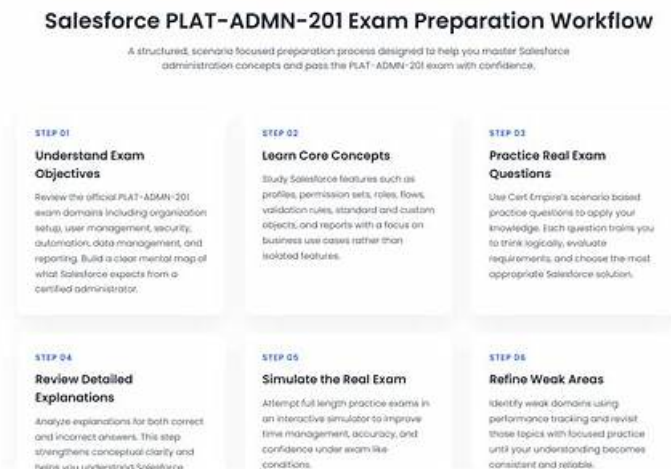


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Salesforce Certified Platform Administrator Sample Questions (Q155-Q160):

NEW QUESTION # 155

Cloud Kicks has an administrator team that manages the org. The company has asked for a small subset of leadership users to have Modify All access, like the administrators have. How should the administrator team accomplish this?

- A. Assign the standard Platform User profile to the leadership users and edit the permissions to Modify All access.
- B. Assign the standard System Administrator profile to the leadership users that includes the Modify All access.
- C. Clone the standard User profile to the leadership users and assign a Modify All role to grant access.
- **D. Assign the standard User profile to the leadership users and add a custom permission set with Modify All access.**

Answer: D

Explanation:

Salesforce best practices dictate the Principle of Least Privilege, which means users should only be given the minimum level of access required to do their jobs. Assigning leadership users the "System Administrator" profile (Option B) is dangerous because it grants them the ability to change the system configuration, delete fields, and manage users. Instead, the administrator should keep the leadership users on their standard functional profile and grant the "Modify All Data" permission via a Permission Set. This approach provides the users with the data visibility they need the ability to view and edit all records across the org) without giving them administrative control over the backend setup. Option A is incorrect because you cannot edit standard profiles directly. Option D is incorrect because "Roles" control record visibility and hierarchy, but they do not grant administrative permissions like "Modify All Data." Using a Permission Set is the most secure and flexible way to elevate data access for a specific group.

NEW QUESTION # 156

A Platform Administrator is building an agent to help an ecommerce support team. The agent needs to call an action, named `updateShippingAddress`, that modifies a customer's shipping address in the system. Which set of Action Instructions should the administrator use for the `updateShippingAddress` action, according to best practices?

- A. "Updates the shipping address for a customer order. The goal of the action is to modify the address on a customer's record. The agent should only use this action when the user explicitly requests to change their address."
- B. "Use this to update shipping information. It's used for any changes to a customer's address in the system."
- C. "This action allows for the changing of a shipping address, and the goal is to make sure the address is current and accurate."
- D. "This action updates the customer's shipping address. It is to be used when a user wants to change their address. Only use this when a customer does not have an active order in the system."

Answer: A

Explanation:

According to Agentforce best practices, action instructions must be highly specific regarding the action's purpose, the expected goal, and the conditions under which it should be triggered. Option D is the strongest set of instructions because it defines the Action (Update shipping address), the Goal (Modify address on a record), and a clear Constraint/Guardrail (Only use when the user explicitly requests it). This prevents the AI from accidentally triggering a data change based on a vague inquiry. Option B is also good but more restrictive than necessary unless the business logic specifically forbids updates during active orders. Option D provides the best balance of context and intent, ensuring the Large Language Model (LLM) understands the "why" and "when" of the action.

NEW QUESTION # 157

Cloud Kicks wants to make sure clients are getting the attention they need and cases are not sitting longer than the Service Level Agreement (SLA) it has with its clients. Which standard feature helps route cases to a Tier 2 team if they have not been addressed in a specific amount of time?

- A. Milestone and Entitlements
- B. Escalation Rules
- C. Auto Response Rules
- D. Omni Channel Routing

Answer: B

Explanation:

Escalation Rules are specifically designed to ensure that cases do not violate a company's Service Level Agreements (SLAs). When a case meets predefined criteria and remains open for a specific duration--such as two hours or seven days--the escalation rule automatically triggers. A Platform Administrator can configure these rules to perform two primary actions: reassigning the case to a different user or queue (such as a Tier 2 support team) and sending notification emails to managers or the new owner to ensure the delay is addressed. While Milestones and Entitlements (Option A) are used to track and display SLA compliance on a record, Escalation Rules are the functional engine used to physically "route" or move the record based on time- based triggers. Omni-Channel (Option B) handles real-time routing based on agent availability rather than time-elapsd thresholds. Auto-Response Rules (Option C) are used only to send initial confirmation emails to customers upon case creation.

NEW QUESTION # 158

At Cloud Kicks, cases are being assigned a default Case Owner and showing a Created By and Last Modified By that is not expected. The company wants to change this to an integration user to alleviate confusion with the business. What should a Platform Administrator edit to change this in Salesforce?

- A. Support Processes
- B. Process Automation Settings
- **C. Support Settings**
- D. Debug Logs

Answer: C

Explanation:

In Salesforce, Support Settings is the primary configuration page for determining how the Service Cloud handles automated case updates. This section allows a Platform Administrator to define the "Default Case Owner" and the "Automated Case User." The Automated Case User is the user listed in the Case History for automated actions, such as those triggered by assignment rules, escalation rules, or Email-to-Case. If the business sees an "unexpected" user name in the Created By or Last Modified By fields during these automated processes, it is usually because this setting is pointing to a specific administrator or a system user. By updating the Automated Case User to a dedicated "Integration User," the admin ensures that the audit trail clearly distinguishes between manual edits made by staff and automated updates made by the system. This provides better clarity for the support team and prevents confusion regarding who is responsible for specific record changes.

NEW QUESTION # 159

Universal Containers (UC) has a private sharing model for Opportunities and uses Opportunity teams. Criteria-based sharing rules are not used. A sales rep at UC leaves the company, and their user record is deactivated. The rep is later rehired in the same role. A Platform Administrator activates the old user record. The user is added to the same default Opportunity teams but is no longer able to see the same records the user worked on before leaving the company. What is the likely cause?

- A. Permission sets were removed when the user was deactivated.
- B. The stage of the opportunity records was changed to Closed Lost.
- C. The record type of the opportunity records was changed.
- **D. The records were manually shared with the user.**

Answer: D

Explanation:

In Salesforce, there are different types of sharing: Managed Sharing (Role Hierarchy, Sharing Rules) and Manual Sharing. A critical behavior of the platform is that when a user is deactivated, all their Manual Shares (records shared with them by other users using the "Share" button) are automatically and permanently deleted from the system. Even if the user record is reactivated later, those manual shares do not return. Because the organization uses a "Private" model and does not use criteria-based sharing rules, the user's previous access likely relied on manual sharing or their previous position in the hierarchy. While activating the record and adding them back to teams provides new access, the historical "one-off" shares are gone. Options A and B are unlikely to be the cause of a total loss of visibility. Option D is incorrect because permission sets control what a user can do, not which specific records they can see in a private sharing model.

NEW QUESTION # 160

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