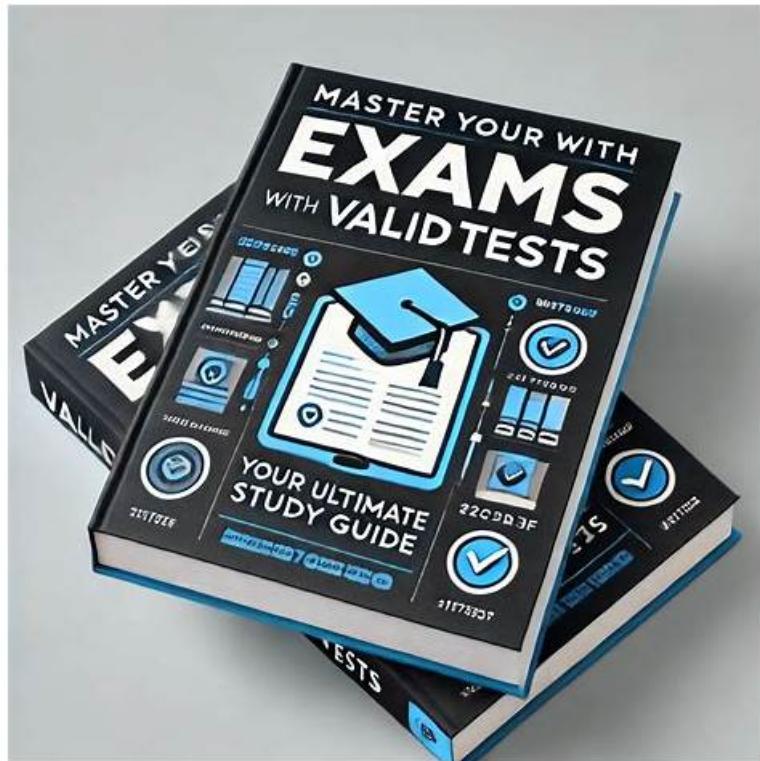


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Salesforce Certified Platform Administrator Sample Questions (Q71-Q76):

NEW QUESTION # 71

Universal Containers has two sales teams, sales team A and sales team B. Each team has their own role in the role hierarchy. Both roles are subordinates of the same Manager role. How should a Platform Administrator share records owned by sales team A with sales team B?

- A. Criteria-based sharing

- B. Manual sharing
- **C. Owner-based sharing**
- D. Hierarchical sharing

Answer: C

Explanation:

In this scenario, the two teams are "peers" in the role hierarchy (both reporting to the same manager). In a private sharing model, peers cannot see each other's records by default. To grant lateral access between these specific groups, an Owner-based Sharing Rule is the most effective solution. The administrator can create a rule stating that any records owned by members of "Role: Sales Team A" should be shared with members of "Role: Sales Team B" with specific access levels (e.g., Read/Write). Hierarchical sharing (Option C) only grants upward visibility to the Manager role, not across to the other team³⁴. Manual sharing (Option D) is inefficient for an entire team³⁵. Criteria-based sharing (Option A) is used when record field values determine access, whereas this requirement is based specifically on who owns the records³⁶.

NEW QUESTION # 72

Universal Containers wants to implement collaborative selling where multiple roles work together on customer accounts. Sales reps need full access to their assigned accounts, while customer support reps and sales engineers need access to opportunities and cases related to specific accounts they support. The sales manager wants to streamline the process by automatically adding the same team members to multiple accounts. Which feature should a Platform Administrator configure to meet this requirement?

- A. Use permission sets to provide additional access to account-related records.
- **B. Set up default account teams with specified access levels for different team roles.**
- C. Configure role hierarchy to automatically grant account access to the appropriate teams.
- D. Create sharing rules to grant access to opportunities and cases for support teams.

Answer: B

Explanation:

Account Teams are designed specifically for "collaborative selling," allowing multiple users to work together on a single Account. By using Account Teams, an administrator can define specific roles (e.g., Sales Engineer, Support Rep) and grant them varying levels of access (Read/Write or Read Only) to the Account and its related Opportunities and Case. To meet the manager's requirement of "streamlining" and "automatically adding" members, the administrator should encourage users to set up Default Account Teams. Once a user defines their default team in their personal settings, they can click a single button to add that entire team to any Account they own. Sharing Rules (Option B) are typically too broad for this requirement because they apply to all records meeting a criteria, rather than specific collaborative groups⁶¹. The Role Hierarchy (Option C) provides vertical access but doesn't easily handle the horizontal, project-based access required for support reps and engineers working on specific accounts⁶². Permission Sets (Option D) grant functional permissions (what a user can do) but do not grant access to specific data records in a collaborative way⁶³.

NEW QUESTION # 73

Leadership at Cloud Kicks wants to go beyond knowing how long a case has been open for, to knowing how long a case has sat with different teams. Which tool gives a Platform Administrator the ability to track the time a case sits and provide relevant reporting?

- A. Case Assignment Rules with Business Hours
- B. Escalation Rules with Business Hours
- C. Record-Triggered Flows with Business Hours
- **D. Milestones with Business Hours**

Answer: D

Explanation:

To track specific stages of a support process and measure the time elapsed within those stages, Salesforce provides Entitlements and Milestones. Milestones represent required steps in a support process, such as "First Response Time" or "Resolution Time"³⁶. When combined with Business Hours, Milestones allow the system to accurately calculate how long a case has been in a particular status or assigned to a specific team, excluding weekends or non-working hours. This provides leadership with granular reporting on "Team Performance" and SLA compliance. Escalation Rules (Option A) and Assignment Rules (Option C) are primarily routing tools; they can move a case but do not natively provide the timestamp-based tracking and reporting necessary to see duration across multiple "handoffs". Record-Triggered Flows (Option B) could theoretically be used to stamp fields, but this

would require significant custom development and would not offer the native, out-of-the-box reporting dashboards that come with the Milestones feature⁴⁰. Therefore, Entitlement Management is the standard solution for tracking time-based service metrics⁴¹.

NEW QUESTION # 74

In an approval process, which feature allows a user to temporarily assign their approval responsibilities to another user for a predefined time period?

- A. Delegated Approver
- B. Approval Rule
- C. Queue
- D. Manager

Answer: A

Explanation:

A Delegated Approver is a user designated by an individual or an administrator to act on their behalf when an approval request is received. This is particularly useful for planned absences, such as vacations. While the delegated approver has the power to approve or reject a record, they cannot reassign the request to someone else. This is a temporary manual assignment and is different from a Manager (Option D), who is part of the permanent role hierarchy, or a Queue (Option B), which allows a group of people to share approval tasks. There is no feature called an "Approval Rule" (Option A) that handles temporary user reassignment in this manner.

NEW QUESTION # 75

Cloud Kicks has been seeing exponential growth and will be hiring an additional 10 sales reps and 15 support reps to its teams. The support team will need access to the Service Console to manage cases. A Platform Administrator will be assigning the users to existing custom sales and support profiles. How should the administrator ensure the support reps have the appropriate access to the console?

- A. Build a Service Console using Lightning App Builder for the custom service profile.
- B. Enable the Service Cloud User feature license for the support reps on the User Detail page.
- C. Assign the Salesforce Platform User License to the support reps.
- D. Create a permission set for the Service Console and assign it to the support reps.

Answer: B

Explanation:

Access to the Service Console and other advanced Service Cloud features (like Entitlements or Knowledge) requires a specific Feature License called the Service Cloud User. Even if a user's profile has the "Manage Cases" permission, they will not be able to access the specialized Console app unless the "Service Cloud User" checkbox is selected on their individual User record. This is a common administrative step when onboarding new support staff. Permission sets (Option B) grant functional permissions but cannot grant feature licenses. Assigning a "Platform User License" (Option D) would actually restrict them, as that license type does not include access to standard CRM objects like Cases or the Service Console.

NEW QUESTION # 76

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