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Salesforce Certified Platform Administrator II Sample Questions (Q60-Q65):

NEW QUESTION # 60

Support staff at Cloud Kicks work on multiple accounts and opportunities at the same time. Currently, they are switching between browser tabs, which is tedious and confusing. Support managers put in a request for a better agent experience.

What should an administrator recommend?

- **A. Implement Service Console.**
- B. Enable Subtab Record Browsing in the Setup menu.
- C. Configure Split Lit Views.
- D. Create a screen flow to pull all related opportunities onto one page.

Answer: A

Explanation:

Implement Service Console is what the administrator should recommend to support staff at Cloud Kicks for a better agent experience. Service Console is a Salesforce app that provides a unified interface for agents to manage multiple customer interactions and records at once. Service Console can help agents work more efficiently and productively by providing features such as tabs, subtabs, list views, related lists, highlights panel, interaction log, macros, keyboard shortcuts, and more

NEW QUESTION # 61

The administrator at Cloud Kicks (CK) is troubleshooting why users are missing expected email alerts from an automated process. The investigation shows that CK is hitting its daily limit. What should the administrator review to resolve the issue?

- A. HTML Email Status Report
- B. Notification Delivery Settings
- C. Outbound Messages
- **D. Email Logs**

Answer: D

Explanation:

Email logs provide information about email delivery, such as the sender, recipient, date and time, delivery status, and any error messages. The administrator can use email logs to troubleshoot why users are missing expected email alerts and identify which emails are hitting the daily limit. References: https://help.salesforce.com/articleView?id=email_logs.htm&type=5

NEW QUESTION # 62

The administrator at Ursa Major Solar has set up IT policies for all user passwords to be a minimum length of 3 characters and have an expiration period of 90 days. The security team recently decided that administrators of any system should have a 15-character minimum password with a 30-day expiration period. Where should the administrator make this change?

- A. Organization-wide password policies
- B. Session Settings on the User record
- **C. Password Policies on the System Administrator profile .**
- D. Password complexity requirements on the permission set

Answer: C

Explanation:

Password Policies on the System Administrator profile is a feature that allows administrators to set different password requirements for users with different profiles. Password Policies can specify the minimum length, complexity, expiration period, history enforcement, lockout interval, and warning message for passwords. Password Policies can be used to enforce stricter password requirements for system administrators than for other users

NEW QUESTION # 63

Sales teams at Cloud Kicks ask each visiting customer to fill out a form that capturing their contact information and some basic footwear preferences. This information is saved to a spreadsheet and used by the sales team to alert their contacts when new shows are added to the inventory that matches their preferences.

The sales team wants to be able to track this in Salesforce and see the information when viewing the contact Record.

Which two ways should the administrator configure this requirement?

Choose 2 answers

- A. Schema Builder
- **B. Data Loader**
- **C. Lightning Object Creator**
- D. Lookup Field

Answer: B,C

Explanation:

Data Loader is a tool that allows administrators to import, export, insert, update, delete, or upsert records in Salesforce using CSV files. Data Loader can handle large data sets and complex data transformations. Data Loader can be used to import records for a custom object from a spreadsheet. Lightning Object Creator is a tool that allows administrators to create custom objects in Salesforce from spreadsheets. Lightning Object Creator can automatically map spreadsheet columns to fields and create relationships between objects.

Lightning Object Creator can be used to create a custom object from a spreadsheet and import records at the same time.

NEW QUESTION # 64

Cloud Kicks has updated several profiles and created a new app in the sandbox. After testing, everything is working as expected. Which two options should the administrator use to migrate these changes to production from the sandbox?

Choose 2 answers

- A. Package deployment
- **B. Outbound Change Set**
- C. Change Data Capture
- **D. Inbound Change Set**

Answer: B,D

Explanation:

Change sets are tools that allow administrators to move customizations such as fields, page layouts, profiles, permission sets, etc. from one Salesforce org to another. To use change sets, administrators need to establish a deployment connection between a source org (such as a sandbox) and a target org (such as production). Then, administrators can create an outbound change set in the source org that contains the components they want to deploy, and upload it to the target org. In the target org, administrators can view and validate the inbound change set before deploying it to their org. References: <https://help.salesforce.com/s/articleView?id=sf.changesets.htm&type=5>

NEW QUESTION # 65

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