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Salesforce Certified Platform Administrator II Sample Questions (Q82-Q87):

NEW QUESTION # 82
AW Computing has a 4-hour SLA in its support guarantee. The company recently received feed that customers art 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. Assignment Rules
- B. Escalation Rules
- C. Workflow Rules
- D. Auto-Response Rules

Answer: A

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 # 83

The administrator at Cloud Kicks is evaluating the capabilities of Schema Builder to create custom objects and custom fields. The administrator likes the user interface of the Schema Builder, as opposed to the new object and field wizards, but also notices some limitations.

What needs to be configured from the object manager instead of Schema Builder?

- A. Add custom fields to the page layout.
- B. Enable field history tracking
- C. Allow Reports and Activities
- D. Make available for Customer Postal.

Answer: A

Explanation:

While the Schema Builder is a powerful tool in Salesforce for visually creating and managing custom objects and fields, there are certain configurations that must be done in Object Manager rather than Schema Builder.

One of these configurations is enabling field history tracking.

* Field History Tracking:

* Field history tracking cannot be configured directly within Schema Builder. This setting must be enabled from within the Object Manager, where administrators can specify which fields on an object should have their changes tracked.

* Enabling field history tracking involves navigating to the object in Object Manager, accessing the field history tracking settings, and selecting specific fields to track.

* Limitations of Schema Builder:

* Schema Builder is useful for quickly creating custom objects, relationships, and fields, but it does not support all configurations, such as enabling field history tracking, defining object-level permissions, or setting advanced object configurations.

* For these types of configurations, administrators need to return to Object Manager where these settings are available.

Incorrect options:

* Add custom fields to the page layout: This task is typically done within Object Manager, but Schema Builder does allow customization of page layouts to a certain extent through drag-and-drop.

* Make available for Customer Portal: Schema Builder does not control portal availability; however, this is managed through Object Manager settings related to record visibility for portal users.

* Allow Reports and Activities: This setting can be configured in Schema Builder when initially creating an object, but further refinements and permission settings must often be done in Object Manager.

In conclusion, enabling field history tracking requires access to the Object Manager, as it cannot be configured through Schema Builder.

Reference: According to Salesforce documentation, certain object and field configurations, such as field history tracking, are only accessible through Object Manager and not through Schema Builder

NEW QUESTION # 84

A user at Cloud Kicks has informed the administrator that they are unable to log in to Salesforce via multi- factor authentication.

Which two area should the administrator review to understand potential root causes?
Choose 2 answers

- A. Debug Logs
- B. Setup Audit Trail
- C. Identity Verification History
- D. Login History

Answer: C,D

Explanation:
Identity verification history and login history are two areas that the administrator can review to understand potential root causes of multi-factor authentication issues. Identity verification history shows the methods and results of identity verification attempts for a user, such as email verification, SMS verification, or app verification. Login history shows the status, source, and location of login attempts for a user, as well as any login errors or challenges that occurred. These two areas can help the administrator identify if the user entered the correct verification code, if the user's device or app is compatible with multi-factor authentication, or if there are any network or security issues that prevent successful verification. References: https://help.
salesforce.com/s/articleView?id=sf.identity_verification_history.htm&type=5 https://help.salesforce.com/s
/articleView?id=sf.monitoring_login_history.htm&type=5

NEW QUESTION # 85
An administrator is given a .csv file of 5,000 leads with External Id and Status fields. They need to match existing and add new records with Data Loader.
What action should be taken to populate the Status field on the records and add new records?

- A. Insert
- B. Update
- C. Upsert
- D. Export

Answer: C

Explanation:
Upsert is an operation that can either update existing records or insert new records based on the External Id field. This way, the administrator can match existing leads and add new ones with Data Loader. References:
https://help.salesforce.com/s/articleView?id=sf.data_loader_upsert.htm&type=5

NEW QUESTION # 86
What are three options available to the administrator to help with this issue? Choose 3 answers

- A. Convert all Process builders to flows.
- B. Move some page components behind a tab.
- C. Reduce the number of related lists displayed.
- D. Deactivate unnecessary validation rules.
- E. Remove some of the fields displayed.

Answer: B,C,E

Explanation:
Move some page components behind a tab, remove some of the fields displayed, and reduce the number of related lists displayed are three options available to the administrator to help with this issue. Moving some page components behind a tab can help reduce the loading time of a record page by hiding some components until they are needed by the user. Removing some of the fields displayed can help reduce the loading time of a record page by minimizing the number of queries and calculations that need to be performed when rendering the page. Reducing the number of related lists displayed can help reduce the loading time of a record page by limiting the amount of data that needs to be retrieved and displayed on the page

NEW QUESTION # 87
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