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Salesforce Certified Platform Administrator II Sample Questions (Q32-Q37):

NEW QUESTION # 32

Ursa Major Solar has a global customer base. Recent issues with customs have greatly delayed shipping to Canadian customers. While the Country field is already on the page layout, the sales team wants Canadian customers highlighted as a potential challenge for fulfillment until the shipping issue is resolved. How should the administrator solve this issue?

- A. Add a rich text component to the Lightning page. Use conditional visibility to only show the component if the account is Canadian.
- B. Create a new record type and page layout for Canadian customers, ensuring their pages look different.
- C. Create an in-app guidance prompt for Canadian records.
- D. Modify the page layouts to move the Country field into its own section.

Answer: A

Explanation:

A rich text component allows administrators to add custom text or images to a Lightning page. Conditional visibility allows administrators to control when a component is visible based on criteria such as field values or device type. By using these features, administrators can highlight Canadian customers as a potential challenge for fulfillment without modifying the page layout or creating a new record type. References: https://help.salesforce.com/articleView?id=sf.app_builder_components_rich_text.htm&type=5 https://help.salesforce.com/articleView?id=sf.app_builder_component_visibility.htm&type=5

NEW QUESTION # 33

Cloud Kicks wants to force its users to set a value for a custom called Tier by answering a series of questions.

What two functions should the administrator use to ensure that users cannot bypass answering these questions in order to determine their Tier value.

Choose 2 answers

- A. Set up a restriction rule on the field.
- B. Set up a list view for the list of questions.
- C. Make the field Read Only on the page layout.
- D. Use a screen flow to ask the question.

Answer: C,D

Explanation:

Making the field Read Only on the page layout prevents users from manually entering or editing the field value on the record page. This ensures that users cannot bypass answering the questions in order to determine their Tier value. Using a screen flow to ask the questions allows administrators to create an interactive user interface that guides users through a series of screens based on their inputs and logic. A screen flow can be used to ask questions and set the field value based on the answers

NEW QUESTION # 34

At Ursa Major Solar, several different planetary teams handle leads depending on which planet the lead is coming from. While most of the teams only need a few fields filled out to work the lead, the Jupiter team requires additional information to be filled out, such as which moon the lead is coming from. The administrator needs to automate which team is allocated the lead record based on the planet and ensure that every team has all of the information they need.

Which two features will satisfy these requirements?

Choose 2 answers

- A. Assignment Rules
- B. Workflow Rules
- C. Validation Rules
- D. Matching Rules

Answer: A,C

Explanation:

Assignment rules and validation rules are two features that can satisfy these requirements:

* Assignment rules are used to automatically assign leads or cases to users or queues based on certain criteria. In this case, an assignment rule can be used to assign leads to different planetary teams depending on which planet the lead is coming from.

* Validation rules are used to validate the data entered by users and prevent records from being saved if they do not meet certain criteria. In this case, a validation rule can be used to ensure that every team has all of the information they need by making certain fields required or dependent on other fields.

The other two options are incorrect because:

* Matching rules are used to identify duplicate records based on certain fields or fuzzy logic. They do not assign records or validate

data.

* Workflow rules are used to automate tasks or actions based on certain criteria. They do not assign records or validate data.

References: https://help.salesforce.com/s/articleView?id=sf.customize_leadrules.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.validation_rules.htm&type=5

NEW QUESTION # 35

Cloud Kicks users need to link multiple Case records to multiple Outcome records stored in a custom object.

Any user that can view the Case record must be able to create a link. The administrator creates a Case Outcome custom object. What is the recommended option to use when adding a field to Case Outcome?

- A. Master-detail relationship with Read-Only sharing setting.
- **B. Lookup relationship with Read/Write sharing setting**
- C. Master-detail relationship with Read/Write sharing setting
- D. Lookup relationship with Read-Only sharing setting

Answer: B

Explanation:

A lookup relationship with Read/Write sharing setting is the recommended option to use when adding a field to Case Outcome custom object. A lookup relationship is a type of relationship that links two objects together and allows users to associate one record with another. A lookup relationship does not affect the security or deletion of either record and can be optional or required. In this case, you can create a lookup relationship field on Case Outcome object that references Case object and allows users to link multiple Case records to multiple Case Outcome records. You can also set the sharing setting for the lookup field to Read/Write, which means that users who have access to the parent record can also access and edit the child record. References: https://help.salesforce.com/s/articleView?id=sf.relationships_lookup.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.relationships_considerations_lookup.htm&type=5

NEW QUESTION # 36

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

Answer: D

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 # 37

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