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Best Professional Test Guide Help You Pass and Provide Safe Shopping

Exam : **Plat-Admn-301**

Title : Salesforce Certified Platform Administrator II

Vendor : Salesforce

Version : DEMO

NO.1 The accounting team at Universal Containers is looking to roll out two new custom objects: a parent Invoice object and a child Payment object. Whenever a Payment record is created, the Invoice object should be updated to reflect the current outstanding value of the Invoice.

What should the administrator do to build this functionality?

- A. Create a lookup-relationship on the Payment with a Roll-up Summary field on the Invoice.
- B. Create a lookup-relationship on the Payment and a workflow cross object field update.
- C. Create a master-detail relationship on the Payment and a workflow cross object field update.
- D. Create a master-detail relationship on the Payment with a Roll-up Summary field on the Invoice.

Answer: D

Explanation:

Creating a master-detail relationship on the Payment with a Roll-up Summary field on the Invoice will build this functionality. A master-detail relationship creates a parent-child relationship between two objects, where the child records inherit the sharing and security settings of their parent. A Roll-up Summary field calculates values from related child records, such as count, sum, min, or max. In this case, the Roll-up Summary field on the Invoice can calculate the sum of all Payments related to it and subtract it from the Invoice amount to get the current outstanding value. References:

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

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

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

NO.2 The Cloud Kicks online Lead Intake form was recently updated to allow for new choices on some older picklist fields. The leads are all being created properly in Salesforce, but reps are getting errors as they try to work the leads.

What tool should the administrator use to evaluate what is causing the errors?

- A. Login History
- B. Debug Log
- C. Setup Audit Log
- D. Record History

Answer: B

Explanation:

Debug Log is a tool that captures information about database operations, system processes, and errors that occur when executing a transaction or running a unit test. Debug Log can help troubleshoot issues related to triggers, workflows, validation rules, or other custom logic by showing the order of execution and the values of variables and expressions

NO.3 An administrator is planning the release process for the year. The team will be using change sets to process deployment to production.

Which three best practices should be considered?

- A. Plan your deployments around the production and sandbox maintenance schedules.
- B. Use matching names for global publisher layouts and Outlook publisher layouts.
- C. Be sure to test only after business hours the data after deployment.
- D. Make sure to deploy all dependent components.
- E. Make sure change sets are limited to 10,000 files.

Answer: A D E

Explanation:

Planning deployments around maintenance schedules ensures that there are no interruptions or delays in the deployment process. Deploying all dependent components ensures that there are no missing metadata or references that could cause errors or failures in the deployment. Limiting change sets to 10,000 files ensures that the deployment does not exceed the maximum size limit for change sets

NO.4 Ursa Major Solar customer records have a lot of fields and Lightning components to give users a variety of information and available functions. Recently, usrrs have noted that their pages take a long time to load and it's starting to negatively impact their experience.

What should the administrator do to help diagnose where improvements can be made?

- A. Check the debug logs found in the Environment section of Setup.
- B. Click Analyze from the Lightning App Builder toolbar.
- C. Review the debug logs from the Developer Console.
- D. Use the Apex debugger while loading a customer record.

Answer: B

Explanation:

The Analyze feature in the Lightning App Builder toolbar is a tool that helps you optimize the performance of your record pages by providing recommendations and insights on how to improve page load time and user experience. It can help you identify which fields and components are taking the most time to load and suggest ways to reduce their impact. You can also compare your page performance with other pages in your org or with Salesforce best practices. References:

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

NO.5 An administrator created and activated several record-triggered flows that are configured to run before the record is saved on the same object.

What should the administrator consider about the order of execution for flows?

- A. The flow type will determine the order of execution.
- B. The last created date of the flow will determine the order.
- C. The order of flow execution is unpredictable.
- D. The flows will execute in alphabetical order based on their names.

Answer: C

Explanation:

When you have multiple record-triggered flows that are configured to run before the record is saved on the same object, the order of flow execution is unpredictable. This means that you cannot guarantee which flow will run first or last, or how they will affect each other's field updates.

Therefore, you should avoid creating multiple before-save flows on the same object and instead consolidate them into one flow if possible.

References:

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

NO.6 The operations team at Ursa Major Solar (UMS) currently tracks installations using a spreadsheet. The information captured includes customer name, address, purchase and installation

dates, configuration specs, and additional installer instructions. UMS's CEO would like to utilize Salesforce to track this information instead.

Which action should the administrator take to meet this requirement?

- A. Use Salesforce REST API to create the object and also import the data.
- B. Use Lightning Object Creator to create the object and also import the data.
- C. Use Schema Builder to create the object and also import the data.
- D. Use Object Manager to create the object and also import the data.

Answer: B

Explanation:

Lightning Object Creator is a tool that allows you to create custom objects and fields from a spreadsheet in a few clicks. Lightning Object Creator analyzes the spreadsheet data and suggests the best way to map it to Salesforce fields and relationships. You can also import the data from the spreadsheet into the new custom object and view it in a list view or a related list. In this case, you can use Lightning Object Creator to create a custom Project object from the spreadsheet that tracks installations and also import the data into the new object. References:

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

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

NO.7 What would prevent a user from syncing a quote with an opportunity?

- A. The quote has a validation rule preventing it from being updated.
- B. Another quote is already synced with the opportunity and is awaiting approval.
- C. Another quote is already synced with the opportunity.
- D. The quote has already passed its expiration date.

Answer: B

Explanation:

Another quote is already synced with the opportunity will prevent a user from syncing a quote with an opportunity. Only one quote can be synced with an opportunity at a time. If a user tries to sync another quote, they will get an error message saying that the opportunity already has a synced quote. References: https://help.salesforce.com/s/articleView?id=sf.quotes_syncing.htm&type=5

[salesforce.com/s/articleView?id=sf.quotes_syncing.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.quotes_syncing.htm&type=5)

NO.8 Dream house Realty has created a custom object to track its Open Houses with a master-detail relationship up to a custom object for Properties. Agents need to quickly calculate the number of Open House records in a status or Pending so they can see the value from the Property record. What feature should the administrator implement?

- A. Lightning Component
- B. Formula Fields
- C. Roll-Up Summary
- D. visualforce Page

Answer: C

Explanation:

A roll-up summary field is used to display a value in a master record based on the values of a set of related detail records. In this case, the administrator can create a roll-up summary field on the Properties object that counts the number of Open House records in a Pending status. References:

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

NO.9 Users at AW Computing use a custom object to manage order*. All profiles share a single page layout.

Customer Service and Sales users express frustration overseeing actions that do not always apply to their situation on the page layout.

What should an administrator recommend?

- A.** Use Dynamic Actions and conditional visibility to show the appropriate actions to the applicable users.
- B.** Create separate record types for the Customer Service and Sales users' records.
- C.** Configure two separate permission sets and assign the appropriate permissions to each user.
- D.** Make two separate Lightning record pages and assign them to the applicable profiles.

Answer: A

Explanation:

Dynamic actions are actions that appear on Lightning record pages based on criteria such as field values or user profiles. Dynamic actions allow administrators to customize which actions are available for users on different record types or page layouts without creating multiple page layouts for each scenario. By using dynamic actions and conditional visibility for accounts at AW Computing, administrators can show only relevant actions for customer service and sales users based on their situation. References: https://help.salesforce.com/s/articleView?id=sf.dynamic_actions_overview.htm&type=5

NO.10 An administrator needs to create a junction object called Account Region to link the standard Account object with a custom object called Region.

Once the junction object is created, what are the next two steps the administrator should take?

Choose 2 answers

- A.** Make a master-detail relationship field on the junction object to the Region object.
- B.** Build a master-detail relationship field on the Region object to the junction object.
- C.** Create a master-detail relationship field on the Account object to the junction object.
- D.** Configure a master-detail relationship field on the junction object to the Account object.

Answer: A D

Explanation:

A junction object is a custom object that has two master-detail relationships with two other objects. A junction object allows administrators to create many-to-many relationships between objects, such as relating multiple accounts to multiple regions.

To create a junction object called Account Region to link the standard Account object with a custom object called Region, an administrator needs to do the following steps:

* A) Make a master-detail relationship field on the junction object to the Region object.

A master-detail relationship field is a field that links a child record to a parent record. The child record inherits the sharing and security settings of the parent record. By making a master-detail relationship field on the junction object to the Region object, an administrator can link each Account Region record to one Region record and make Region the first master of the junction object. References:

<https://help.salesforce.com/s>

[/articleView?id=sf.relationships_considerations.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.relationships_considerations.htm&type=5)

* D) Configure a master-detail relationship field on the junction object to the Account object. By configuring a master-detail relationship field on the junction object to the Account object, an administrator can link each Account Region record to one Account record and make Account the second master of the junction object. This allows administrators to relate multiple accounts to multiple regions through the junction object. References:

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

NO.11 As part of their yearly audit, the compliance team at Cloud Kicks would like to track when a user's profile has been changed and who changed the data.

What should the administrator review to meet this requirement?

- A. Field History Tracking
- B. Setup Audit Trail
- C. Historical Trending
- D. Analytic Snapshot

Answer: B

Explanation:

The Setup Audit Trail is a tool that allows you to view and download a log of changes made in your org's Setup area. The log shows up to 20 fields of information for each change, such as who made it, when it was made, what type of change it was, and what values were changed. You can use the Setup Audit Trail to track configuration changes directly in production and identify any unauthorized or problematic changes. One of the changes that the Setup Audit Trail tracks is when a user's profile is changed and who changed it. This means that you can use the Setup Audit Trail to see when a user's profile has been changed and who changed the data. References:

<https://help.salesforce.com/s/articleView?id=sf.monitorsetup.htm&type=5>

NO.12 An administrator is asked to create a report to calculate the year-over-year change in the dollar amount of a company's opportunities.

What reporting tool should be used to complete this request?

- A. A row-level formula to compare amounts grouped by year.
- B. A joined report with two report blocks for each year
- C. A custom summary formula with PARENTGROUPVAL function
- D. A custom summary formula with the PREVGROUPVAL function.

Answer: D

Explanation:

A custom summary formula is a formula that calculates values from summary fields in reports such as sums, averages, counts, etc. Custom summary formulas can use functions such as PREVGROUPVAL which returns the value of a field from the previous row at the same grouping level. By using a custom summary formula with the PREVGROUPVAL function, an administrator can create a report to calculate the year-over-year change in the dollar amount of a company's opportunities by subtracting the amount from the previous year from the amount from the current year and dividing by the amount from the previous year. References:

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

[https://help.](https://help.salesforce.com/s/articleView?id=sf.reports_builder_functions.htm&type=5)

[salesforce.com/s/articleView?id=sf.reports_builder_functions.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.reports_builder_functions.htm&type=5)

NO.13 An administrator is trying to deploy a change set from a newly upgraded sandbox source org with new features to a destination sandbox org on a previous release. Some metadata in the change set cannot be deployed because they've changed between releases.

What should the administrator do to deploy the changes to a sandbox?

- A.** Make the changes manually through the user interface in the source org.
- B.** Create a new sandbox on the new release version and deploy the change set to the new org.
- C.** Submit a ticket to Salesforce to update the source org to the latest release.
- D.** Refresh the sandbox destination org and then deploy the change set.

Answer: B

Explanation:

Data Loader is a tool that allows administrators to import or export large amounts of data (more than 50,000 records) from or to Salesforce using CSV files. Data Loader can be used for inserting, updating, deleting, upserting, exporting, or extracting data. Bulk API is an API that allows administrators to process large batches of records asynchronously in the background. Bulk API can handle millions of records with high performance and minimal system resources. By using Data Loader with Bulk API enabled, an administrator can import a large amount of historical data (more than 100,000 records) from another system efficiently and securely.

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

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

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

NO.14 An administrator recently implemented multi-factor authentication (MFA) with a standard security level selected. They are receiving cases that users are unable to log in.

What should the administrator do to troubleshoot?

- A.** Check the session security level required at login on the user profile.
- B.** Change MF-A to High Assurance.
- C.** Reset the user passwords and ask them to try again.
- D.** Temporarily disable MFA.

Answer: A

Explanation:

A session security level is a setting that determines how secure a user's session is based on factors such as their login method, their IP address, their browser, or their device. Administrators can configure different session security levels for different user profiles and assign different actions or permissions to each session security level.

Multi-factor authentication (MFA) is a feature that requires users to verify their identity using two or more factors of authentication when they log in to Salesforce, such as their username and password plus a verification code or an app-generated token. MFA can enhance the security of user sessions and prevent unauthorized access.

If an administrator recently implemented MFA with a standard security level selected and is receiving cases that users are unable to log in, they should check the session security level required at login on the user profile. This setting determines what session security level users need to have when they log in based on their profile. If this setting is higher than the standard security level, users may not be able to log in with MFA alone and may need additional factors of authentication. References:

<https://help.salesforce.com/s/articleView?>

id=sf.security_sessions.htm&type=5

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

NO.15 Cloud Kicks (CK) typically sells its products direct to consumer and tracks sales using the Order object in Salesforce. The head of sales has now decided that CK will also sell to retail locations for resale. The administrator wants to leverage opportunities and opportunity products for these new deals.

What should the administrator do to track accurate sales data on opportunities?

- A. Create new Products with the new retail pricing.
- B. Add a new Order Process for Orders generated from opportunities.
- C. Create a new Price Book for the new retail pricing.
- D. Add a required lookup field from the Order to the opportunity.

Answer: C

Explanation:

A price book is a list of products and their prices that can be added to an opportunity. A product can have different prices for different markets or segments, and these prices are stored in different price books. In this case, the administrator should create a new price book for the new retail pricing and add the products that are sold to retail locations for resale. This way, the users can select the appropriate price book and products for their opportunities based on the type of customer they are selling to. References: https://help.salesforce.com/s/articleView?id=sf.products_pricebooks.htm&type=5

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

NO.16 The sales department has asked to limit access to the Amount field on the Opportunity to only those users in the sales department and on the executive team. Northern Trail Outfitters uses six custom profiles including Sales User, Marketing user, call Center user, Executive User, Sales Manager user, and a call Center Manager user. Field-level access is removed from three of the profiles in the sandbox.

What action should an administrator take to make sure this change is in production?

- A. Create a sandbox template and push it to production to reflect the update.
- B. Manually restrict access to this field for each profile via Setup just like the sandbox.
- C. Deploy a change set from the sandbox to prodUGBOffl including the Amount field with all the custom profiles.
- D. Process a change set with the profiles that should no longer have access to the field.

Answer: C

Explanation:

A change set is a tool that allows you to send customizations from one Salesforce org to another. A change set can contain components such as objects, fields, profiles, permission sets, workflows, and more. You can use change sets to migrate changes from a sandbox org to a production org or between two sandbox orgs that are affiliated with the same production org. In this case, you can deploy a change set from the sandbox to production that includes the Amount field and all the custom profiles that need access to it. This way, you can update the field-level security settings for the field on each profile in one deployment. References: <https://help.salesforce.com/s/articleView?id=sf.changesets.htm&type=5>

<https://help.salesforce.com/s/articleView?id=sf.changesets.htm&type=5>

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

NO.17 AW Computers has enabled the feature for Contact to multiple Accounts. A rep is trying to remove the primary Account from a Contact but is unable to do so. The administrator has already updated the page layout to no longer require an Account.

What could be the issue?

- A.** Private Contacts need to be enabled in Setup.
- B.** A primary Account relationship is required on a Contact regardless of the page layout settings.
- C.** The Contact has indirect relationships to other Accounts.
- D.** The Account Contact relationship record needs to be deleted first in order to disassociate the Contact from the Account.

Answer: B

Explanation:

A primary account relationship is a feature that allows you to link a contact to a single account as its primary account. A primary account relationship is required on a contact regardless of the page layout settings or the contact to multiple accounts feature. This means that you cannot remove the primary account from a contact, but you can change it to another account. You can also add secondary accounts to a contact if you have enabled the contact to multiple accounts feature.

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

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

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

NO.18 An auto-response rule sends an email using Template when the field Case Source Is 'email' and Template when Case Source is blank. A Process Builder updates Case Source to 'email' when a case is created using Email-to-Case and to web' when a case is created using Web-to-Case.

Otherwise, Case Source Is blank.

What will occur when a case is created from an Incoming email?

- A.** Case Source updates to 'email' and an email is sent out using Template2.
- B.** An email is sent out using Template and then Case Source updates to email'.
- C.** An email is sent out using Template and then Case Source updates to 'email'.
- D.** Case Source updates to email and an email is sent out using Template1.

Answer: A

Explanation:

Case Source updates to 'email' before the record is saved because the Process Builder runs before the auto-response rule. Then, an email is sent out using Template2 because the auto-response rule evaluates the Case Source value after it is updated by the Process Builder and matches the criteria for Template2

NO.19 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.** Create a screen flow to pull all related opportunities onto one page.

- B. Enable Subtab Record Browsing in the Setup menu.
- 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

NO.20 When configuring a change set, which two practices should an administrator adhere to in order to ensure a successful deployment to production?

Choose 2 answers

- A. Clone a change set to add forgotten dependent components to an uploaded change set.
- B. Add permissions and access settings to outbound change sets in addition to the dependent component list.
- C. Run deployment validations on the change set in the sandbox prior to uploading to production.
- D. When deploying a new record type, ensure the new record type is the only component in the change set.

Answer: B C

Explanation:

Two practices that the administrator should adhere to in order to ensure a successful deployment to production are:

* Add permissions and access settings to outbound change sets in addition to the dependent component list. This can help avoid deployment errors or access issues caused by missing permissions or settings for the components in the change set. For example, if the change set includes a new custom object, the administrator should also include the object permissions, field-level security, page layouts, and record types for that object.

* Run deployment validations on the change set in the sandbox prior to uploading to production. This can help test the change set for any errors or conflicts before deploying it to production. Deployment validations simulate the deployment without actually making any changes and report any issues or warnings.

The other two options are incorrect because:

* Cloning a change set does not add forgotten dependent components to an uploaded change set. It only creates a copy of the existing change set that can be modified before uploading.

* When deploying a new record type, it is not necessary to have it as the only component in the change set. It can be deployed along with other components as long as they are compatible and have the required dependencies.

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

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

<https://help.salesforce.com/s>

[/articleView?id=sf.change_sets_validate.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.change_sets_validate.htm&type=5)

NO.21 Cloud Kicks has created a new flow that deletes records.

What should the administrator consider when testing the flow?

- A.** Flows with delete elements cannot be debugged by the Flow debugged tool.
- B.** Even if the flow is inactive, debugging the flow will delete the test record.
- C.** Record deleted by Flow when debugging are hard deleted.
- D.** Flow with delete elements need to be inactivate to ensure that the test record is not actually deleted.

Answer: B

Explanation:

Debugging a flow allows administrators to test how a flow behaves before activating it or making changes to it. Debugging a flow runs it in real time using test data provided by the administrator or default values from the flow. However, debugging a flow also performs any actions defined in the flow, such as creating, updating, or deleting records. Therefore, if a flow has a delete element that deletes a record based on certain criteria, debugging the flow will delete the test record even if the flow is inactive. References: [https://help.](https://help.salesforce.com/s/articleView?id=sf.flow_debug.htm&type=5)

[salesforce.com/s/articleView?id=sf.flow_debug.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_debug.htm&type=5)

NO.22 Ursa Major Solar allows accounts to apply for loans to purchase solar panrts. Financial information will be stored in a custom object. Only finance team members should see the related financial information about the account.

What kind of field should the administrator create in the custom object?

- A.** Lookup Relationship
- B.** External Relationship
- C.** Hierarchical Relationship
- D.** Master-Detail Relationship

Answer: D

Explanation:

A lookup relationship is a type of field that links one object to another object. It allows you to access related data from another object and display it on a record page. A lookup relationship can be used to link the custom object that stores financial information to the Account object, so that only finance team members can see the related financial information about the account. References:

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