Free Salesforce Plat-Admn-301 Practice Questions

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Question 1

Question Type: MultipleChoice

A sales manager at AW Computing has created a contact record but is missing some of the information to complete the record. The organization-wide default for Accounts is set to Public Read Only, and Contacts are controlled by parent.

Options:

A- Who will be able to edit this new contact record?
B- Users above the sales manager in the role hierarchy
C- All users in the organization
D- The owner and users below the owner in the role hierarchy
E- Sales manager and system administrator

Answer:

E

Explanation:

The sales manager and system administrator will be able to edit this new contact record because they are either the owner or have Modify All Data permission respectively. Users above or below the sales manager in the role hierarchy will not be able to edit this contact record because contacts are controlled by parent and accounts are set to Public Read Only. All users in the organization will be able to view but not edit this contact record because accounts are set to Public Read Only. Reference:
https://help.salesforce.com/s/articleView?id=sf.admin_sharing.htm&type=5

Question 2

Question Type: MultipleChoice

Cloud Kicks (CK) has a filed called Shoe Type Preference, CK,s product team wants to see a report that groups specific picklist values together into the one of two lists.

What functionality should the administrator use to fulfill the team's request?

Options:

A- PREVGROUPVALUE
B- Summary Formula
C- Bucket field
D- Matrix Report

Answer:

C

Explanation:

Bucket field is a feature that allows administrators to group report values into categories without changing the data in Salesforce. Bucket field can help simplify reports and charts by reducing the number of values displayed and summarizing data based on criteria such as ranges or groups. Bucket field can be used to group specific picklist values together into one of two lists

Question 3

Question Type: MultipleChoice

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?

Options:

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

Answer:

A

Explanation:

When the feature for Contacts to multiple Accounts is enabled, a Contact can have a direct relationship with multiple Accounts. However, one of these relationships must be designated as the primary Account relationship. This relationship is required on a Contact regardless of the page layout settings and cannot be removed unless the Contact is deleted or merged with another Contact. Reference:
https://help.salesforce.com/s/articleView?id=sf.shared_contacts_set_up.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.shared_contacts_considerations.htm&type=5

Question 4

Question Type: MultipleChoice

When an Account has more than five open opportunities over US$10,000, the sales rep should have an option on the Account page to start the escalation process to allocate additional resources.

Which two configurations should the administrator create?

Choose 2 answers

Options:

A- Component Visibility filter
B- Formula field
C- Roll-Up Summary field
D- Dynamic Forms

Answer:

B, D

Explanation:

Formula field and Dynamic Forms should be created to meet the requirements because a formula field can be used to count the number of open opportunities over US$10,000 related to an account using a roll-up summary filter condition, and Dynamic Forms can be used to display or hide a component on an account page based on a visibility filter using the formula field value. Reference: https://help.salesforce.com/s/articleView?id=sf.customize_functions_i_z.htm

Question 5

Question Type: MultipleChoice

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?

Options:

A- Auto-Response Rules
B- Escalation Rules
C- Assignment Rules
D- Workflow Rules

Answer:

C

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.
Reference:
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

Question 6

Question Type: MultipleChoice

AW Computing wants to create a process to assign accounts to different salespeople based on the annual revenue.... of the company. The administrator has decided to create a flow.

Which two consideration should the administrator make sure to remember when creating the flow? Choose 2 answers

Options:

A- Use a Get Record component instead of hard coding record IDs.
B- The running user of a flow is the user that last saved the flow.
C- Update record elements should be placed outside the flow loop.
D- Update Record elements should be placed inside the flow loop.

Answer:

A, C

Explanation:

Using a Get Record component allows the flow to dynamically retrieve records based on criteria or record IDs without hard coding them. This makes the flow more flexible and maintainable.Updating record elements outside the flow loop prevents unnecessary DML operations and reduces the risk of hitting governor limits.

Question 7

Question Type: MultipleChoice

Cloud Kicks tracks project details in a custom Project object. Project Milestones are tracked in a second custom object, with a reference to the parent Project record. Users need to automatically create a standard set of related Project Milestones when a Project record is created.

What is the recommended automation solution?

Options:

A- Field Service flow
B- Scheduled flow
C- Before-save autolaunched flow
D- After-save autolaunched flow

Answer:

D

Explanation:

An after-save autolaunched flow is a type of flow that runs in the background when a record is saved and performs actions based on the record data or changes. An after-save autolaunched flow does not require user input or interaction and can be triggered by a record-triggered flow element or by an Apex trigger. In this case, you can create an after-save autolaunched flow that runs when a Project record is created and creates a standard set of related Project Milestone records based on predefined values or variables. Reference:
https://help.salesforce.com/s/articleView?id=sf.flow_trigger_types.htm&type=5
https://help.sales

Question 8

Question Type: MultipleChoice

Cloud Kicks has a Process Builder which should trigger upon a status change from on approval process. The Process Builder triggers if the status is updated manually, but not as a result or the approval process update.

What could the administrator do to troubleshoot the issue?

Options:

A- Check the Approval Process to make sure it is on the correct version.
B- Check the Reevaluate Workflow Rules After Field Change box on the Approval Process Field Update Action.
C- Turn Recursion the Process Builder under the Advanced Settings so the Process Builder fires again.
D- Change the value with a Specific New Field Value so the Process Builder knows what value to look for.

Answer:

B

Explanation:

Check the Reevaluate Workflow Rules After Field Change box on the Approval Process Field Update Action is what the administrator should do to troubleshoot the issue. This option allows the approval process field update to trigger any workflow rules or processes that are based on the updated field value. If this option is not checked, the approval process field update will not trigger any workflow rules or processes, and the Process Builder will not fire