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Salesforce Plat-Admn-301

Version Demo

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Topic Break Down

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QUESTION NO: 1

How should an administrator accomplish this?

A. Make record-triggered flows whenever Equipment records are created, modified or deleted.

B. Write record-triggered ftews whenever Room records are related, modified, or deleted.

C. Configure a ral-up summary field on Equipment.

D. Create a roll-up summary field on Room.

ANSWER: D

Explanation:

Create a roll-up summary field on Room. A roll-up summary field is the declarative Salesforce feature designed to calculate aggregate values from related child records and display the result on the parent record. Assuming Equipment is related to Room through a master-detail relationship, Room is the master (parent) record and Equipment is the detail (child) record. The administrator can create a roll-up summary field on Room using the COUNT calculation type to show the number of related Equipment records. Salesforce maintains the value automatically as qualifying Equipment records are added, updated, deleted, or reparented, so the total stays current without custom automation.

Roll-up summary fields support COUNT, SUM, MIN, and MAX calculations and can optionally use filter criteria to include only child records that meet defined conditions. For this requirement, a COUNT roll-up on Room provides a scalable, point-and-click solution that is visible directly on each Room record. This approach is available when the child-to-parent relationship is master-detail; Salesforce uses that relationship to determine which related records contribute to the aggregate. See Salesforce's documentation on roll-up summary fields and the Trailhead roll-up summary fields unit.

QUESTION NO: 2

Cloud Kicks receives Cases from its website. Cases for the Footwear product line must be assigned to the Footwear Support queue, while Cases for Accessories must be assigned to the Accessories Support queue.

Which two configurations should the administrator create?

Choose 2 answers

A. Create Case queues for Footwear Support and Accessories Support.

B. Create Case Assignment Rule entries based on the product line.

C. Create Case Auto-Response Rule entries based on the product line.

D. Create an escalation rule for each product line.

ANSWER: A B

Explanation:

The administrator must create the **Case queues** that will own the routed Cases. Queue membership determines which support users can access and work the assigned records.

The administrator must also create and activate a **Case Assignment Rule** with entries that evaluate the product-line value and assign each qualifying Case to the appropriate queue. A queue alone does not evaluate incoming Case data, and an auto-response rule only sends email messages to customers.

QUESTION NO: 3

A previous consultant helped Universal Containers automate many of its business processes. The administrator changed the email address on the consultant's user record and deactivated it. The consultant called to say they continue to get email messages from failed flows and processes.

What steps should the administrator perform to stop the fault messages from going to the consultant?

A. Create a custom metadata type and associate the LastModifiedBy field. Write a flow that updates the field in any flows or processes equal to the consultant's name.

B. Request an Email Log from Email Log Files in Setup and filter the request by the consultant's email. Manually update any flows or processes listed on the log.

C. Set 'Send Process or Flow Error Email' to 'Apex Exception Email Recipients' in Automation Settings. Add the System Admin's email to the Apex Exception Email page in Setup.

D. Export Flow Interviews filtered by LastModifiedBy.email using Data Loader. In the .csv file, change LastModifiedBy to the System Admin and upload changes with Data Loader.

ANSWER: C

Explanation:

Set *Send Process or Flow Error Email to Apex Exception Email Recipients* in Process Automation Settings, then add the system administrator's address to the Apex Exception Email Recipients list. This is the centralized Salesforce mechanism for controlling where unhandled flow and Process Builder fault notifications are delivered. When the setting is enabled, Salesforce sends these automation-error messages to the email addresses configured as Apex exception email recipients, rather than relying on the individual automation's owner, creator, or prior consultant-related notification context. This lets the administrator redirect fault reporting without needing to locate and edit every existing flow or process individually.

The configured recipient should be a monitored administrative or support mailbox so that failures can be reviewed promptly, diagnosed, and corrected. The recipient list can contain appropriate internal addresses, providing a durable operational destination even when users who originally built automations leave the organization or are deactivated. Salesforce documents flow error-email behavior and configuration considerations in its flow troubleshooting guidance, and documents exception-notification recipients in the Apex developer guide. See Salesforce Help: Troubleshoot Flow Errors and Salesforce Developer Guide: Apex Exceptions.

QUESTION NO: 4

Universal Containers has found duplicate contacts in Salesforce. The sales team administrator prevent duplicate records from being created.

Which two ways should the administrator customize duplicate management?

Choose 2 answers

A. Modify the Global Picklist Value Sets.

B. Configure custom duplicate rules.

C. Create custom matching rules.

D. Set up mobile duplicate alerts.

ANSWER: B C

Explanation:

To prevent duplicate Contact records, the administrator should configure custom duplicate rules and create custom matching rules. Salesforce Duplicate Management uses matching rules to define the criteria Salesforce applies when comparing a record being created or edited against existing records. For Contacts, a custom matching rule can compare selected fields such as email, name, phone, or other organization-specific identifiers, using exact or fuzzy matching methods as appropriate. This lets the organization define what constitutes a potential duplicate in its own data model.

A duplicate rule then uses the selected matching rule and defines the action taken when Salesforce finds a match. To meet the requirement to prevent creation, the duplicate rule can be configured to block the save action when a potential duplicate Contact is detected. The rule can also control the alert content and the records users can compare, supporting a consistent data-quality process. Together, the matching rule identifies possible duplicate Contacts, and the duplicate rule enforces the organization's prevention policy. See Salesforce's Matching Rules documentation and Duplicate Rules documentation.

QUESTION NO: 5

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

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:

"Use a Get Record component instead of hard coding record IDs." is a sound Flow design practice because a Get Records element can locate the appropriate records at runtime using defined filter conditions. This avoids making the automation dependent on a specific record ID that may differ between sandbox, testing, and production environments. It also makes the assignment logic easier to maintain when the responsible salesperson or routing records change.

"Update record elements should be placed outside the flow loop." is also essential for scalable automation. A flow should collect the Account records that require changed ownership while iterating, then perform a single Update Records operation after the loop. This bulkified pattern reduces the number of database operations performed by the transaction and helps the flow remain within Salesforce governor limits when many Account records are processed. Salesforce specifically recommends avoiding data elements, including Update Records, inside loops and instead using collections for the updates afterward. See Salesforce's Flow Best Practices and Governor Limits documentation.

QUESTION NO: 6

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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:

Use a Get Record component instead of hard coding record IDs. A flow should retrieve the record or related records it needs by using criteria, such as the Account's annual revenue, owner, or another business attribute. This makes the automation portable across sandbox, test, and production environments, where Salesforce record IDs differ. It also lets administrators maintain assignment criteria without having to revise fixed IDs embedded in the flow. Salesforce's guidance on building flows

emphasizes using data elements to access the records required for the process rather than relying on environment-specific values.

Update record elements should be placed outside the flow loop. When a flow evaluates a collection of accounts, it should add changed records to a record collection during the loop and perform one Update Records operation after the loop finishes. This bulkified pattern reduces the number of database operations and helps the flow remain within Salesforce governor limits when many records are processed in a single transaction. It is an important design practice for reliable, scalable record-triggered and autolaunched flows. See Salesforce's Flow Limits and Best Practices guidance and Flow Looping learning material.

QUESTION NO: 7

The sales manager at Cloud Kicks wants a way to report on information from a form their clients fill out during the sales cycle. Once a form has been submitted, the client is unable to access it. This form may need to be filled out more than once during the sales cycle. There are more than 30 fields on this form, and the sales team needs to be able to see what changed from one submission to the next.

Which two options should an administrator use to solve this scenario?

Choose 2 answers

A. Add forms as attachments.

B. Make custom fields.

C. Create a custom object.

D. Turn on Field Tracking.

ANSWER: C D

Explanation:

Create a custom object. A custom object provides an appropriate, reportable data model for this form rather than storing the completed form as an unstructured file. The administrator can create fields corresponding to the form questions and relate the custom object to the relevant sales-cycle record, such as an opportunity or account. Each completed form can be retained as a submission record, allowing the sales team to report on form information over the course of the sales cycle and preserve prior submissions after the client no longer has access.

Turn on Field Tracking. Field history tracking records changes to selected fields, including the prior value, new value, user, and date/time of the change. The resulting history related list gives sales users an auditable view of how tracked form data evolved, while historical field-change data can also be used in reporting where supported. The administrator should select the most important fields for tracking and account for the platform's field-history tracking limits when designing the form-data model. Salesforce documents custom-object configuration at Custom Objects and field-history capabilities at Track Field History.

QUESTION NO: 8

Ursa Major Solar's administrator has configured multiple record-triggered flows to run before or after the record is saved on the Account object.

What should the administrator consider when a record-triggered flow executes first?

A. Assign the highest priority to the record-triggered flow which should execute first.

B. The flow with the longest execution time will execute first.

C. The flow with the shortest execution time will execute first.

D. The order in which those flows are executed is not guaranteed.

ANSWER: D

Explanation:

The order in which those flows are executed is not guaranteed. When multiple record-triggered flows are configured for the same object and the same trigger context—for example, multiple before-save flows on Account or multiple after-save flows on Account—an administrator must not build automation that relies on one flow always running before another. Flow execution order can affect whether a flow sees values set by another flow, which makes dependencies between separate flows unreliable unless the logic is designed to be independent or consolidated appropriately. Salesforce documents the overall order of execution and identifies where record-triggered flows run in the transaction, but that does not provide a guaranteed sequence among separate flows in the same category. A sound design keeps related or dependent updates together when sequencing is necessary, while also considering whether the automation should run before save for fast field updates or after save for actions that require the record to be committed. Review Salesforce's guidance on Flow Trigger Order and the platform Order of Execution to design record-triggered automation that does not depend on an unspecified flow sequence.

QUESTION NO: 9

Cloud Kicks (CK) has deployed several new custom apps that use Lightning Web components. The administrator is now concerned that they may need to make some adjustments to CK's org to make it more secure.

Which tools should the administrator use to expose possible security risks within a Lightning web component?

A. Health Check

B. Master Encryption Keys

C. Salesforce Optimizer

D. Self-signed Certificates

E. Salesforce Code Analyzer

ANSWER: E

Explanation:

Salesforce Code Analyzer is the appropriate tool for exposing potential security risks in Lightning Web Component source code. Code Analyzer performs static analysis of Salesforce project files before deployment, including Lightning Web Components. Its ESLint-based analysis can flag patterns that violate Lightning Web Security guidance or otherwise create client-side security concerns, such as unsafe DOM manipulation or problematic use of browser APIs. This lets the team identify findings in the component implementation and remediate them as part of development, continuous integration, or release validation.

Administrators can use Code Analyzer results to work with developers on targeted fixes and can help establish a repeatable security-review process for custom applications. The tool supports running scans from the Salesforce CLI and can produce reports that make findings easier to review and track. This is materially different from an organization-level configuration assessment: the need described is to assess risks *within a Lightning Web Component*, which requires analysis of the component's code. Salesforce documents Code Analyzer as a code-scanning tool for Salesforce projects and provides guidance on secure Lightning Web Component development through Lightning Web Security. See Salesforce Code Analyzer Overview and Lightning Web Security.

QUESTION NO: 10

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 list view for the list of questions.

B. Make the field Read Only on the page layout.

C. Set up a restriction rule on the field.

D. Use a screen flow to ask the question.

ANSWER: B D

Explanation:

Make the field Read Only on the page layout. and **Use a screen flow to ask the question.** work together to direct users through the intended guided process. A screen flow provides an interactive sequence of screens where the administrator can collect answers, use decisions and assignments to evaluate those answers, and set the Tier field to the resulting value. Flow can be launched from a record page, quick action, or other supported entry point, making it appropriate for a guided questionnaire experience.

Marking Tier as read-only on the relevant page layout prevents users from manually typing over the value in the standard record-editing interface. Instead, the value displayed on the record is the value calculated and assigned by the flow after the user completes the questions. The administrator should ensure that the flow is available in the users' normal record-creation or record-update path and that it has the necessary field access to update Tier. Salesforce documents how screen flows present information and collect user input, as well as how page layouts control whether fields are editable in the record UI. See Salesforce Flow Screen Elements and Page Layouts in Salesforce.

QUESTION NO: 11

The administrator at Cloud Kicks created a flow in a sandbox that walks service agents through the Return Merchandise Authorization creation process. The administrator deployed the flow to production with a Change Set. Users are unable to use the flow in production.

Which step should the administrator take?

Activate the flow administrator take?

A. Activate the flow manually after deployment.

B. Include the active and prior inactive flow version in the Change Set.

C. Ensure there is an active flow version in the sandbox.

D. Deployment the flow, with the Metadata API instead of Change Sets

ANSWER: A

Explanation:

Activate the flow manually after deployment. A flow must have an active version in the production org before users can run it from its configured entry point, such as a Lightning page, quick action, button, utility item, or other supported launch mechanism. Deploying the flow definition through a change set makes the flow available in production, but the administrator should verify and activate the intended version in the target org as part of the post-deployment process. In Setup, the administrator can open the flow list, locate the deployed flow, review the available version, and activate the version intended for production use. Activation establishes that version as the one Salesforce executes when service agents launch the Return Merchandise Authorization process. This is particularly important when production already contains earlier versions, because activation explicitly identifies the production-ready version rather than merely relying on the metadata being present. After activation, the administrator should test the flow as an appropriate service-agent user to confirm that the launch location and any required object, field, or Apex permissions are available. Salesforce's guidance on managing flow versions and activation is available in the Flow Builder activation documentation. For deployment considerations, see the Salesforce Metadata API deployment documentation.

QUESTION NO: 12

The administrator at Cloud Kicks built a flow in a sandbox. After testing and validating the flow, the administrator plant to promote the flow to the production environment with a change set.

Which three considerations should the administrator be aware of when moving flows with a change sat? Choose 3 answers

A. Flows deployed are inactive and need to be manually activated.

B. Flow allows only one version of the flow when deployed with a change sat.

C. Deploying or redeploying a flow with change sets creates a version of the flow in the destination org.

D. Flow dependencies must be added to the change set.

E. Flows ere automatically activated upon deployment.

ANSWER: A C D

Explanation:

When a flow is deployed through an outbound change set, it is delivered to the target organization as an inactive flow version. An administrator must review and activate the deployed version in production before it can run. This activation step is important because it allows the production administrator to control when the automation becomes operational and to verify that all required configuration is in place.

Each deployment or redeployment of a flow creates a version in the destination organization rather than overwriting the existing version. Salesforce Flow maintains versions, enabling administrators to manage which version is active and retain prior versions for reference or rollback planning.

Dependencies are not automatically included merely because a flow is selected for a change set. The administrator must identify and add required metadata, such as referenced custom objects, fields, Apex classes, email templates, and other components, to the outbound change set as applicable. Including these dependencies ensures that the flow has the metadata it requires when it is deployed. See Salesforce guidance on preparing flows for deployment and change sets.

QUESTION NO: 13

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. Change Data Capture

C. Outbound Change Set

D. Inbound Change Set

ANSWER: C D

Explanation:

Outbound Change Set is the appropriate mechanism for selecting and uploading supported configuration components from the sandbox, which is the source organization. An administrator creates the outbound change set in the sandbox, adds the custom app and the relevant supported metadata, such as profile changes and their dependencies where available, then uploads it through an established deployment connection to production. Change sets are intended for moving customizations between Salesforce organizations that are related through a deployment connection, including a sandbox and its production organization.

Inbound Change Set is then used in the production organization, the target for the deployment. After the sandbox uploads the outbound change set, it appears in production as an inbound change set. The administrator can review its contents,

validate the deployment to identify any deployment issues without applying changes, and then deploy it when validation succeeds. This source-to-target workflow supports controlled promotion of tested configuration changes and provides the production-side deployment step required to complete the migration. Salesforce documents the end-to-end process in its Change Sets overview and explains how to deploy an inbound change set.

QUESTION NO: 14

Cloud Kicks users report receiving an " Apex CPU time limit exceeded " error message when attempting to close certain opportunity records. This does not occur on every opportunity record change or for every user.

What is the recommended method for the administrator to identify the cause?

A. Monitor with Login Forensics.

B. Enable Debug Logging for users.

C. Review the Setup Audit Trail.

D. Set up Apex Exception Email alerts

ANSWER: B

Explanation:

Enable Debug Logging for users. is the appropriate diagnostic method because the CPU limit is enforced for an individual transaction, and the issue occurs only for particular users and opportunity updates. The administrator should create trace flags for users who can reproduce the failure, then review the resulting debug logs for the failing save operation. The log identifies the Apex triggers, classes, flows, workflow-related processing, queries, and other automation executed in that transaction. Its cumulative-limit information and execution details help isolate the code path or automation consuming the available synchronous Apex CPU time. Capturing logs from an affected user while closing an affected opportunity is especially important, since different record data, automation entry criteria, ownership, or user context can cause a different execution path. The administrator can provide the relevant log details to the development team to optimize the responsible automation or Apex implementation. Salesforce documents how to configure trace flags and debug-log levels in Debug Log Levels, and describes how to use logs for Apex troubleshooting in the Apex Debug Logs documentation.

QUESTION NO: 15

AW Computing wants Account owners to receive a notification in Salesforce whenever a related Case is created with Priority set to High. The notification must appear in the Salesforce notifications area and be sent by declarative automation.

Which two configurations should the administrator use?

Choose 2 answers

A. Create a custom notification type.

B. Create a record-triggered flow that uses Send Custom Notification.

C. Create an email alert for the Account owner.

D. Create a Case auto-response rule.

ANSWER: A B

Explanation:

A **custom notification type** defines the notification category that users can receive and manage in Salesforce. The administrator creates it before automation can send that type of notification.

A record-triggered **Flow** can evaluate a newly created High Priority Case, identify the related Account owner, and use the Send Custom Notification action. Email alerts can send email messages, but they do not create the required in-app Salesforce notification.

QUESTION NO: 16

DreamHouse Realty wants better insights into potential revenue in the next quarter and is considering using Collaborative Forecasts.

What should the administrator consider when setting up Collaborative Forecasts?

A. Opportunity Split data cannot be viewed in a forecast.

B. A forecast can be either revenue-based or quantity-based.

C. A single org can have up to six different types of forecasts.

D. The default forecast categories cannot be customized.

ANSWER: B

Explanation:

A forecast can be either revenue-based or quantity-based. This is a fundamental setup decision for Collaborative Forecasts because it determines the metric Salesforce aggregates from forecasted opportunity data for each forecast period. A revenue forecast measures the expected monetary value of pipeline business, which is appropriate when DreamHouse Realty wants to assess potential sales revenue for the upcoming quarter. A quantity forecast instead measures expected units, such as homes, products, or services expected to close, and is useful where unit volume is the primary business measure. During forecast type setup, the administrator selects the object and measurement that best represents the organization's sales process and reporting needs. The selected forecast type also shapes what sales users and forecast managers review, adjust, and submit within the forecasts hierarchy. Salesforce supports these forecast measurement approaches so organizations can align forecasting with either financial targets or volume-based targets. Administrators should therefore confirm which metric leadership uses to evaluate performance before enabling and configuring the forecast type. Salesforce's Collaborative Forecasts overview and forecast-type configuration guidance provide the relevant setup details: Collaborative Forecasts Overview and Forecast Types.

QUESTION NO: 17

AW Computing needs to load Contract records from a CSV file using Data Loader. Each Contract must be related to an existing Account, but the source file contains the account's legacy account number rather than a Salesforce record ID.

Which two actions should the administrator take to load the relationships without exporting Salesforce Account IDs first?

Choose 2 answers

A. Mark the legacy account number field on Account as an External ID.

B. Map the Contract Account relationship through the Account external ID field.

C. Create a new Account record for every Contract row before loading the Contracts.

D. Create a formula field on Contract that returns the Account legacy account number.

ANSWER: A B

Explanation:

Data Loader can resolve a relationship through an external ID on the related parent object. The administrator should ensure that the legacy account number is stored in an Account field marked as an External ID and that the values uniquely identify the appropriate Accounts.

When mapping the Contract lookup field, the administrator should map it through the Account relationship using the Account external ID field, such as `Account__r.Legacy_Account_Number__c` for a custom lookup relationship. Data Loader can then find the Account for each Contract row without requiring Salesforce Account IDs in the CSV.

Creating a new Account for every Contract would produce duplicates, and a formula field cannot establish a lookup relationship during a data load.

QUESTION NO: 18

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. 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 Contacts to Multiple Accounts is enabled, Salesforce represents the contact's association to accounts through Account Contact Relationship records. Although a contact can be related to multiple accounts, Salesforce requires one account relationship to be identified as the primary relationship. Therefore, the contact must retain a primary account relationship, even when the Account field has not been configured as required on the Contact page layout. Page-layout requiredness controls what a user must enter in that particular user interface; it does not override the data-model requirement imposed by the Contacts to Multiple Accounts feature.

To change the contact's primary account, a user can establish or select another direct account relationship and designate it as primary. The existing primary relationship can then be handled in accordance with Salesforce's relationship-management behavior. A user cannot simply leave a contact enabled for this feature without a primary account relationship. This behavior preserves a single primary organizational context for the contact while still supporting additional direct account associations. Salesforce documents the feature's setup and primary-account behavior in Set Up Contacts to Multiple Accounts and its operating constraints in Contacts to Multiple Accounts Considerations.

QUESTION NO: 19

AW Computing (AVVC) has customers In multiple countries. AWC would li < e to set up advanced currency management for Its system.

Which two considerations should AWC be aware or prior to implementing this change to the existing system?

Choose 2 answers

A. When a currency is added to an organization ' s List of supported currencies, it cannot be deleted.

B. Opportunities will only display sales In the customer ' s localized currency.

C. Historical trend reports will only use the last dated exchange rate.

D. Once enabled, advanced currency management cannot be disabled.

ANSWER: A D

Explanation:

“When a currency is added to an organization ' s List of supported currencies, it cannot be deleted.” is correct because Salesforce treats the organization’s supported-currency list as a permanent configuration record. An administrator can make a currency inactive when it should no longer be available for new use, but the currency itself remains in the organization. This should be planned carefully, including selecting the appropriate ISO currency codes and conversion-rate approach before broad deployment.

“Once enabled, advanced currency management cannot be disabled.” is also correct. Advanced Currency Management is an irreversible organizational setting. It enables dated exchange rates so Salesforce can convert opportunity amounts using the rate effective for the opportunity’s close date, rather than relying solely on a single current conversion rate. This supports more accurate historical pipeline and forecast reporting where exchange rates change over time. Because enabling the feature permanently changes how opportunity currency conversion is managed, administrators should assess reporting requirements, establish a process for maintaining dated rates, and test the intended behavior in a sandbox before enabling it in production. Salesforce documents the permanent nature of Advanced Currency Management and the supported-currency setup in its implementation guidance: Manage Currencies and Advanced Currency Management.

QUESTION NO: 20

A sales user is assigned to a permission set group that gives them Modify All access to

Accounts. An administrator assigns the same user to a muting permission set that mutes Deletes access on Account.

What level of access will the sales user have on the Account object?

A. Read-only

B. Modify All

C. Read, Create, and Edit

D. No Access

ANSWER: B

Explanation:

Modify All is the effective access level because it is a higher-level object permission that inherently includes the ability to read, create, edit, delete, transfer, and share all records for that object, regardless of sharing rules. A muting permission set can remove selected permissions contributed by permission sets in its permission set group, but it cannot remove a permission that is inherently included through a higher-level permission dependency. In this case, Delete access is included by the granted Modify All permission on the Account object. Therefore, muting the standalone Delete object permission does not reduce the user’s effective access while Modify All remains assigned through the group. The user continues to have full Modify All access to Account records. Salesforce describes Modify All as granting access to all records of the specified object and includes the object capabilities required to manage those records broadly. For details on object permissions, see Salesforce Help: User Permissions and Access. For the behavior and purpose of muting permission sets within permission set groups, see Salesforce Help: Muting Permission Sets.

QUESTION 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 ne inactivate to ensure that the test record is not actually deleted.

ANSWER: B

Explanation:

Even if the flow is inactive, debugging the flow will delete the test record. Flow Builder's Debug function executes the flow's configured logic using the supplied debug inputs or selected record data; it is not merely a simulated path review. Consequently, when the debug run reaches a Delete Records element whose criteria match a record, Salesforce performs that deletion in the organization. Administrators should therefore use deliberately created test records, confirm that the debug inputs and entry conditions target only those records, and avoid using production records that must be retained. Inactivation prevents normal runtime invocation of a record-triggered flow, but it does not make a debug execution non-destructive. This behavior is important when validating any flow that changes data, particularly one containing deletion logic. Salesforce's flow debugging guidance explains that debugging can run the flow and its actions, while Trailhead emphasizes using debugging to inspect the execution path and outcomes before deployment or activation. See Salesforce Help: Debug Flows and Trailhead: Debug Flows.

QUESTION NO: 22

The security department at AW Computing wants to prevent users from exporting more data than they need. Included in this request is limiting records containing sensitive information, such as bank accounts and Personal Identifiable Information (PII).

Which feature should an administrator recommend to help limit what data is exported?

A. Salesforce Platform Encryption

B. Export Data Settings

C. Salesforce Shield

D. Muted Permission Sets

ANSWER: C

Explanation:

Salesforce Shield is the appropriate recommendation because its Event Monitoring and Transaction Security capabilities can be used to govern data-export activity proactively. A Transaction Security policy can evaluate events such as report exports and apply an immediate response, including blocking the export when the event meets criteria defined by the organization. This lets AW Computing create controls tailored to its sensitive-data requirements rather than relying only on a user's general ability to run reports or access records.

For example, the administrator can use export-related event data and policy conditions to identify activity that presents a data-loss risk, then prevent the transaction or notify the security team. This is particularly valuable for fields containing PII or banking information because the organization can apply monitoring and enforcement at the point where a user attempts to move data outside Salesforce. Shield therefore supports a layered security approach: standard sharing and field-level security determine what a user can view, while Transaction Security helps control risky actions involving that data, including exports. See Salesforce Trailhead's Transaction Security guidance and the Salesforce Transaction Security documentation.

QUESTION NO: 23

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. Identity Verification History

B. Login History

C. Debug Logs

D. Setup Audit Trail

ANSWER: A B

Explanation:

Identity Verification History and **Login History** are the appropriate places to investigate an MFA login problem. Identity Verification History provides administrators with records of identity-verification activity, including the verification method used, the time of the attempt, and whether Salesforce accepted or rejected the verification. This lets the administrator establish whether the problem occurs during the MFA challenge itself, such as when a user cannot successfully complete a verification request from the Salesforce Authenticator app or another registered method.

Login History complements this information by recording login attempts and their outcomes. It can show the timestamp, source IP address, browser or client details, login type, and status of each attempt. Reviewing it helps correlate a failed login with the related verification activity and identify patterns such as repeated failures, unexpected locations, or a particular client environment involved in the issue. Together, these records give an administrator both the authentication-attempt context and the MFA-verification context needed to isolate the root cause and assist the user appropriately. See Salesforce documentation for Identity Verification History and Login History monitoring.

QUESTION NO: 24

Cloud Kicks needs to automatically populate a Case field called Routing Region whenever a Case is created or updated. The value is determined only from fields on the Case record, and the update must occur before other automation evaluates the record.

Which flow configuration should the administrator use?

A. A before-save record-triggered flow that updates the triggering Case.

B. An after-save record-triggered flow that uses Update Records on the Case.

C. A scheduled-triggered flow that runs once each day.

D. An autolaunched flow launched from a Case quick action.

ANSWER: A

Explanation:

A **before-save record-triggered flow** is designed to update fields on the record that triggered the flow before the record is saved. It is the most efficient declarative option when Routing Region is calculated only from values on the Case itself and no related records need to be created or updated.

An after-save flow is appropriate when the automation must create or update related records, perform actions, or use scheduled paths. In this scenario, the requirement is limited to updating the triggering Case before downstream automation evaluates it.