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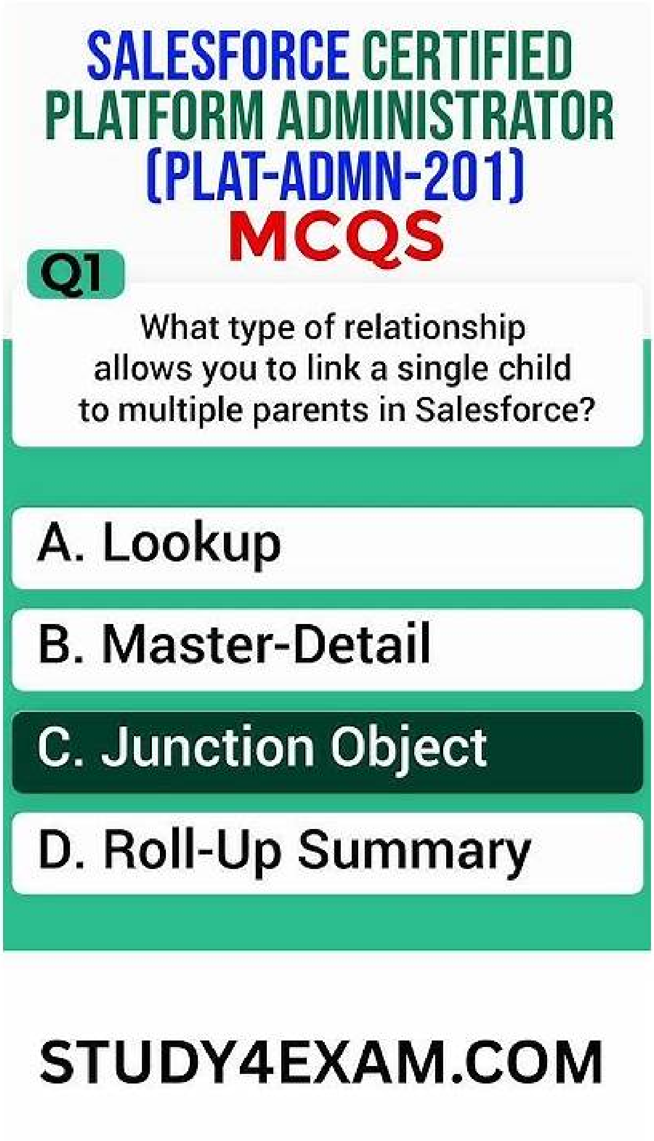

If you want to improve your own IT techniques and want to pass Plat-Admn-201 certification exam, our PrepAwayExam website may provide the most accurate Salesforce's Plat-Admn-201 exam training materials for you, and help you Pass Plat-Admn-201 Exam to get Plat-Admn-201 certification. If you are still hesitated, you can download Plat-Admn-201 free demo and answers on probation on PrepAwayExam websites. We believe that we won't let you down.

Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details

Topic 1	• Data and Analytics Management: This domain focuses on data operations including importing, exporting, and backing up data, maintaining data quality through validation rules, and creating reports and dashboards while understanding sharing model impacts.
Topic 2	• Object Manager and Lightning App Builder: This domain focuses on Salesforce data architecture, including object relationships, field customization, page layout management, and understanding the implications of field deletions on dependent features.
Topic 3	• Sales and Marketing Applications: This domain addresses sales cycle management from leads to opportunities, including productivity features, lead automation, campaign management, forecasting, and Einstein for Sales capabilities.
Topic 4	• Automation: This domain covers automation tools for streamlining business processes, including assignment and escalation rules, Flow configuration for various scenarios, and approval process setup.
Topic 5	• Agentforce AI: This domain introduces AI-powered agents in Salesforce, covering use cases, configuration in Agent Builder, security considerations, and troubleshooting agent permissions.
Topic 6	• Service and Support Applications: This domain covers case management systems, including case assignment, queues, and automation through escalation rules, auto-response rules, and Einstein for Service.
Topic 7	• Productivity and Collaboration: This domain addresses activity management, Chatter collaboration, Salesforce mobile app customization, and AppExchange applications including managed and unmanaged packages.

Highlighted Features of Salesforce Plat-Admn-201 Exam Practice Questions

As to the rapid changes happened in this Plat-Admn-201 exam, experts will fix them and we assure your Plat-Admn-201 exam simulation you are looking at now are the newest version. Materials trends are not always easy to forecast on our study guide, but they have predictable pattern for them by ten-year experience who often accurately predict points of knowledge occurring in next Plat-Admn-201 Preparation materials.

Salesforce Certified Platform Administrator Sample Questions (Q131-Q136):

NEW QUESTION # 131
Agentforce is escalating cases to the support team, but the support team complains they have no context and have to ask the customer to repeat everything. Which configuration issue is the most likely cause of this issue?

- A. The support team members are missing the Agentforce User permission set.
- B. The support team's case page layout is missing the agent history component.
- C. The agent's instructions are preventing the history and context from being saved.
- D. The handoff is creating a new case instead of transferring the existing session.

Answer: B

Explanation:
When an AI agent like Agentforce transfers a conversation to a human support representative, the goal is a "warm handoff" where the rep can see exactly what the customer and the AI discussed. If reps are complaining about a lack of context, the most common administrative cause is that the Conversation History component (or Agent History component) has not been added to the Case Lightning Record Page. Without this component on their page layout, the rep sees the newly assigned case but cannot see the transcript of the preceding chat session. To resolve this, the Platform Administrator should use the Lightning App Builder to add the relevant history component to the Case page used by the support team. Option D is less likely if escalation is working but context is missing. Option A would prevent users from using Agentforce features but wouldn't specifically hide the transcript of a finished AI interaction. Ensuring the UI includes the conversation history is critical for maintaining high customer satisfaction during handoffs.

NEW QUESTION # 132
Universal Containers wants to track all stakeholders involved in its sales opportunities to ensure proper relationship management. Sales reps need to identify who has decision-making authority, who influences the buying process, and who serves as the primary contact for each deal. Which feature should a Platform Administrator configure to meet this requirement?

- A. Set up account teams to track stakeholders across multiple opportunities.
- B. Use standard fields on opportunities to track stakeholder information.
- C. Configure opportunity team members to track internal and external stakeholders.
- D. Use contact roles on opportunities to identify stakeholder involvement and influence.

Answer: D

Explanation:
Opportunity Contact Roles allow sales reps to link multiple Contacts to a single Opportunity and assign a specific "Role" to each, such as "Decision Maker," "Influencer," or "Economic Buyer." This provides the visibility needed to understand the "buying committee" for a deal. It also allows for the designation of a "Primary Contact." Opportunity Teams (Option A) are used to track internal staff working the deal. Account Teams (Option B) track collaboration at the account level but are not deal-specific. Standard fields (Option C) are insufficient for tracking a "one-to-many" relationship between an opportunity and multiple contacts with unique roles. Contact Roles are the standard feature designed exactly for stakeholder management in the sales process.

NEW QUESTION # 133
At Cloud Kicks, sales reps use discounts on the opportunity record to help win sales on particular products. When an opportunity is won, they then have to manually apply the discount to the related opportunity products. The sales manager has asked if there is a way to automate this time-consuming task. What should a Platform Administrator use to deliver this requirement?

- A. Approval Process1
- B. Formula Field2
- C. Prebuilt Macro4
- D. Flow Builder3

Answer: D

Explanation:
To automate the update of related records (Opportunity Products) based on a change to a parent record (the Opportunity), Flow Builder is the most powerful and app7ropriate tool. Specifically, a "Record-Triggered Flow" can be configured to fire whenever an Opportunity is updated to the "Closed Won" stage. The flow can then use a "Get Records" element to find all Opportunity Product records associated with that specific Opportunity and an "Update Records" element to apply the discount value from the parent to each line item. Formula Fields are insufficient here because they are "read-only" and cannot physically push data into other records for permanent storage. Approval Processes manage status changes but are not designed for bulk child-record updates. Flow Builder provides the logic necessary to handle this "one-to-many" update scenario, significantly reducing manual data entry for sales reps and ensuring that the financial data on the products accurately reflects the agreed-upon deal terms.

NEW QUESTION # 134
The sales director at Cloud Kicks wants to be able to predict upcoming revenue in the next several fiscal quarters so they can set goals and benchmark how reps are performing. Which two features should a Platform Administrator configure?

- A. Forecasting
- B. Opportunity Stages
- C. Opportunity List View
- D. Sales Quotes

Answer: A,B

Explanation:
To "predict upcoming revenue" and "benchmark performance," Salesforce provides the Collaborative Forecasting feature.
Forecasting (Option B): This tool allows managers to see their pipeline summarized by time period (quarters) and category. It provides a real-time view of what the team expects to close.
Opportunity Stages (Option D): Forecasting relies directly on the Opportunity Stage. Each stage is mapped to a "Forecast

Category" (e.g., Pipeline, Best Case, Commit, Closed). By accurately defining these stages and their associated probabilities, the Platform Administrator ensures that the forecast reflects a realistic revenue prediction.
Sales Quotes (Option A) are for generating customer-facing documents. List Views (Option C) are for managing individual records but do not provide the multi-quarter aggregation and benchmarking capabilities required by the sales director.

NEW QUESTION # 135
A sales rep at Ursa Major Solar has launched a series of networking events. They are hosting one event per month and want to be able to report on Campaign ROI by month and series. How should a Platform Administrator set up the Campaign to simplify reporting?

- A. Use Campaign Hierarchy where the monthly events roll up to a parent Campaign.
- B. Create individual Campaigns that all have the same name.
- C. Configure Campaign Member Statuses to record which event Members attended.
- D. Add different record types for the monthly event types.

Answer: A

Explanation:
To organize related marketing initiatives and simplify reporting, Salesforce utilizes Campaign Hierarchies. A hierarchy allows an administrator to link multiple campaigns together using the "Parent Campaign" field. In this scenario, the admin should create a "Parent" campaign to represent the entire networking series and then create individual "Child" campaigns for each monthly event. This structure provides two major benefits: it allows the sales rep to see the specific performance (ROI, members, responses) of a single monthly event, and it uses "Hierarchy Total" fields to automatically roll up all those metrics to the parent level. This provides a holistic view of the entire series' success without requiring complex manual calculations. Using the same name for campaigns (Option A) leads to data confusion, and while member statuses (Option B) are useful, they do not provide the structural "series vs. month" reporting required here. Campaign Hierarchy is the standard architectural approach for multi-touch or recurring marketing efforts.

NEW QUESTION # 136
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