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Salesforce Certified Platform Administrator Sample Questions (Q134-Q139):

NEW QUESTION # 134

Sales reps at Ursa Major Solar are having difficulty managing deals. The leadership team has asked a Platform Administrator to help sales reps prioritize and close more deals. What should the administrator configure to help with these issues?

- A. Einstein Lead Scoring
- **B. Einstein Opportunity Scoring**
- C. Einstein Activity Capture
- D. Einstein Search Personalization

Answer: B

Explanation:

To help sales reps prioritize their pipeline and identify which deals are most likely to close, Einstein Opportunity Scoring is the most effective tool. Part of Salesforce's AI suite, Opportunity Scoring uses machine learning to analyze past won and lost opportunities to assign a score from 1 to 99 to every open deal. The score is accompanied by "Key Factors"—both positive and negative—that explain why the score was given (e.g., "The deal has progressed quickly through stages" or "The close date has been pushed three times").

This allows reps to focus their time on high-scoring deals or take corrective action on deals with low scores. Einstein Lead Scoring (Option B) helps with the intake of new prospects but not with existing deals. Einstein Activity Capture (Option D) automates the logging of emails and events but does not provide prioritization logic. Einstein Search (Option A) improves search results but does not assist in deal management strategy.

NEW QUESTION # 135

An administrator at DreamHouse Realty needs to create customized pages for the Salesforce mobile app. Which two types of pages should a Platform Administrator build and customize using the Lightning App Builder?

- A. App page
- B. Record page
- C. Dashboard page
- D. User page

Answer: A,B

Explanation:

The Lightning App Builder is the primary tool for creating custom user interfaces in both the desktop and mobile versions of Salesforce. For mobile customization, administrators primarily focus on two page types:

App Page: These are custom "landing pages" or "home pages" for an app. They can contain a mix of components like lists, charts, and flows, and they appear as items in the mobile navigation menu.

Record Page: These allow administrators to customize the layout of a specific object (like an Account or a custom Property record) for mobile users. Admins can use "Component Visibility Rules" to show or hide specific sections when the record is viewed on a mobile device, ensuring a streamlined experience on smaller screens.

There is no such thing as a "User Page" (Option B) in the App Builder. While dashboards can be viewed on mobile, they are created in the Dashboard Builder, not the Lightning App Builder (Option D).

NEW QUESTION # 136

Users at Cloud Kicks are reporting different options when updating a custom picklist on the Opportunity object based on the kind of opportunity. Where should a Platform Administrator update the option in the picklist?

- A. Picklist value sets
- B. Record type
- C. Fields and relationships
- D. Related lookup filters

Answer: B

Explanation:

When a single picklist field needs to show different values to different users or for different business contexts, Record Types are the configuration point. While the master list of all possible values is defined in "Fields and Relationships" (Option D) or a "Global Value Set" (Option C), the Record Type determines which of those values are "available" for a specific type of record. For example, a "Wholesale" record type might show different discount levels than a "Retail" record type. If users are seeing inconsistent or incorrect options, the Platform Administrator must go to the specific Record Type settings for the Opportunity object, find the picklist in question, and move values between the "Available" and "Selected" columns. This provides a tailored user experience and prevents users from selecting values that do not apply to the specific type of record they are managing.

NEW QUESTION # 137

There are multiple system administrators at Cloud Kicks that make configuration changes. Which tool gives the system administrators the ability to track these changes?

- A. Setup Audit Trail
- B. Feed Tracking
- C. History Tracking
- D. Health Check

Answer: A

Explanation:

The Setup Audit Trail is the primary tool for tracking administrative and configuration changes within a Salesforce organization. It records a history of modifications made by any administrator, including the date and time of the change, which user made it, and exactly what was altered (e.g., creating a new field, changing a profile permission, or modifying a workflow rule). The history is available for the last six months of activity. Health Check (Option A) is a security tool that compares your settings against Salesforce standards. History Tracking (Option C) and Feed Tracking (Option D) are used to track changes to records (like an Account's phone number), whereas the Setup Audit Trail is dedicated to tracking metadata and system configuration.

NEW QUESTION # 138

Which feature gives a sales team the ability to prioritize deals with recent updates in the List view and Kanban view?

- **A. Deal Change Highlights**
- B. Opportunity Path
- C. Big Deal Alerts
- D. Report Filters

Answer: A

Explanation:

Deal Change Highlights is a feature in Lightning Experience that helps sales teams quickly identify recent changes to opportunities. In list views and the Kanban view, changes to the "Amount" or "Close Date" fields are highlighted with green (for positive changes) or red (for negative changes) arrows and text for seven days. This allows reps and managers to visually prioritize deals that have recently shifted in value or timing without having to open each record. Big Deal Alerts (Option A) send emails for high-value deals. Report Filters (Option B) are for general data analysis. The Opportunity Path (Option D) helps guide users through stages but does not highlight recent field-level data changes in a list format.

NEW QUESTION # 139

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