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Exam Plat-Admn-201 Materials | Valid Plat-Admn-201 Test Practice

As you all know that practicing with the wrong preparation material will waste your valuable money and many precious study hours. So you need to choose the most proper and verified preparation material with caution. Preparation material for the Salesforce Certified Platform Administrator (Plat-Admn-201) exam questions from PracticeMaterial helps to break down the most difficult concepts into easy-to-understand examples. Also, you will find that all the included questions are based on the last and updated Plat-Admn-201 exam dumps version.

Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Configuration and Setup: This domain covers foundational administrative tasks including company settings, user interface configuration, user management with licenses and access controls, and implementing security measures through login restrictions and the Salesforce sharing model.
Topic 2	<ul style="list-style-type: none">Productivity and Collaboration: This domain addresses activity management, Chatter collaboration, Salesforce mobile app customization, and AppExchange applications including managed and unmanaged packages.
Topic 3	<ul style="list-style-type: none">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	<ul style="list-style-type: none">Automation: This domain covers automation tools for streamlining business processes, including assignment and escalation rules, Flow configuration for various scenarios, and approval process setup.

Salesforce Certified Platform Administrator Sample Questions (Q40-Q45):

NEW QUESTION # 40

A sales team is having difficulty understanding which stage their opportunity is in and what the company sales process requires of them in that stage. Which feature should a Platform Administrator implement to help the sales team quickly determine where they are in the sales process and what is required of them?

- A. Big Deal Alerts
- **B. Opportunity Sales Path**
- C. List Views
- D. Reports & Dashboards

Answer: B

Explanation:

The Opportunity Sales Path (or simply Path) is a visual representation of the stages in a sales process. It is the best tool for this requirement because it not only shows the current stage prominently at the top of the record but also allows administrators to define Key Fields and Guidance for Success for every stage. This guidance can include specific steps, tips, and links to company resources that explain exactly what a rep needs to do to move the deal to the next phase. Reports (Option A), List Views (Option D), and Big Deal Alerts (Option C) provide data and notifications but do not offer the contextual, stage-by-stage guidance that the Path provides.

NEW QUESTION # 41

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 handoff is creating a new case instead of transferring the existing session.
- D. The agent's instructions are preventing the history and context from being saved.

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 # 42

DreamHouse Realty (DHR) wants a templated process with a mortgage calculator that generates leads for loans. DHR needs to complete the project within 30 days and has maxed out its budget for the year. Which AppExchange item should help a Platform Administrator meet the request?4

- A. Lightning Data7
- B. Bolt Solutions5
- **C. Flow Solutions8**
- D. Lightning Community6

Answer: C

Explanation:

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When a business needs a specific11, complex functional tool (like a mortgage calculator) on a tight timeline and zero budget, Flow Solutions on the AppExchange are the best resource. Many Flow Solutions are provided for free by Salesforce Labs or other partners. These are pre-built, "installable" flows that an administrator can download and customize. Because they are built using standard Flow Builder logic, they can be easily integrated into a website or Experience Cloud site to capture user input and generate Lead records automatically. Bolt Solutions (Option A) are full industry templates that often require more setup and licensing. Lightning Data (Option C) is for data enrichment, not functional calculators. Flow Solutions empower administrators to deliver complex automation and specialized UI components quickly and cost-effectively.

NEW QUESTION # 43

Northern Trail Outfitters wants to initiate expense reports from Salesforce to the external HR system. Managers and directors need to review this process. Which two tools should a Platform Administrator configure?

- A. Approval Process
- B. Outbound Message
- C. Email Alert Action
- D. Quick Action

Answer: A,B

Explanation:

To meet the requirement of a "review process" that ends with data being sent to an "external system," the administrator needs Approval Processes and Outbound Messages. The Approval Process (Option D) handles the internal workflow, ensuring that the manager and director sign off on the expense report. Once the final approval is granted, an "Approval Action" can be triggered. The administrator should use an Outbound Message (Option A) as that action. Outbound Messages are designed to send specific record data (XML via API) to an external URL whenever a record change occurs. This provides a reliable, declarative way to integrate Salesforce with an HR system. Quick Actions (Option C) and Email Alerts (Option B) do not support the technical data transfer needed for external system integration.

NEW QUESTION # 44

Cloud Kicks has an administrator team that manages the org. The company has asked for a small subset of leadership users to have Modify All access, like the administrators have. How should the administrator team accomplish this?

- A. Assign the standard Platform User profile to the leadership users and edit the permissions to Modify All access.
- B. Clone the standard User profile to the leadership users and assign a Modify All role to grant access.
- C. Assign the standard System Administrator profile to the leadership users that includes the Modify All access.
- D. Assign the standard User profile to the leadership users and add a custom permission set with Modify All access.

Answer: D

Explanation:

Salesforce best practices dictate the Principle of Least Privilege, which means users should only be given the minimum level of access required to do their jobs. Assigning leadership users the "System Administrator" profile (Option B) is dangerous because it grants them the ability to change the system configuration, delete fields, and manage users. Instead, the administrator should keep the leadership users on their standard functional profile and grant the "Modify All Data" permission via a Permission Set. This approach provides the users with the data visibility they need (the ability to view and edit all records across the org) without giving them administrative control over the backend setup. Option A is incorrect because you cannot edit standard profiles directly. Option D is incorrect because "Roles" control record visibility and hierarchy, but they do not grant administrative permissions like "Modify All Data." Using a Permission Set is the most secure and flexible way to elevate data access for a specific group.

NEW QUESTION # 45

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