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Candidates all around the globe use their full potential only to get Salesforce Plat-101 certification. Once the candidate is a Salesforce certified, he gets multiple good career opportunities in the Salesforce sector. To pass the Plat-101 Certification Exam a candidate needs to be updated and reliable Salesforce Certified Platform Foundations (Plat-101) prep material.

Salesforce Plat-101 Exam Syllabus Topics:

Topic	Details
Topic 1	• Reports & Dashboards: This section of the exam measures skills of Marketing Specialists and covers reporting and visualization in Salesforce. It includes describing how reports are built, how dashboards present insights, and how these tools help organizations monitor performance and make informed marketing decisions.
Topic 2	• Salesforce Ecosystem: This section of the exam measures skills of Marketing Cloud Administrators and covers the overall Salesforce ecosystem. It focuses on understanding the different resources available for learning and skill development, recognizing how Salesforce Customer 360 products can be applied in real business use cases, and explaining how organizations make use of Salesforce in daily operations. It also highlights awareness of job roles and career opportunities within the Salesforce ecosystem.
Topic 3	• Navigation: This section of the exam measures the skills of Marketing Specialists and covers how users navigate Salesforce. It tests the ability to locate and access necessary information in given scenarios and to identify where different types of Salesforce customizations take place. The emphasis is on practical system navigation that supports marketing operations.
Topic 4	• Data Model: This section of the exam measures skills of Marketing Cloud Administrators and covers Salesforce's data model. It involves understanding the relationship between core standard objects such as Accounts, Contacts, Leads, Opportunities, and Cases. The section also evaluates knowledge of ensuring data visibility through features and maintaining data integrity using the right tools in different business scenarios.

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Some of our customers are white-collar workers with no time to waste, and need a Salesforce certification urgently to get their promotions, meanwhile the other customers might aim at improving their skills. So we try to meet different requirements by setting

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Salesforce Certified Platform Foundations Sample Questions (Q17-Q22):

NEW QUESTION # 17
Which tool creates a visual representation of objects and their relationships?

- A. Schema Builder
- B. Object Manager
- C. App Launcher

Answer: A

Explanation:
Schema Builder is a tool that creates a visual representation of objects and their relationships, and allows you to modify them.

NEW QUESTION # 18
Get Cloudy Consulting (GCC) provides consulting services to small and medium-sized business in the financial services space. GCC wants a solution for customer service where complaints can be logged through a web from and email.
Which Salesforce solution should GCC use?

- A. Service cloud
- B. Commerce Cloud
- C. Experience Cloud

Answer: A

Explanation:
The Salesforce solution that GCC should use for customer service where complaints can be logged through a web form and email is Service Cloud. Service Cloud is a product that helps companies deliver fast and personalized customer service across multiple channels, such as phone, email, web, chat, and social media. Service Cloud allows GCC to create cases from web forms and emails, assign them to agents, track their status, and resolve them efficiently

NEW QUESTION # 19
A Salesforce associate is creating a report that needs to show changes uin a value over a series of point in time.
Which type of chart should the associate add to this report to help visualize these changes?

- A. Scatter
- B. Line
- C. Donut

Answer: B

Explanation:
The type of chart that the associate should add to the report to help visualize the changes in a value over a series of points in time is a line chart. A line chart shows how a numeric value changes over time or across categories, using a continuous line that connects the data points. A line chart is useful for showing trends, patterns, or fluctuations in the data.

NEW QUESTION # 20
Get Cloudy Consulting wants to implement AI Agents to assist with customer service.
Where can Agents be deployed?

- A. Queues

- B. Slack
- C. Chatter

Answer: B

Explanation:
Salesforce offers AI-powered tools like Einstein Bots and AI-powered agents to assist with customer service.
These tools can integrate into communication platforms to enhance user interactions. Slack, a Salesforce product, allows businesses to deploy AI Agents to streamline communication and provide instant support within customer workflows. This integration leverages Slack's powerful collaboration features combined with Salesforce's AI capabilities to resolve issues more efficiently.
Here is how the other options are incorrect:
* A. Queues: While Salesforce Queues manage workloads and assign cases, they are not a place where AI Agents can be deployed. Queues are primarily for task or case assignments.
* B. Chatter: Salesforce Chatter is a collaboration tool within Salesforce for internal communication. It does not support the deployment of AI Agents for customer service purposes.
References from Salesforce Documentation:
* Slack and Salesforce Integration Overview
* Einstein Bots Deployment Options
* Salesforce Associate Exam Guide

NEW QUESTION # 21

Sales reps at Get Cloudy Consulting want to see a visual representation of their emails and phone calls with a contact.
Which contact record component must be present so users can see this?

- A. Activities Timeline
- B. Salesforce Inbox
- C. Activity Capture

Answer: A

Explanation:
The contact record component that must be present so users can see a visual representation of their emails and phone calls with a contact is the Activities Timeline. The Activities Timeline shows a chronological list of past and upcoming activities related to a record, such as emails, calls, meetings, tasks, and events. Users can see the details, status, and attachments of each activity, and also create, edit, or delete activities from the timeline. Activity Capture is a feature that automatically syncs emails and events between Salesforce and email and calendar applications, but it does not show a visual representation of them on the contact record. Salesforce Inbox is a product that enhances email and calendar productivity with Salesforce integration, but it also does not show a visual representation of activities on the contact record.

NEW QUESTION # 22

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