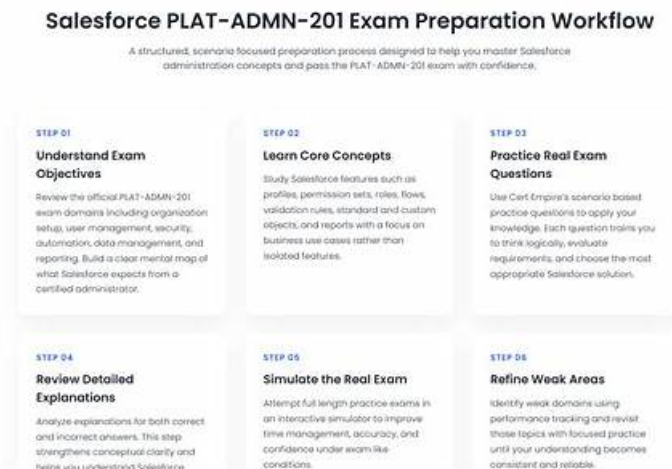


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Salesforce Certified Platform Administrator Sample Questions (Q51-Q56):

NEW QUESTION # 51

A group of sales reps can view each other's orders on a report; however, they would like a report to view just their own orders. What should a Platform Administrator do to set up a report for the sales reps? 31

- A. Set the Opportunity Filter for Primary as True.
- B. Set Organization Wide Defaults of Order object to Private.
- C. Save the report in a private folder for the user.

- **D. Filter by Opportunity Owner equals \$USER.**

Answer: D

Explanation:

In Salesforce reporting, administrators can use relative date and user filters to make a single report template dynamic for every person who views it. By setting the filter to Opportunity Owner (or Order Owner) equals \$USER, the report will automatically filter the results to show only those records owned by the individual currently logged in and viewing the report. This is much more efficient than creating separate reports for every rep. While setting the Organization-Wide Defaults to Private (Option C) would restrict general visibility, it does not help if the reps need to be able to see each other's data for other business reasons but simply want a "clean" personal view for daily tasks³⁶. Saving the report in a private folder (Option D) only restricts who can see the report itself, not the data contained within it. Using the \$USER variable is the standard way to provide personalized, relevant data views in a shared reporting environment.

NEW QUESTION # 52

A Platform Administrator is building an agent to nurture leads. How does Agentforce SDR help?

- A. Autonomously negotiate pricing with the lead and close the final deal.
- **B. Answer the lead's questions with responses that are grounded in company data.**
- C. Analyze the performance of human sales reps and provide coaching tips.
- D. Generate a dynamic call script and talking points for the human sales reps to use.

Answer: B

Explanation:

Agentforce SDR (Sales Development Representative) is an AI agent designed to autonomously engage with prospects to nurture leads and accelerate the sales pipeline. A core functionality of this agent is its ability to interact with potential customers by answering their specific questions about products or services. Crucially, these responses are grounded in company data, meaning the agent retrieves relevant information from the Salesforce Knowledge base, product catalogs, or other internal resources to provide accurate, brand-aligned answers. This ensures that the agent provides high-quality, trustworthy information without the "hallucinations" common in non-grounded AI. While the agent helps in lead qualification and nurturing, its primary value in an ecommerce or sales support context is providing immediate, context-aware assistance. It is not intended to replace humans in complex price negotiations (Option B) or serve purely as a coaching tool (Option C), but rather to act as a front-line digital worker that scales the sales team's reach by handling information-seeking queries autonomously.

NEW QUESTION # 53

Universal Containers (UC) has a private sharing model for Opportunities and uses Opportunity teams. Criteria-based sharing rules are not used. A sales rep at UC leaves the company, and their user record is deactivated. The rep is later rehired in the same role. A Platform Administrator activates the old user record. The user is added to the same default Opportunity teams but is no longer able to see the same records the user worked on before leaving the company. What is the likely cause?

- A. The record type of the opportunity records was changed.
- B. The stage of the opportunity records was changed to Closed Lost.
- C. Permission sets were removed when the user was deactivated.
- **D. The records were manually shared with the user.**

Answer: D

Explanation:

In Salesforce, there are different types of sharing: Managed Sharing (Role Hierarchy, Sharing Rules) and Manual Sharing. A critical behavior of the platform is that when a user is deactivated, all their Manual Shares (records shared with them by other users using the "Share" button) are automatically and permanently deleted from the system. Even if the user record is reactivated later, those manual shares do not return. Because the organization uses a "Private" model and does not use criteria-based sharing rules, the user's previous access likely relied on manual sharing or their previous position in the hierarchy. While activating the record and adding them back to teams provides new access, the historical "one-off" shares are gone. Options A and B are unlikely to be the cause of a total loss of visibility. Option D is incorrect because permission sets control what a user can do, not which specific records they can see in a private sharing model.

NEW QUESTION # 54

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

Answer: D

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 # 55

Ursa Major Solar wants to roll out the Salesforce mobile app, and the first information it wants its users to see is the Top Opportunities report. What should a Platform Administrator configure to achieve this?

- A. Add the Dashboards tab to the Salesforce mobile app.
- **B. Enable Mobile Home for the Salesforce mobile app.**
- C. Add the Reports tab to the Salesforce mobile app.
- D. Enable Today for the Salesforce mobile app.

Answer: B

Explanation:

Mobile Home is a customizable landing page for the Salesforce mobile app that acts as the default "start page" for users. It allows administrators to add various "cards" or "widgets," including reports, pinned records, and upcoming events. By enabling and configuring Mobile Home, a Platform Administrator can place a specific Report card (such as "Top Opportunities") at the very top of the screen, ensuring it is the first thing users see upon opening the app. While adding the Reports tab (Option A) or Dashboards tab (Option D) allows users to find the information, it does not automatically present specific report data on the home screen. The "Today" feature (Option B) focuses on calendar events and tasks rather than customized reporting data.

NEW QUESTION # 56

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