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## Pass Guaranteed 2026 Perfect Salesforce Plat-101 New Exam Materials

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## Salesforce Plat-101 Exam Syllabus Topics:

Topic	Details

Topic 1	<ul style="list-style-type: none"> <li>• <b>Reports &amp; Dashboards:</b> 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.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>• <b>Salesforce Ecosystem:</b> 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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• <b>Navigation:</b> 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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• <b>Data Model:</b> 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.</li> </ul>

## Salesforce Certified Platform Foundations Sample Questions (Q79-Q84):

### NEW QUESTION # 79

An employee at Get Consulting recently changed their name and received a new username. Where should these changes be updated?

- **A. User Record page from Setup**
- B. User profile page
- C. Contact Record page

**Answer: A**

Explanation:

The user record page from Setup is where the changes should be updated. The user record page from Setup allows the user to view and edit the information and settings of a user, such as name, username, email, profile, role, and license. The user record page from Setup can be accessed by clicking the Setup icon in the header, then clicking Users > Users, and then clicking the name of the user. The contact record page is where the user can view and edit the information of a contact, such as name, phone, email, account, and address. The contact record page does not affect the user's username or login access. The user profile page is where the user can view and edit their personal information, such as name, email, password, and language. The user profile page does not allow the user to change their username or license.

### NEW QUESTION # 80

A Salesforce associate wants to learn more about converting Leads to Contacts. They enjoy learning in an asynchronous, gamified way. Which resource should they use?

- **A. Trailhead**
- B. Salesforce Help
- C. Trailblazer Community

**Answer: A**

Explanation:

Trailhead is the resource that the Salesforce associate should use to learn more about converting leads to contacts in an asynchronous, gamified way. Trailhead is a learning platform that provides interactive, online, and free courses for anyone who wants

to learn Salesforce skills and earn credentials. Trailhead allows the user to learn at their own pace, in their own time, and in their own way. Trailhead also provides gamification features, such as badges, points, and ranks, to motivate and reward the user for their learning progress.

Trailhead has a module called Lead Management that covers the topic of converting leads to contacts, among other topics.

Salesforce Help is a resource that provides documentation, guides, videos, and support for Salesforce users who need assistance with using or troubleshooting Salesforce products and features.

Salesforce Help is not a learning platform, and it does not provide gamification features. The Trailblazer Community is a resource that provides an online platform where Salesforce users, partners, employees, and experts can connect, collaborate, and learn from each other. The Trailblazer Community is not a learning platform, and it does not provide gamification features.

### NEW QUESTION # 81

Get Cloudy Consulting wants to implement Salesforce within its sales and service divisions, and automate several processes that involve both.

Which approach should they explore first?

- **A. Declarative**
- B. Programmatic
- C. Third-party consulting services

**Answer: A**

Explanation:

Declarative tools in Salesforce allow for process automation without the need for code. These tools, such as Process Builder, Flow Builder, and Approval Processes, enable users to configure automation that spans multiple divisions like sales and service. This approach is user-friendly, cost-effective, and faster to implement compared to programmatic solutions.

\* B. Programmatic: Programmatic approaches (e.g., Apex code) should be used when declarative tools cannot meet specific complex requirements.

\* C. Third-party consulting services: While consulting services may assist with implementation, exploring Salesforce's native tools should be the first approach.

References from Salesforce Documentation:

\* Declarative vs. Programmatic Development

\* Process Automation Overview

### NEW QUESTION # 82

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 form and email.

Which Salesforce solution should GCC use?

- **A. Service cloud**
- B. Experience Cloud
- C. Commerce 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 # 83

To which Team should a Salesforce associate be added to gain access to an Account and its related opportunities?

- A. Lead Team
- **B. Account Team**
- C. Opportunity Team

**Answer: B**

Explanation:

The account team is the team that a Salesforce associate should be added to gain access to an account and its related opportunities. The account team is a feature that allows the user to share an account and its related records, such as contacts, opportunities, and cases, with other users who play a role in the account. The account team can include different team members with different roles and access levels. For example, the account team could include a sales rep, a sales manager, a product specialist, and a customer service agent.

The opportunity team is a feature that allows the user to share an opportunity and its related records, such as products, quotes, and activities, with other users who work on the opportunity. The opportunity team does not grant access to the account or its other related records, such as contacts or cases. The lead team is a feature that allows the user to share a lead and its related records, such as tasks, events, and notes, with other users who work on the lead. The lead team does not grant access to the account or its related records, such as contacts or opportunities.

## NEW QUESTION # 84

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