

Quiz Salesforce - Plat-101 - High-quality Salesforce Certified Platform Foundations Associate Level Exam



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Salesforce Plat-101 Exam Syllabus Topics:

| Topic | Details |
|---------|--|
| Topic 1 | <ul style="list-style-type: none">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 2 | <ul style="list-style-type: none">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 3 | <ul style="list-style-type: none">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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| Topic 4 | <ul style="list-style-type: none"> • 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. |
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>> Plat-101 Associate Level Exam <<

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Salesforce Certified Platform Foundations Sample Questions (Q103-Q108):

NEW QUESTION # 103

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

Answer: C

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 # 104

When a sales rep needs to give an additional discount for an opportunity, a manager needs to review and authorize the discount request.

What should be used to lock the record before a decision is made?

- A. Page layout
- B. validation rule
- **C. Approval process**

Answer: C

Explanation:

An approval process is a workflow that defines the steps and criteria for approving a record. It can be used to lock the record before a decision is made, and send email alerts and tasks to the approvers.

NEW QUESTION # 105

Where can a org's service status and performance degradation information be found?

- A. Salesforce help

- B. Salesforce
- C. AppExchange portal

Answer: B

Explanation:

The Salesforce Trust site is where an org's service status and performance degradation information can be found. The Salesforce Trust site is a resource that provides transparency and real-time information about the availability, performance, security, privacy, and compliance of the Salesforce platform. The Salesforce Trust site allows the user to check the current and historical status of their org's instance, as well as subscribe to notifications and alerts about any maintenance or incidents. The AppExchange portal is a resource that provides access to thousands of apps and components that extend the functionality and features of the Salesforce platform. The AppExchange portal does not provide information about the service status and performance of the Salesforce platform. 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 does not provide information about the service status and performance of the Salesforce platform.

NEW QUESTION # 106

A salesforce associate at get Cloudy Consulting has been asked to analyze Service Cloud data to determine how many individuals have called in to the support center.

Which relationship on Case should the associate use?

- A. Contact
- B. Account
- C. Owner

Answer: A

Explanation:

The contact relationship on case is used to indicate the individual who has called in to the support center. The contact field on case is a lookup field that allows the user to select a contact from the related account or any other account. The owner relationship on case is used to indicate the user who is responsible for working on the case. The account relationship on case is used to indicate the company or organization that the case is related to.

NEW QUESTION # 107

Refer to the screenshot that shows the top portion of the Salesforce Service app with areas labeled A, B, and C.

Get Cloudy Consulting (GCC) offers sales and services consoles to meet the various needs of its end users?

Where should GCC's end users go to change to the Sales Console.

- A. Search bar (Label b)
- B. App Launcher icon (Label A)
- C. A dropdown in the navigation bar (Label C)

Answer: B

Explanation:

The place where GCC's end users should go to change to the Sales Console is the App Launcher icon (Label A). The App Launcher is a menu that allows users to access all the apps and items in their Salesforce org. The Sales Console is one of the apps that can be found in the App Launcher. The user can search for "Sales Console" in the App Launcher and select it to switch to the Sales Console app. The Sales Console is a standard Salesforce Lightning console app that meets all the sales needs. The Search bar (Label B) is a feature that allows users to find records and other items in their Salesforce org, but it does not search for apps outside their org. The dropdown in the navigation bar (Label C) is a menu that allows users to switch between different tabs and items within the current app, but it does not show other apps.

NEW QUESTION # 108

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