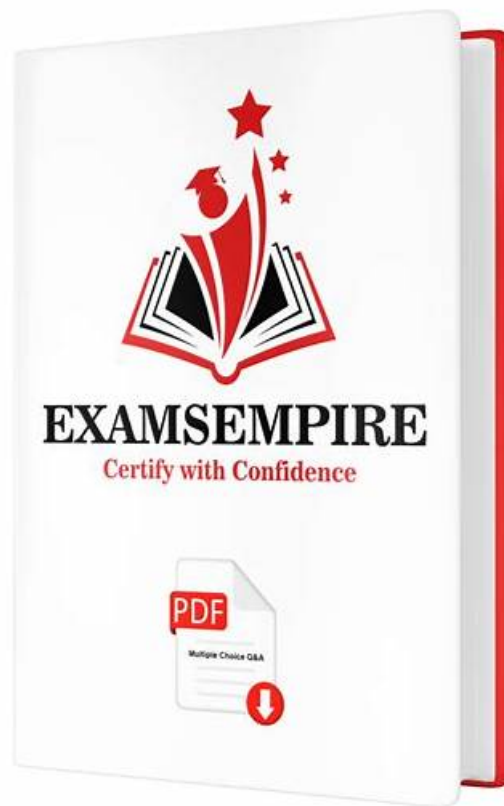# New Plat-Admn-201 Test Answers, Plat-Admn-201 Best Vce

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Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details
Topic 1	• Automation: This domain covers automation tools for streamlining business processes, including assignment and escalation rules, Flow configuration for various scenarios, and approval process setup.

Topic 2	• 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 3	• Service and Support Applications: This domain covers case management systems, including case assignment, queues, and automation through escalation rules, auto-response rules, and Einstein for Service.
Topic 4	• 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 5	• Data and Analytics Management: This domain focuses on data operations including importing, exporting, and backing up data, maintaining data quality through validation rules, and creating reports and dashboards while understanding sharing model impacts.

Salesforce Certified Platform Administrator Sample Questions (Q107-Q112):

NEW QUESTION # 107
A Platform Administrator is designing a prompt template for a new agent. The agent's purpose is to help service reps troubleshoot technical issues by providing concise, step-by-step instructions. Based on best practices for creating effective prompts, which approach should the administrator use when writing this prompt? 16

- A. Write a detailed prompt with multiple nested conditions to cover all the major troubleshooting scenarios.
- B. Use specific technical terms and abbreviations to ensure the AI understands the specialised domain.
- C. Focus on providing high-level, theoretical concepts so the AI has the flexibility to respond creatively.
- D. Use natural, easy-to understand language and clear, concise instructions to guide the AI's behavior.

Answer: D

Explanation:
Creating effective Agentforce prompts requires a focus on clarity and simplicity to ensure the Large Language Model (LLM) follows instructions accurately. According to Salesforce best practices, administrators should use natural, easy-to-understand language and provide clear, concise instructions1919. This approach helps the AI accurately reason through the task without becoming confused by overly complex or nested logic (Option A). While technical accuracy is important, relying heavily on jargon or abbreviations (Option B) can sometimes lead to unexpected results if the LLM interprets those terms differently in various contextsFurthermore, providing high-level theoretical concepts (Option C) often results in vague or "creative" answers that may not be helpful for technical troubleshooting, which requires specific and actionable steps22. Using direct instructions like "Summarize the issue in three bullet points" is more effective than broad guidelines.

NEW QUESTION # 108
In an approval process, what happens when a queue is selected as the approver?

- A. The queue can only be used for objects that do not support individual user approvals.
- B. The queue requires unanimous approval from all of its members before the record is approved.
- C. Only the queue owner is notified about the approval request, not its members.
- D. Any member of the queue can approve or reject the record and the queue is treated as a single entity.

Answer: D

Explanation:
Salesforce allows Queues to be designated as assigned approvers in an approval process. When a record is submitted for approval and routed to a queue, an email notification is sent to all queue members (depending on queue settings). The core behavior is that any member of the queue can "claim" the request and either approve or reject it. Once one member takes action, the step is considered complete, and the queue is treated as a single decision-making entity. Unanimous approval (Option A) is a specific setting for multiple individual assigned approvers, but it does not apply to queues in this way. Option C is incorrect because the purpose of a queue is to notify all members to ensure a timely response. Queues are supported for most standard and all custom objects (negating Option D).

NEW QUESTION # 109

Which component of an approval process defines the chain of approval, determines which records can advance, and specifies where to assign approval requests? 1717

- A. Process Definition Detail
- B. Approval Actions
- C. Entry Criteria
- D. Approval Steps

Answer: D

Explanation:

The core logic of any approval process is contained within its Approval Steps18. While the overall process defines the "Entry Criteria" for which records can start the process, the individual Approval Steps are what define the actual "chain of approval"19191919. Each step can have its own specific criteria to determine if a record should enter that particular step or skip to the next one. Furthermore, the Approval Step is where the administrator specifies the Assigned Approver, whether it be a specific user, a manager, or a queue. This granularity allows for complex routing, such as sending small discounts to a manager but large discounts to a VP. Process Definition Detail (Option A) provides a high-level overview of the process settings. Entry Criteria (Option C) only act as the initial gatekeeper. Approval Actions (Option D) are the automated results (like email alerts or field updates) that happen once a step is decided.

NEW QUESTION # 110

What is the next step an agent performs when the tasks within an agentic loop are all unsatisfactory?

- A. Asks for additional information
- B. Gives an error message
- C. Routes to a live agent
- D. Provides the best answer possible with caveats

Answer: A

Explanation:

In an agentic loop, the AI agent iteratively tries to solve a user's request by calling actions and evaluating the results. If the results of those actions are unsatisfactory (e.g., the data returned doesn't answer the prompt or a required input is missing), the agent's next logical step is to ask for additional information. By clarifying the user's intent or requesting the missing data point, the agent can initiate a new loop with better inputs. Giving up with an error message (Option B) or providing a "best guess" (Option A) are considered failures of the reasoning process. Routing to a live agent (Option C) is an escalation step that typically happens after the agent has failed to resolve the issue even after clarification, or if the user explicitly asks for human help.

NEW QUESTION # 111

A Platform Administrator at Cloud Kicks needs to temporarily remove one dashboard from a shared folder with several dashboards to make some required changes. How should the administrator achieve this?

- A. Create a private group and add the dashboard to it.
- B. Remove the permission set to the dashboard from the users.
- C. Remove View access to the shared folder.
- D. Edit the dashboard properties and move it to a private dashboards folder.

Answer: D

Explanation:

In Salesforce, access to reports and dashboards is determined by the folder in which they are stored. If a dashboard is in a shared folder, anyone with access to that folder can view it. To "temporarily remove" a specific dashboard from public view without affecting the rest of the folder's contents, the Platform Administrator should edit the dashboard's properties and move it to a private dashboards folder (such as "My Private Dashboards"). Once moved, only the administrator (and those with high-level "View All Data" permissions) can see it while the changes are being made. Removing view access to the shared folder (Option A) would hide all dashboards in that folder, which is not the goal. Permission sets (Option C) control functional access (the ability to create or edit dashboards) but not individual record/dashboard visibility. Private groups (Option D) are for Chatter collaboration, not for managing

dashboard folder security.

NEW QUESTION # 112

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According to our investigation, the test syllabus of the Plat-Admn-201 exam is changing every year. Some new knowledge will be added into the annual real exam. Some old knowledge will be deleted. So you must have a clear understanding of the test syllabus of the Plat-Admn-201 study engine. Now, you can directly refer to our Plat-Admn-201 study materials. Because we have been in the field for over ten years and we are professional in this career. We can always offer the most updated information to our loyal customers.

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