

# New Salesforce Plat-Admn-201 Exam Topics & Plat-Admn-201 Free Brain Dumps

## Salesforce Admin 201 Exam Practice Questions With Complete Solutions (Latest Updated 2024/2025) Graded 100%

1. What should a system administrator use to disable access to a custom application for a group of users?

- A. Profiles
- B. Sharing rules
- C. Web tabs
- D. Page layouts - ✓✓A. Profiles

2. Universal Containers needs to track the manufacturer and model for specific car companies. How can the system administrator ensure that the manufacturer selected influences the values available for the model?

- A. Create the manufacturer field as a dependent picklist and the model as a controlling picklist.
- B. Create a lookup field from the manufacturer object to the model object.
- C. Create the manufacturer field as a controlling picklist and the model as a dependent picklist.
- D. Create a multi-select picklist field that includes both manufacturers and models. - ✓✓C. Create the manufacturer field as a controlling picklist and the model as a dependent picklist.

3. Sales representatives at Universal Containers need assistance from product managers when selling certain products. Product managers do not have access to opportunities, but need to gain access when they are assisting with a specific deal. How can a system administrator accomplish this?

- A. Notify the product manager using opportunity update reminders.
- B. Enable opportunity teams and allow users to add the product manager.
- C. Use similar opportunities to show opportunities related to the product manager.
- D. Enable account teams and allow users to add the product manager. - ✓✓B. Enable opportunity teams and allow users to add the product manager.

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## Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• Productivity and Collaboration: This domain addresses activity management, Chatter collaboration, Salesforce mobile app customization, and AppExchange applications including managed and unmanaged packages.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>• Agentforce AI: This domain introduces AI-powered agents in Salesforce, covering use cases, configuration in Agent Builder, security considerations, and troubleshooting agent permissions.</li></ul>
Topic 5	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 6	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 7	<ul style="list-style-type: none"><li>• Object Manager and Lightning App Builder: This domain focuses on Salesforce data architecture, including object relationships, field customization, page layout management, and understanding the implications of field deletions on dependent features.</li></ul>

## Salesforce Certified Platform Administrator Sample Questions (Q41-Q46):

### NEW QUESTION # 41

Cloud Kicks has been seeing exponential growth and will be hiring an additional 10 sales reps and 15 support reps to its teams. The support team will need access to the Service Console to manage cases. A Platform Administrator will be assigning the users to existing custom sales and support profiles. How should the administrator ensure the support reps have the appropriate access to the console?

- A. Assign the Salesforce Platform User License to the support reps.
- B. Create a permission set for the Service Console and assign it to the support reps.
- C. Build a Service Console using Lightning App Builder for the custom service profile.
- D. **Enable the Service Cloud User feature license for the support reps on the User Detail page.**

### Answer: D

Explanation:

Access to the Service Console and other advanced Service Cloud features (like Entitlements or Knowledge) requires a specific Feature License called the Service Cloud User. Even if a user's profile has the "Manage Cases" permission, they will not be able to access the specialized Console app unless the "Service Cloud User" checkbox is selected on their individual User record. This is a common administrative step when onboarding new support staff. Permission sets (Option B) grant functional permissions but cannot grant feature licenses. Assigning a "Platform User License" (Option D) would actually restrict them, as that license type does not include access to standard CRM objects like Cases or the Service Console.

### NEW QUESTION # 42

Ursa Major Solar wants to see collaboration and updates across various Chatter groups, records, and announcements from the CEO in a single place. What should a Platform Administrator configure to achieve this?

- A. Chatter Group

- B. Chatter Stream
- C. Chatter Feed
- D. Chatter Daily Digest

**Answer: B**

Explanation:

A Chatter Stream is a custom feed that users (or administrators) can create to consolidate updates from multiple sources. You can combine feeds from specific groups, individual people (like the CEO), and specific records into a single view. This allows users to stay organized and monitor diverse sets of information in one place without having to navigate between different groups or records. A Chatter Group (Option A) is for a specific set of members. A Daily Digest (Option B) is an email summary. A Chatter Feed (Option C) is a general term for the individual lists of updates but does not natively allow for the targeted "multi-source" consolidation that a Stream provides.

**NEW QUESTION # 43**

When a qualified lead is converted, what happens to its related records?

- A. Records from custom objects are attached to the resulting contact, account, and opportunity records.
- B. Campaign history is attached to the resulting contact, account, and opportunity records.
- C. Open activities only are attached to the resulting contact, account, and opportunity records.
- **D. All activities are attached to the resulting contact, account, and opportunity records.**

**Answer: D**

Explanation:

During the Lead Conversion process, Salesforce automatically transfers the history and interaction data associated with the Lead to the newly created Account, Contact, and Opportunity. This includes all activities, meaning both Open Activities (like upcoming tasks or events) and Activity History (like past emails or logged calls) are attached to the resulting records to maintain a complete customer timeline. Campaign history is also typically associated with the resulting Contact, but the question specifically asks about "related records" in a broader sense, and the transfer of all activities is a primary mechanical function of the conversion. Option A is incorrect because custom object records do not automatically move unless specific custom mapping or code is in place. Option B is incorrect because the system does not limit the transfer to only open activities.

**NEW QUESTION # 44**

Cloud Kicks is concerned that not everyone on the sales team is entering key data into accounts and opportunities that they own. Also, the team is concerned that if the key information changes, it does not get updated in Salesforce. A Platform Administrator wants to get a better understanding of their data quality and record completeness. What should the administrator do to accomplish this?

- **A. Create a report for Accounts and Opportunities highlighting missing data.**
- B. Explore AppExchange for data quality and record completeness solutions.
- C. Configure the key fields as required fields on the page layout.
- D. Subscribe the sales reps to a monthly report for accounts and opportunities.

**Answer: A**

Explanation:

The administrator's goal is to gain a better understanding of current data quality and record completeness issues in Accounts and Opportunities. Creating reports (or dashboards) that highlight blank or missing key fields-using filters like "Field equals (blank)" or formula fields to flag incompleteness-directly assesses the existing data by showing which records lack required information.

Why B is correct: Salesforce Trailhead modules on data quality emphasize using reports and dashboards (e.g., Account, Contact & Opportunity Data Quality Dashboard) to identify missing fields and measure completeness before implementing fixes.

Why not the others:

A: Exploring AppExchange apps is useful for advanced or ongoing solutions but skips the initial assessment step.  
 C: Subscribing reps to reports helps with awareness but doesn't provide the admin with an overview of data quality.  
 D: Making fields required prevents future issues but doesn't reveal current missing data or outdated records.  
 This approach aligns with Salesforce best practices: assess data quality first through reporting, then enforce improvements.

## NEW QUESTION # 45

What is an Agentforce use case in a sales organization?

- A. Providing basic web bot chats
- B. Generating cold calls
- **C. Automating Lead Qualification**
- D. Automating all marketing content

**Answer: C**

Explanation:

Agentforce is designed to handle sophisticated, multi-step business processes that traditionally require human intervention. In a sales organization, a primary use case is Automating Lead Qualification. Unlike basic web bots (Option C) that follow a rigid, pre-defined script, an Agentforce agent can engage in natural language conversations with prospects. It can ask relevant discovery questions, handle objections, and determine if a lead meets the company's "Qualified" criteria based on the information provided. Once qualified, the agent can autonomously update the Salesforce record or even book a meeting for a human sales representative. While AI can assist with content, "automating all marketing content" (Option B) is overly broad and typically handled by specialized marketing tools. Generating cold calls (Option A) involves voice technology and legal complexities that are not the core focus of the Agentforce platform's digital agent capabilities. Lead qualification represents a high-value, repeatable process that perfectly leverages the agent's ability to reason and interact with Salesforce data.

## NEW QUESTION # 46

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