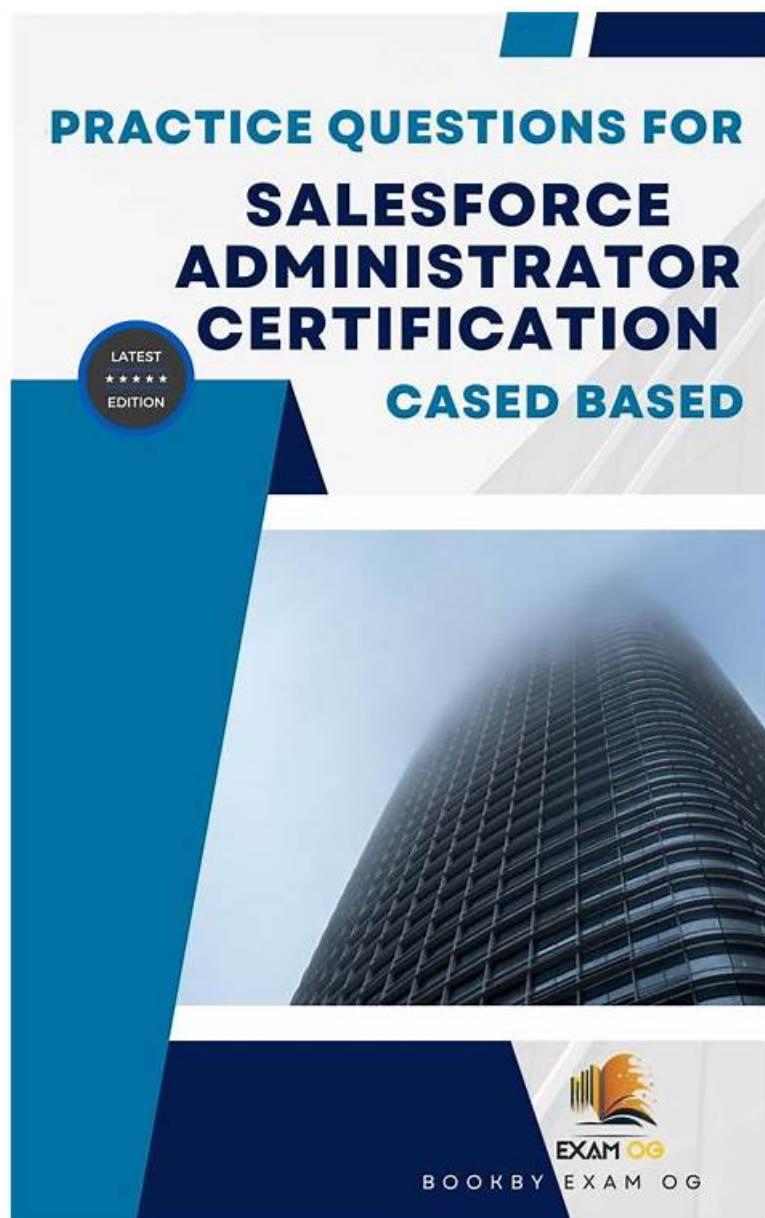


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Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Agentforce AI: This domain introduces AI-powered agents in Salesforce, covering use cases, configuration in Agent Builder, security considerations, and troubleshooting agent permissions.
Topic 2	<ul style="list-style-type: none">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.

Topic 3	<ul style="list-style-type: none"> 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.
Topic 4	<ul style="list-style-type: none"> Productivity and Collaboration: This domain addresses activity management, Chatter collaboration, Salesforce mobile app customization, and AppExchange applications including managed and unmanaged packages.
Topic 5	<ul style="list-style-type: none"> 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.

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Salesforce Certified Platform Administrator Sample Questions (Q31-Q36):

NEW QUESTION # 31

A Platform Administrator is building an agent to help an ecommerce support team. The agent needs to call an action, named updateShippingAddress, that modifies a customer's shipping address in the system. Which set of Action Instructions should the administrator use for the updateShippingAddress action, according to best practices?

- A. "Use this to update shipping information. It's used for any changes to a customer's address in the system."
- B. "This action allows for the changing of a shipping address, and the goal is to make sure the address is current and accurate."
- C. **"Updates the shipping address for a customer order. The goal of the action is to modify the address on a customer's record. The agent should only use this action when the user explicitly requests to change their address."**
- D. "This action updates the customer's shipping address. It is to be used when a user wants to change their address. Only use this when a customer does not have an active order in the system."

Answer: C

Explanation:

According to Agentforce best practices, action instructions must be highly specific regarding the action's purpose, the expected goal, and the conditions under which it should be triggered. Option D is the strongest set of instructions because it defines the Action (Update shipping address), the Goal (Modify address on a record), and a clear Constraint/Guardrail (Only use when the user explicitly requests it). This prevents the AI from accidentally triggering a data change based on a vague inquiry. Option B is also good but more restrictive than necessary unless the business logic specifically forbids updates during active orders. Option D provides the best balance of context and intent, ensuring the Large Language Model (LLM) understands the "why" and "when" of the action.

NEW QUESTION # 32

How should a Platform Administrator view Currencies, Fiscal Year settings, and Business Hours in Salesforce?

- A. Custom Settings
- B. User Management Settings
- C. Feature Settings
- D. **Company Settings**

Answer: D

Explanation:

In the Salesforce Setup menu, Company Settings (formerly Company Profile) is the central location where global organizational parameters are managed. This section contains several key settings. Under Company Information, the admin can view the Org ID, default time zone, and primary currency. The Fiscal Year settings allow the admin to define whether the organization follows a standard Gregorian calendar or a custom fiscal cycle. Business Hours are used to define the working times for the organization, which is critical for calculating milestones in Service Cloud or escalation rules. If Multi-Currency is enabled, this is also where exchange rates and active currencies are managed. Viewing and configuring these settings is a foundational task for any Platform Administrator, as they establish the baseline for how data is interpreted and how time-based automation functions across the entire instance. Ensuring these are correct is vital for accurate financial reporting and maintaining service level agreements (SLAs).

NEW QUESTION # 33

Service reps in a call center do not have assigned desks. They sit at any available desk and use the computer on that desk to access Salesforce. A Platform Administrator has been asked to streamline the login process so the reps do not have to authenticate each time they log in at a different computer. Which function should the administrator use to implement this request?

- A. Trusted IP Ranges
- B. Multi-factor Authentication
- C. Custom Profile
- D. Permission Set

Answer: A

Explanation:

In Salesforce, Trusted IP Ranges (configured under Network Access in Setup) define a set of IP addresses from which users can log in without being prompted for a verification code (identity confirmation). In a call center environment where reps use different machines but are all within the same corporate network (sharing a common external IP or range), adding those corporate IPs to the Trusted IP Ranges list "streamlines" the login process. This prevents the system from seeing each new machine as an "unrecognized device". Multi-factor Authentication (Option C) actually adds an extra step to the login process, which is the opposite of streamlining. Profiles (Option A) and Permission Sets (Option D) can manage "Login IP Ranges" (which restrict access to specific IPs), but Trusted IP Ranges are the primary tool for bypassing identity verification within a known network.

NEW QUESTION # 34

Cloud Kicks needs to change the owner of a case when it has been open for more than 7 days. What should a Platform Administrator use to complete this requirement? 47

- A. Validation Rules
- B. Assignment Rules
- C. Escalation Rules
- D. Auto Response Rules

Answer: C

Explanation:

Escalation Rules are designed specifically to perform actions when a Case record has remained in a certain state (like "Open") for a specified period. In this scenario, the Platform Administrator would set an escalation rule entry with the age set to 168 hours (7 days). When this time threshold is reached, the rule can automatically reassign the case to a new owner or a management queue 51. Assignment Rules (Option C) are only triggered upon the initial creation of a record or when manually triggered by a user, and they do not have a built-in "timer" capability to fire days later 52. Auto-Response Rules (Option B) are only for sending automated emails to customers, not for internal ownership changes 53. Validation Rules (Option D) are used to prevent data entry errors and cannot change record ownership 54.

NEW QUESTION # 35

The VP of sales at Cloud Kicks has a standard sales profile and is receiving an error message that prevents them from saving an opportunity. A Platform Administrator attempted the same edit without receiving an error. How should the administrator troubleshoot this issue?

- A. Log in as a system administrator to troubleshoot.
- **B. Use 'Login as' to log in as the user.**
- C. Use an AppExchange product to troubleshoot.
- D. Ask the user for their password so the admin can log in as the user.

Answer: B

Explanation:

When a specific user encounters an error that an administrator cannot replicate, the most effective troubleshooting technique is to "Login as" that user. This feature, which must be enabled in the organization's login policies, allows the administrator to see exactly what the user sees and experience the system through their specific profile, role, and sharing permissions²². This is vital for identifying issues related to Validation Rules, Field-Level Security, or Record-Triggered Flows that might only trigger under specific user contexts. Logging in as a system administrator (Option A) is ineffective because administrators often bypass certain restrictions that apply to standard users⁴. Asking for a password (Option D) is a major security violation and is never required in Salesforce⁵. By using the "Login as" feature, the admin can pinpoint whether the error is caused by the user's data input or a specific permission conflict assigned to their profile.

NEW QUESTION # 36

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