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Salesforce Certified Platform Administrator Sample Questions (Q112-Q117):

NEW QUESTION # 112
A Platform Administrator at Cloud Kicks has a flow in production that is supposed to create new records. However, no new records are being created. What is causing the issue?

- A. The flow is Read Only.
- B. The flow URL is deactivated.

- C. The flow trigger is missing.
- D. The flow is inactive.

Answer: D

Explanation:

In Salesforce, a flow must be Active for it to execute in a production environment. When an administrator builds or updates a flow, it is saved as a new version. Even if the logic is perfect and passes all debug tests, the flow will not run for end-users unless the administrator explicitly clicks the "Activate" button. If a flow is intended to create records but nothing is happening, the first troubleshooting step is always to verify the status in the Flow Builder or the Flows list in Setup. A flow version that is simply "Saved" but not "Active" will remain dormant. Option D is unlikely because the Flow Builder usually prevents saving a record-triggered flow without a trigger defined. Option C ("Read Only") is not a state that would prevent a flow from running. Option B ("Flow URL") only applies to specific types of screen flows launched via custom links, whereas the question implies a general failure of the automation to execute.

NEW QUESTION # 113

A Platform Administrator is creating a new action instruction for an agent. This action, named createCase, is designed to generate a new Salesforce Case record based on the user's conversation with the agent. Which set of Action Instructions should the administrator use for the createCase action, according to best practices for action instructions?

- A. "This action provides the ability to create a new case record in the Salesforce system. Its function is to simply save customer information as a record. Use this when the user wants to create a case."
- B. "The createCase code snippet is configured to create a case. It runs in the background to handle the user's request to log a new issue. Its purpose is to solve the customer's issue."
- C. "Creates a new case record in the system for any type of customer inquiry. The purpose of this is to ensure a record of the interaction is saved."
- D. "Use this action to create a new Salesforce Case record. The goal is to document a customer's issue in the system. Use this when the user's intent is to create a formal record of their problem or question."

Answer: D

Explanation:

Best practices for Agentforce Action Instructions emphasize clarity, intent, and specific usage scenarios to help the LLM (Large Language Model) understand exactly when and why to trigger an action13. Option B is the best choice because it explicitly defines the Action (create a Case), the Goal (document a customer's issue), and the User Intent (formal record of a problem or question)14. High-quality instructions act as a guide for the agent's reasoning process15. Vague instructions, like those in Option A or C, may lead to the agent triggering the action at inappropriate times, such as during a simple inquiry that doesn't require a formal case. Instructions that focus on "code snippets" (Option D) are less effective because the LLM needs to understand the functional business context rather than the technical implementation details to interact naturally with the user17.

NEW QUESTION # 114

A Platform Administrator deactivates an agent to add a new topic and action. What happens to any ongoing user conversations with the agent?

- A. The agent window automatically closes to prevent new messages.
- B. The agent will continue conversations using the deactivated agent until reactivated.
- C. The agent will pause the conversation and resume once reactivated.
- D. The agent will send a system error message as a response to any new messages.

Answer: B

Explanation:

In the Agentforce environment, deactivating an agent to make configuration changes (like adding a Topic or Action) does not immediately terminate existing sessions. To ensure a smooth user experience, Salesforce allows ongoing conversations to continue using the version of the agent that was active when the session started. The "deactivation" simply prevents new sessions from being initiated. Once the administrator reactivates the agent, new sessions will utilize the updated configuration, while current users finish their interactions without interruption or "system errors". The window does not automatically close, and the conversation is not "paused" in a way that requires the user to wait for reactivation

NEW QUESTION # 115

Which task is especially suited for Agentforce?

- A. Static document generation
- B. Single-step predefined processes
- C. Multi-step processes that need adaption to change
- D. Tasks without decision-making

Answer: C

Explanation:
Agentforce is designed to handle multi-step processes that require reasoning and adaptation. Unlike traditional automation (like Workflow or simple Bots) that follows a linear, "If-This-Then-That" path, an Agentforce agent uses generative AI to understand user intent and choose the best sequence of actions to reach a goal. If a customer's request changes mid-conversation or requires the agent to check multiple systems and make a judgment call, the agentic loop allows it to adapt its behavior in real-time. Single-step processes (Option A) or tasks without decision-making (Option D) are better handled by standard Flow or Macros, which are more cost-effective for simple tasks. Static document generation (Option B) is a fixed output task. Agentforce's true value lies in managing the "gray areas" of business processes where human-like flexibility is needed.

NEW QUESTION # 116

Universal Containers (UC) customers have provided feedback that their support cases are not being responded to quickly enough. UC wants to send all unassigned cases that have been open for more than 2 hours to an urgent Case queue and alert the support manager. Which feature should a Platform Administrator configure to meet this requirement?

- A. Case Assignment Rules
- B. Case Escalation Rules
- C. Case Dashboard Refreshes
- D. Case Scheduled Reports

Answer: B

Explanation:
Case Escalation Rules are specifically designed to automate actions when a case has remained in a certain state for a defined period of time. In this scenario, the requirement involves two specific time-based triggers: moving the case after 2 hours and alerting a manager. Escalation rules allow the administrator to define "Escalation Actions" that execute when the time threshold is reached, such as "Reassign to Queue" and "Notify Manager". Case Assignment Rules (Option D) only fire when a case is first created or manually triggered, not after a time delay63. Reports (Option A) and Dashboards (Option B) provide information but do not physically move records or perform automated reassignments.

NEW QUESTION # 117

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