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Salesforce Certified Platform Administrator Sample Questions (Q65-Q70):

NEW QUESTION # 65

Sales reps miss key fields when filling out an opportunity record through the sales process. Reps need to move forward in stages but are unable to enter a previous stage. Which three options should a Platform Administrator use to address this need?

- A. Mark fields required on the page layout.
- B. Enable guided selling.
- C. Use Flow to mark fields required.
- D. Use validation rules.
- E. Configure Opportunity Path.

Answer: A,D,E

Explanation:

To ensure data integrity and guide sales reps through a structured process, a Platform Administrator should use a combination of tools. Opportunity Path (Option C) provides a visual representation of the stages and allows the admin to highlight "Key Fields" and "Guidance for Success" for each stage, making it clear what information is needed to progress. To enforce the entry of that data, Validation Rules (Option D) are used to prevent a user from moving to the next stage if specific fields are blank (e.g., AND(IsChanged(StageName), IsBlank(Discovery_Notes__c))). Additionally, marking fields as required on the Page Layout (Option A) ensures that the most fundamental data points are always captured. While Flow (Option B) can perform many tasks, it is not the primary way to mark fields as "required" in the UI. "Guided Selling" (Option E) is a specific term often associated with Salesforce CPQ rather than standard Opportunity management. Using Path, Validation Rules, and Page Layout requirements provides a robust framework for managing the sales lifecycle effectively.

NEW QUESTION # 66

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

Answer: A

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 # 67

Ursa Major Solar's Platform Administrator is editing the page layout for a new custom object. A text area field is accidentally removed from the page layout, and it needs to be restored to the page layout. What are two methods for achieving this goal?

- A. From the fields palette, drag the field into the same position.
- B. Restore from the recycle bin within 15 days.
- C. Clone the layout from a different profile and use save as.
- D. Restore original page layout from a sandbox.

Answer: A,D

Explanation:

When a field is removed from a page layout, the field itself is not deleted from the database; it is simply no longer displayed to the user. To restore it, the most direct method is to use the Page Layout Editor, find the field in the Fields Palette at the top of the editor, and drag it back onto the layout (Option D). This is the standard "undo" action for layout changes. Alternatively, if the layout has undergone many complex changes and the admin wants to revert to a known good state, they could restore it from a Sandbox (Option B) by redeploying the layout metadata. Option C is incorrect because the Recycle Bin is for deleted records or fields, not for layout configurations. Option A is a workaround that involves creating a new layout based on another, but it is not a direct way to "restore" the specific layout being edited.

NEW QUESTION # 68

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

Answer: C

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 # 69

Sales managers would like to know what could be implemented to surface important values based on the stage of the opportunity? Which tool should a Platform Administrator use to meet this requirement?

- **A. Path Key Fields**
- B. Opportunity Processes
- C. Workflow Rules
- D. Dynamic Forms

Answer: A

Explanation:

The Opportunity Path is a visual tool that guides sales reps through the stages of a sales cycle. One of its most powerful features for administrators is the ability to define Key Fields for each individual stage. For example, when an opportunity is in the "Discovery" stage, the administrator can choose to display fields like "Budget" and "Decision Maker." When the deal moves to "Negotiation," the Path can be configured to surface "Contract Terms" and "Discount Percentage." This ensures that reps are prompted to enter and review the most relevant data at exactly the right time in the process. While Dynamic Forms (Option D) can show or hide fields on the main record page, the Path specifically organizes this information at the top of the record in a way that is directly tied to the sales methodology. Workflow Rules (Option A) are a legacy automation tool that cannot modify the user interface. Path Key Fields empower sales teams to maintain focus and data accuracy throughout the deal lifecycle.

NEW QUESTION # 70

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