

# Plat-101 Intereactive Testing Engine - Plat-101 Test Prep



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## Salesforce Plat-101 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>• Reports &amp; Dashboards: This section of the exam measures skills of Marketing Specialists and covers reporting and visualization in Salesforce. It includes describing how reports are built, how dashboards present insights, and how these tools help organizations monitor performance and make informed marketing decisions.</li> </ul>

Topic 2	<ul style="list-style-type: none"> <li>• <b>Salesforce Ecosystem:</b> This section of the exam measures skills of Marketing Cloud Administrators and covers the overall Salesforce ecosystem. It focuses on understanding the different resources available for learning and skill development, recognizing how Salesforce Customer 360 products can be applied in real business use cases, and explaining how organizations make use of Salesforce in daily operations. It also highlights awareness of job roles and career opportunities within the Salesforce ecosystem.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• <b>Data Model:</b> This section of the exam measures skills of Marketing Cloud Administrators and covers Salesforce's data model. It involves understanding the relationship between core standard objects such as Accounts, Contacts, Leads, Opportunities, and Cases. The section also evaluates knowledge of ensuring data visibility through features and maintaining data integrity using the right tools in different business scenarios.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• <b>Navigation:</b> This section of the exam measures the skills of Marketing Specialists and covers how users navigate Salesforce. It tests the ability to locate and access necessary information in given scenarios and to identify where different types of Salesforce customizations take place. The emphasis is on practical system navigation that supports marketing operations.</li> </ul>

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## Salesforce Certified Platform Foundations Sample Questions (Q20-Q25):

### NEW QUESTION # 20

A Salesforce associate wants to update an opportunity record they just closed. Which relationship is standard as a Lookup field on an opportunity?

- A. Quote
- **B. Account**
- C. Stage

**Answer: B**

Explanation:

The account relationship is a standard lookup field on an opportunity. A lookup field allows the user to select a record from another object and link it to the current record. The account field on an opportunity allows the user to select an account that the opportunity is related to. The stage relationship is not a lookup field, but a picklist field that indicates the sales stage of the opportunity, such as Prospecting, Negotiation, or Closed Won. The quote relationship is not a standard lookup field, but a custom lookup field that can be created to link an opportunity to a quote. A quote is a record that shows proposed prices for products and services.

### NEW QUESTION # 21

An insurance call center is experiencing increased policy support calls which has led to long wait times and disappointed customers. Which cloud will decrease the number of incoming calls, empower customers, and increase satisfaction?

- A. CRM Analytics
- **B. Experience**
- C. Cloud Sales Cloud

**Answer: B**

Explanation:

The cloud that will decrease the number of incoming calls, empower customers, and increase satisfaction for the insurance call center is Experience Cloud. Experience Cloud is a product that allows companies to create digital experiences for their customers, partners, and employees, such as websites, portals, forums, and mobile apps. Experience Cloud helps the insurance call center to provide self-service options, such as FAQs, knowledge articles, chatbots, and case management, to its customers, so that they can find answers and solutions on their own, without having to call the agents. This reduces the call volume and improves the customer satisfaction and loyalty.

#### NEW QUESTION # 22

Get Cloudy Consulting wants to evaluate a new feature that requires a specific license before purchasing. Which environment should be used?

- A. Scratch org
- B. Developer sandbox
- C. Developer org

**Answer: C**

Explanation:

A developer org should be used to evaluate a new feature that requires a specific license before purchasing. A developer org is a free, full-featured copy of the Salesforce platform that allows developers to create and test applications and features. A developer org can have access to all the licenses and features that are available in the Salesforce platform

#### NEW QUESTION # 23

Get Cloudy Consulting (GCC) plans to migrate from a legacy CRM system to Salesforce. GCC currently uses a dedicated single-tenant, on-premise system and wants to utilize a multi-tenant architecture like Salesforce uses.

What is one feature of multi-tenant architecture?

- A. Resources are shared but tenants cannot claim each other's resources.
- B. Resources are limited to each tenant.
- C. Resources are shared and tenants can claim each other's resources.

**Answer: A**

Explanation:

One feature of multi-tenant architecture is that resources are shared but tenants cannot claim each other's resources. Multi-tenant architecture means that multiple customers (tenants) share the same hardware, software, and infrastructure resources, but their data and configurations are isolated and secure. This allows Salesforce to deliver high performance, scalability, and availability to its customers

#### NEW QUESTION # 24

A marketing manager wants to make the Reason Lost field required on the opportunity when he stage is changed to Closed Lost. What should the salesforce associate do to enforce this requirement?

- A. Make the field required on the page layout.
- B. Make the field universally required.
- C. Create a validation rule on the Opportunity object.

**Answer: C**

Explanation:

A validation rule on the Opportunity object is the best way to enforce the requirement that the Reason Lost field is required when the stage is changed to Closed Lost. A validation rule can specify a condition and an error message to display when the condition is not met. For example, the condition could be AND (ISPICKVAL(StageName, "Closed Lost"), ISBLANK(Reason\_Lost\_\_c)) and the error message could be

"Please enter a reason for losing the opportunity." Making the field required on the page layout or universally required would not work, because the field should only be required when the stage is changed to Closed Lost, not for other stages.

## NEW QUESTION # 25

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