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Salesforce Certified Platform Foundations Sample Questions (Q19-Q24):

NEW QUESTION # 19

A Salesforce associate wants to learn more about an app to see if it would be a good fit for a business need, but they are not a

system administrator.

Where can they learn more about the app?

- A. Global Search
- **B. Trailhead**
- C. AppExchange

Answer: B

Explanation:

The place where the associate can learn more about an app to see if it would be a good fit for a business need is the AppExchange. The AppExchange is a marketplace where users can find, install, and review apps, components, and solutions that are built on the Salesforce platform and are available for various purposes and industries. The associate can browse the AppExchange by category, rating, price, or keyword, and see the details, features, screenshots, and reviews of each app. Trailhead is a learning platform where users can learn new skills and earn badges and certifications, but it does not provide information about specific apps. Global Search is a feature that allows users to find records and other items in their Salesforce org, but it does not search for apps outside their org.

NEW QUESTION # 20

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

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

Answer: B

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 # 21

A Salesforce associate is looking at a custom Contact list view and wants to show more information from the record. What should they do to add the missing key columns?

- A. Edit sharing settings
- B. Edit list filters
- **C. Select Fields to Display**

Answer: C

Explanation:

Selecting Fields to Display is what the associate should do to add the missing key columns to the custom Contact list view. Selecting Fields to Display is a feature that allows the user to choose which fields to show as columns in the list view, and in what order. The user can select up to 15 fields to display, and drag and drop the fields to rearrange the column order. Editing list filters is a feature that allows the user to apply one or more criteria to filter the records that are displayed in the list view. The user can select a field, an operator, and a value for each filter, and combine multiple filters with AND or OR logic. Editing sharing settings is a feature that allows the user to control the access and visibility of records for different users and groups. The user can define the organization-wide default, role hierarchy, sharing rules, and manual sharing for each object.

NEW QUESTION # 22

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

Answer: A

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 # 23

A Salesforce associate wants to quickly create an org where they can learn, practice, and develop Salesforce skills. Which type of org should they create from within Trailhead?

- A. Playground
- **B. Developer Edition**
- C. Sandbox

Answer: B

Explanation:

The type of org that the associate should create from within Trailhead to quickly learn, practice, and develop Salesforce skills is a Playground. A Playground is a free, fully functional Salesforce org that you can use to test and explore the platform. You can create multiple Playgrounds from Trailhead and use them to complete hands-on challenges and projects. A Developer Edition is a type of org that you can create from the Salesforce website, not from Trailhead. A Sandbox is a type of org that you can create from a production org as a copy of it for testing and development purposes.

NEW QUESTION # 24

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