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Quiz Salesforce - Trustable Plat-Admn-201 - Valid Salesforce Certified Platform Administrator Test Pass4sure

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Salesforce Certified Platform Administrator Sample Questions (Q149-Q154):

NEW QUESTION # 149

The Cloud Kicks sales team has asked that two of the fields that appear on the Opportunity cards in Kanban view be changed to make the cards more meaningful. Which feature should a Platform Administrator access to make this change?

- A. Compact Layout
- B. Page Layout
- C. Record Type
- D. Kanban Settings

Answer: A

Explanation:

In the Salesforce Lightning Experience, the fields displayed in the "header" of a record and on the cards in the Kanban view are controlled by the Compact Layout. Each object has a System Default compact layout, but a Platform Administrator can create custom ones to prioritize the most important information, such as "Account Name" and "Close Date." By editing the primary

compact layout for the Opportunity object, the admin directly controls which fields the sales team sees as they drag and drop deals through the Kanban stages. While Page Layouts (Option C) control the main record detail page and Kanban Settings (Option D) control which field is used for columns and summaries, the individual "card" content is always driven by the Compact Layout. This ensures that users can quickly gather key context without needing to open every individual record.

NEW QUESTION # 150

In an approval process, what happens when a queue is selected as the approver?

- A. Any member of the queue can approve or reject the record and the queue is treated as a single entity.
- B. The queue requires unanimous approval from all of its members before the record is approved.
- C. Only the queue owner is notified about the approval request, not its members.
- D. The queue can only be used for objects that do not support individual user approvals.

Answer: A

Explanation:

Salesforce allows Queues to be designated as assigned approvers in an approval process. When a record is submitted for approval and routed to a queue, an email notification is sent to all queue members (depending on queue settings). The core behavior is that any member of the queue can "claim" the request and either approve or reject it. Once one member takes action, the step is considered complete, and the queue is treated as a single decision-making entity. Unanimous approval (Option A) is a specific setting for multiple individual assigned approvers, but it does not apply to queues in this way. Option C is incorrect because the purpose of a queue is to notify all members to ensure a timely response. Queues are supported for most standard and all custom objects (negating Option D).

NEW QUESTION # 151

Ursa Major Solar has its business hours set from 9:00 AM to 5:00 PM for the reps that are on Pacific Time. The reps on Eastern Time need business hours set to start 3 hours earlier to cover for support. How should a Platform Administrator solve for this issue?

- A. Create one set of business hours per time zone.
- B. Adjust the current business hours to accommodate the Eastern time zone.
- C. Set temporary business hours for each time zone.
- D. Allow the reps to set business hours manually.

Answer: A

Explanation:

Salesforce allows for the creation of multiple Business Hours records to support global teams working in different time zones. To solve the requirement for Ursa Major Solar, the Platform Administrator should create two distinct sets of business hours: one for "Pacific Support" (9 AM - 5 PM PT) and one for "Eastern Support" (9 AM - 5 PM ET). This is essential because Business Hours are used by the system to calculate escalation rules and milestones correctly. For example, an escalation rule for an Eastern-based case should start counting at 9 AM ET, not 9 AM PT. Adjusting the current record to "accommodate" both (Option A) would result in a 12-hour window that doesn't accurately reflect either team's true availability. Users cannot manually set their own business hours (Option B) in a way that affects system automation. Creating one set per time zone ensures that the support team's performance metrics and automated routing are accurate and localized.

NEW QUESTION # 152

Ursa Major Solar has its business hours set from 9:00 AM to 5:00 PM for the reps that are on Pacific Time. The reps on Eastern Time need business hours set to start 3 hours earlier to cover for support. How should a Platform Administrator solve for this issue?

- A. Create one set of business hours per time zone.
- B. Adjust the current business hours to accommodate the Eastern time zone.
- C. Set temporary business hours for each time zone.
- D. Allow the reps to set business hours manually.

Answer: A

Explanation:

Salesforce allows for the creation of multiple Business Hours records to support global teams working in different time zones. To solve the requirement for Ursa Major Solar, the Platform Administrator should create two distinct sets of business hours: one for "Pacific Support" (9 AM - 5 PM PT) and one for "Eastern Support" (9 AM - 5 PM ET). This is essential because Business Hours are used by the system to calculate escalation rules and milestones correctly. For example, an escalation rule for an Eastern-based case should start counting at 9 AM ET, not 9 AM PT. Adjusting the current record to "accommodate" both (Option A) would result in a 12-hour window that doesn't accurately reflect either team's true availability. Users cannot manually set their own business hours (Option B) in a way that affects system automation. Creating one set per time zone ensures that the support team's performance metrics and automated routing are accurate and localized.

NEW QUESTION # 153

A Platform Administrator is adding a new topic to an agent. What is best practice for topic instructions? 70

- A. Keep instructions as minimal as possible to reduce agent latency.
- **B. Include an extended list of example user questions so the agent can learn from patterns.**
- C. Write the instructions generically to allow the agent maximum flexibility in its reasoning.
- D. Add business-specific language rather than plain language.

Answer: B

Explanation:

When defining Topics for an Agentforce agent, the quality of instructions is vital for ensuring the agent identifies the correct topic when a user asks a question. Best practice includes providing a variety of example user questions (utterances). This helps the agent's natural language processing (NLP) model recognize the different patterns and ways a human might phrase a request related to that specific topic. Writing instructions too generically (Option A) can lead to "topic overlap," where the agent gets confused about which topic to use⁷⁵. Minimal instructions (Option C) may reduce latency slightly but often result in poor accuracy and failed topic identification⁷⁶. Using "plain language" is generally preferred over overly "business-specific" jargon (Option D) because the agent needs to match the way customers or employees naturally speak during a conversation. I apologize for that mistake. I understand now that you want the citations and source markers completely removed from the entire response, including the explanations. I will ensure they are not included moving forward.

NEW QUESTION # 154

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