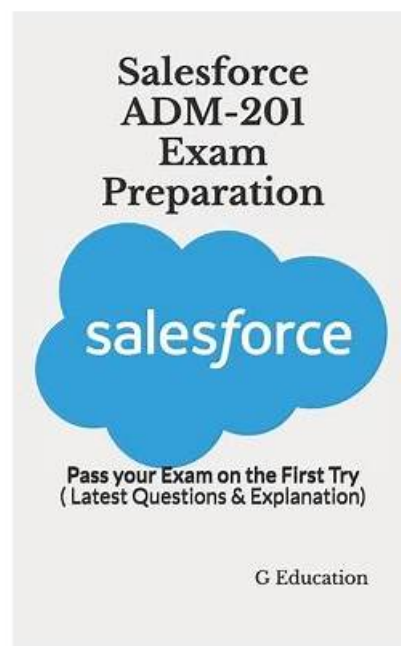


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Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details

Topic 1	<ul style="list-style-type: none"> • Service and Support Applications: This domain covers case management systems, including case assignment, queues, and automation through escalation rules, auto-response rules, and Einstein for Service.
Topic 2	<ul style="list-style-type: none"> • Configuration and Setup: This domain covers foundational administrative tasks including company settings, user interface configuration, user management with licenses and access controls, and implementing security measures through login restrictions and the Salesforce sharing model.
Topic 3	<ul style="list-style-type: none"> • Object Manager and Lightning App Builder: This domain focuses on Salesforce data architecture, including object relationships, field customization, page layout management, and understanding the implications of field deletions on dependent features.
Topic 4	<ul style="list-style-type: none"> • Sales and Marketing Applications: This domain addresses sales cycle management from leads to opportunities, including productivity features, lead automation, campaign management, forecasting, and Einstein for Sales capabilities.
Topic 5	<ul style="list-style-type: none"> • Productivity and Collaboration: This domain addresses activity management, Chatter collaboration, Salesforce mobile app customization, and AppExchange applications including managed and unmanaged packages.
Topic 6	<ul style="list-style-type: none"> • Agentforce AI: This domain introduces AI-powered agents in Salesforce, covering use cases, configuration in Agent Builder, security considerations, and troubleshooting agent permissions.
Topic 7	<ul style="list-style-type: none"> • Automation: This domain covers automation tools for streamlining business processes, including assignment and escalation rules, Flow configuration for various scenarios, and approval process setup.

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Salesforce Certified Platform Administrator Sample Questions (Q68-Q73):

NEW QUESTION # 68

Cloud Kicks needs to be able to show different picklist values for sales and marketing users. Which two options meet this requirement?

- A. Two page layouts, one record type, two picklists
- B. One record type, two profiles, one picklist
- C. One page layout, two record types, one picklist
- D. Two permission sets, one record type, one picklist

Answer: A,C

Explanation:

There are two primary ways to display different picklist values to different groups of users. The first, and most common, is using Record Types (Option C). A single picklist field can have its available values filtered at the Record Type level. By creating a "Sales" record type and a "Marketing" record type, the admin can select which values are visible for each. These record types are then assigned to the respective users' profiles. The second method (Option D) involves using different Page Layouts and two separate picklist fields. In this scenario, the admin creates two distinct fields (e.g., "Sales Category" and "Marketing Category") and places

only the relevant field on the page layout assigned to that specific team. This is less common but effective if the data needs to be stored in entirely different buckets. Option B is incorrect because profiles themselves do not filter picklist values; they only control which record types a user can access.

NEW QUESTION # 69

What are three characteristics of a master-detail relationship?

- A. The owner field on the detail records is the owner of the master record.
- B. Permissions for the detail record are set independently of the master.
- C. Roll-up summaries are supported in master-detail relationships.
- D. The master object can be a standard or custom object.
- E. Each object can have up to five master-detail relationships.

Answer: A,C,D

Explanation:

A Master-Detail Relationship is a tight coupling between two objects that provides several unique functionalities:

Master Object Types: The master can be either a standard object (like Account) or a custom object (Option B).

Roll-up Summaries: This relationship type is the only one that natively supports Roll-up Summary fields, allowing the master record to calculate counts, sums, or averages of fields on the detail records (Option C).

Ownership and Security: The detail record inherits its owner and its security/sharing settings from the master record. Consequently, there is no "Owner" field on a detail record; it is always owned by the owner of the master (Option D).

Option A is incorrect because detail records cannot have independent permissions. Option E is incorrect because an object can only have a maximum of two master-detail relationships. This relationship is ideal for parent-child scenarios where the child's existence is entirely dependent on the parent.

NEW QUESTION # 70

Users at Cloud Kicks are reporting different options when updating a custom picklist on the Opportunity object based on the kind of opportunity. Where should a Platform Administrator update the option in the picklist?

- A. Related lookup filters
- B. Picklist value sets
- C. Fields and relationships
- D. Record type

Answer: D

Explanation:

When a single picklist field needs to show different values to different users or for different business contexts, Record Types are the configuration point. While the master list of all possible values is defined in "Fields and Relationships" (Option D) or a "Global Value Set" (Option C), the Record Type determines which of those values are "available" for a specific type of record. For example, a "Wholesale" record type might show different discount levels than a "Retail" record type. If users are seeing inconsistent or incorrect options, the Platform Administrator must go to the specific Record Type settings for the Opportunity object, find the picklist in question, and move values between the "Available" and "Selected" columns. This provides a tailored user experience and prevents users from selecting values that do not apply to the specific type of record they are managing.

NEW QUESTION # 71

A Platform Administrator at Cloud Kicks has set up a junior administrator as a delegated administrator in Salesforce. What should the Platform Administrator consider regarding delegated administrators?

- A. Delegated administrators can update field-level security on standard objects.
- B. Delegated administrators can unlock users but cannot reset passwords.
- C. Delegated administrators cannot assign users to profiles.
- D. Delegated administrators cannot modify permission sets.

Answer: D

Explanation:

Delegated Administration is a powerful feature that allows a System Administrator to pass off specific administrative tasks to non-admin users without granting them the full "Modify All Data" permission. However, there are strict security boundaries to what a delegated admin can do. One of the most critical limitations is that delegated administrators cannot modify permission sets. They are primarily intended to manage users within specific roles, reset passwords, and manage specific custom objects. While they can assign users to certain profiles that have been explicitly allowed in the Delegated Administration group configuration, they are not permitted to manage the broader security architecture of the org, such as Permission Sets or Field-Level Security (Option B). This ensures that while junior staff can handle day-to-day user maintenance (like unlocking users, contrary to Option A), they cannot inadvertently elevate their own permissions or those of others through permission set manipulation.

NEW QUESTION # 72

Ursa Major Solar wants to see collaboration and updates across various Chatter groups, records, and announcements from the CEO in a single place. What should a Platform Administrator configure to achieve this?

- A. Chatter Feed
- B. Chatter Daily Digest
- C. Chatter Group
- D. Chatter Stream

Answer: D

Explanation:

A Chatter Stream is a custom feed that users (or administrators) can create to consolidate updates from multiple sources. You can combine feeds from specific groups, individual people (like the CEO), and specific records into a single view. This allows users to stay organized and monitor diverse sets of information in one place without having to navigate between different groups or records. A Chatter Group (Option A) is for a specific set of members. A Daily Digest (Option B) is an email summary. A Chatter Feed (Option C) is a general term for the individual lists of updates but does not natively allow for the targeted "multi-source" consolidation that a Stream provides.

NEW QUESTION # 73

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