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Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• Agentforce AI: This domain introduces AI-powered agents in Salesforce, covering use cases, configuration in Agent Builder, security considerations, and troubleshooting agent permissions.
Topic 3	• 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	• Automation: This domain covers automation tools for streamlining business processes, including assignment and escalation rules, Flow configuration for various scenarios, and approval process setup.
Topic 5	• Data and Analytics Management: This domain focuses on data operations including importing, exporting, and backing up data, maintaining data quality through validation rules, and creating reports and dashboards while understanding sharing model impacts.
Topic 6	• Productivity and Collaboration: This domain addresses activity management, Chatter collaboration, Salesforce mobile app customization, and AppExchange applications including managed and unmanaged packages.

Topic 7	• 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.

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Salesforce Certified Platform Administrator Sample Questions (Q84-Q89):

NEW QUESTION # 84
Northern Trail Outfitters wants emails received from customers to generate cases automatically. How should a Platform Administrator ensure that the emails are sent to the correct queue?

- A. Create an escalation rule to send cases to the correct queue.
- B. Configure Email-to-Case so emails are delivered to the correct queue.
- C. Utilize a flow to identify the correct queue and assign the case.
- D. Use a custom email service to set the owner of the case upon creation.

Answer: B

Explanation:
The most efficient and standard way to automate case creation from inbound emails is by using Email-to-Case . When setting up Email-to-Case, the Platform Administrator configures "Routing Addresses" . For each routing address (e.g., support@company.com or billing@company.com), the administrator can specify a default owner or queue for the cases created via that specific address . This ensures that when a customer sends an email to the "Support" address, it is automatically routed to the Support Queue, and an email to the "Billing" address is routed to the Billing Queue . This configuration is handled directly within the Email-to-Case setup pages and does not require additional escalation rules (Option A) or complex custom flows (Option C) for the initial assignment . While a custom email service (Option B) is possible, it is a developer-centric approach that is generally unnecessary given the robust native capabilities of the standard Email-to-Case feature . This setup streamlines the intake process and ensures that customer issues are immediately visible to the correct service team34.

NEW QUESTION # 85
A salesperson complains that the Log a Call button is missing from the highlights panel of an Opportunity page. What is the reason for this?

- A. The Log a Call action has not been added to the Salesforce Mobile and Lightning Experience Actions section of the page layout.
- B. The Log a Call action will appear within the Activity Component as a standard behavior rather than the highlights panel.
- C. The custom Log a Call permission is missing from the user's profile and assigned permission sets.
- D. The custom Log a Call permission has been disabled at the org level in Setup.

Answer: A

Explanation:
In the Salesforce Lightning Experience, the buttons and actions that appear in the header (Highlights Panel) of a record are controlled by the Salesforce Mobile and Lightning Experience Actions section of the Page Layout. If a specific action like "Log a Call" is missing, it is usually because it has not been dragged into this specific section in the Page Layout editor. While standard actions sometimes appear in the Activity component (Option A), they are explicitly configured for the header via the Page Layout. There is no specific "Log a Call permission" (Options C and D) that would hide only that button; if a user has permission to create Tasks, they generally have the ability to use the Log a Call feature if it is present on the layout.

NEW QUESTION # 86
In an approval process, which feature allows a user to temporarily assign their approval responsibilities to another user for a predefined time period?

- A. Queue
- B. Approval Rule
- C. Manager
- D. Delegated Approver

Answer: D

Explanation:
A Delegated Approver is a user designated by an individual or an administrator to act on their behalf when an approval request is received. This is particularly useful for planned absences, such as vacations. While the delegated approver has the power to approve or reject a record, they cannot reassign the request to someone else. This is a temporary manual assignment and is different from a Manager (Option D), who is part of the permanent role hierarchy, or a Queue (Option B), which allows a group of people to share approval tasks. There is no feature called an "Approval Rule" (Option A) that handles temporary user reassignment in this manner.

NEW QUESTION # 87
A user is unable to relate a task to the Course custom object. What should a Platform Administrator do to allow tasks to be related to courses?

- A. Update the user's profile to grant them Edit access to the Task object.
- B. Add the Open Activities related list to the Course page layout.
- C. Select Allow Activities on the Course object in Object Manager.
- D. Create a sharing rule for the Course object to grant the user Read/Write access.

Answer: C

Explanation:
For a custom object to support Tasks and Events, the "Allow Activities" setting must be enabled in the object's properties. When a Platform Administrator creates a custom object, this checkbox is often left unchecked by default35. Enabling this feature allows the "Related To" (WhatId) field on a Task or Event to be linked to records of that custom object type36. While adding the related list to the page layout (Option C) is a necessary step for visibility, it will not work if the underlying feature isn't enabled first37. Sharing rules (Option A) and profile permissions (Option D) manage access to existing records but do not control whether the object is technically capable of having activities associated with it.

NEW QUESTION # 88
What is the next step an agent performs when the tasks within an agentic loop are all unsatisfactory?

- A. Provides the best answer possible with caveats
- B. Asks for additional information
- C. Routes to a live agent
- D. Gives an error message

Answer: B

Explanation:
In an agentic loop, the AI agent iteratively tries to solve a user's request by calling actions and evaluating the results. If the results of those actions are unsatisfactory (e.g., the data returned doesn't answer the prompt or a required input is missing), the agent's next logical step is to ask for additional information. By clarifying the user's intent or requesting the missing data point, the agent can initiate a new loop with better inputs. Giving up with an error message (Option B) or providing a "best guess" (Option A) are considered failures of the reasoning process. Routing to a live agent (Option C) is an escalation step that typically happens after the agent has failed to resolve the issue even after clarification, or if the user explicitly asks for human help.

NEW QUESTION # 89
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