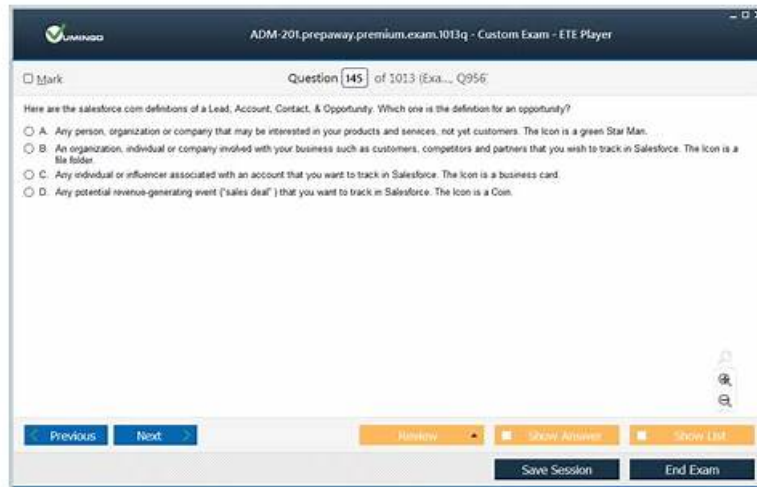# Pass Guaranteed Salesforce - Plat-Admn-201 Newest Test Questions

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Salesforce Certified Platform Administrator Sample Questions (Q23-Q28):

NEW QUESTION # 23
A Platform Administrator wants to limit the kinds of reports their users can create. Which tool should the administrator use?

- A. Joined Report
- B. Standard Report Types
- C. Hide Report Types
- D. Report Folder Sharing

Answer: C

Explanation:
When users click the "New Report" button, they are presented with a list of Report Types, which act as templates determining which objects and fields are available for the report. Often, an org has many standard report types that are irrelevant or confusing to the average user. To "limit the kinds of reports" and simplify the user experience, a Platform Administrator can use the Select Report Types to Hide feature in the Report and Dashboard Settings. By hiding unnecessary or redundant report types, the admin ensures

that users only see the specific templates that align with company reporting standards. This reduces the risk of users creating inaccurate reports using the wrong data models. Report Folder Sharing (Option B) controls who can view or edit existing reports, but it does not restrict the creation of new ones from specific templates. While creating Custom Report Types is a way to define what data is available, the specific act of "limiting" the visible list is handled by the "Hide" functionality.

NEW QUESTION # 24

A Platform Administrator at Ursa Major Solar wants to add prepopulated subjects for Tasks and Events. Tasks should have the subjects "Schedule Site Visit" and "Send Contract", while Events should have the subjects "Site Visit" and "Ride Along". What should the administrator configure to achieve this requirement?

- A. Include Schedule Site Visit, Send Contract, Site Visit, and Ride Along picklist values for the Activity subject field.
- B. Add Schedule Site Visit and Send Contract picklist values for the Task subject field. Add Site Visit and Ride Along picklist values for the Event subject field.
- C. Add the new values to the predefined field values for the global actions New Event and New Task.
- D. Create a new custom Subject picklist field on Activity and add the field values.

Answer: B

Explanation:
Tasks and Events are both part of the Activity object, but they often require different picklist values for the standard Subject field. To achieve this, the Platform Administrator must manage the picklist values for the Subject field specifically for each record type or activity type. In the Object Manager, under the Activity object (or Task/Event objects individually in some setups), the admin should edit the Subject field. Because Task and Event are distinct entities with their own picklist value sets for the Subject field, the admin can add "Schedule Site Visit" and "Send Contract" to the Task Subject list and "Site Visit" and "Ride Along" to the Event Subject list. This ensures that when a user creates a Task, they only see task-related subjects, and when they create an Event, they see event-related subjects. Option D is incorrect because it would mix all values together, causing confusion for the users. Option A (Predefined Field Values) is used to set a single default value for a field when an action is clicked, but it does not manage the available list of options in a picklist.

NEW QUESTION # 25

A sales manager receives a URL to a Dashboard folder containing several dashboards. However, when the sales manager clicks on the URL, a message appears stating, "We couldn't find the record you're trying to access." What is the reason for this?

- A. The Dashboard folder is set to Private.
- B. The sales manager does not have the correct permission set.
- C. The sales manager needs the correct sales user profile.
- D. View access has not been granted to the Dashboard folder.

Answer: D

Explanation:
In Salesforce, access to reports and dashboards is controlled at the Folder level. Even if a user has the direct URL to a dashboard, they cannot view it unless the folder containing that dashboard has been shared with them. When a user receives the "We couldn't find the record" error, it typically means they lack View access to the folder. To resolve this, the owner of the folder (or an administrator) must go to the folder's sharing settings and explicitly add the sales manager, their role, or a public group they belong to. Options A and B are less likely because standard sales profiles usually have the general "Run Reports" and "View Dashboards" permissions; the issue here is specific record-level access to that folder's content. Option C is a specific state of a folder (Private to the creator), which is essentially the same as saying access has not been granted to others.

NEW QUESTION # 26

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

Answer: B

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 # 27
A Platform Administrator needs to enable Agentforce for the service team. What is the most critical prerequisite for ensuring the Service Agents have a complete and accurate view of their customers?

- A. Activate Email-to-Case for the agent.
- B. Verify Data Cloud is implemented.
- C. Create new user profiles for the agent.
- D. Configure a new Service Console layout.

Answer: B

Explanation:
For an AI agent to provide "complete and accurate" support, it needs access to a unified, 360-degree view of the customer data. Data Cloud is the critical prerequisite because it ingests, harmonizes, and unifies data from multiple sources (Salesforce, external databases, legacy systems) into a single "Unified Profile." When Agentforce is "grounded" in Data Cloud, it can reference real-time customer interactions, purchase history, and cross-channel behavior that might not exist in a single Case or Contact record. Without Data Cloud, the agent's knowledge is limited to siloed data, which increases the risk of providing incomplete or irrelevant answers. While Console layouts (Option B) and intake methods (Option A) are important for the UI, they do not provide the data foundation necessary for advanced AI reasoning.

NEW QUESTION # 28
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