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Salesforce Plat-Admn-202 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Salesforce Fundamentals: This section of the exam measures the skills of Salesforce Administrators and Junior Salesforce Consultants and covers the essential concepts needed to understand how Salesforce works at a foundational level. It focuses on recognizing when to use declarative tools versus programmatic customization, determining when AppExchange apps extend org capabilities, and understanding key methods for managing object, record, and field access. It also evaluates your ability to choose the right sharing model based on business needs and to apply reporting tools effectively, including report types and dashboards. Additionally, the domain reviews how to optimize the mobile experience through actions and layouts, and how Chatter can be used to support collaboration.

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Topic 2	<ul style="list-style-type: none"> • Data Modeling and Management: This section of the exam measures the skills of Data Analysts and Salesforce Administrators and covers the core principles of designing and maintaining Salesforce data structures. It requires selecting the correct data model in various scenarios and understanding relationship types and how they influence reporting, record access, and the user interface. It also tests knowledge of field data types and the operational impact of changing them. The section includes evaluating the use of Schema Builder and understanding the considerations involved in importing and exporting data across internal and external sources.
Topic 3	<ul style="list-style-type: none"> • Business Logic and Process Automation: This section of the exam measures the skills of Process Automation Specialists and Salesforce Administrators and covers the key tools Salesforce provides to automate and enforce business logic. It focuses on using formula fields, roll-up summary fields, and validation rules to meet defined requirements. Candidates must also understand approval processes and know how to select the right automation tool to prevent conflicts or errors. The domain emphasizes evaluating business requirements and recommending automation solutions that maintain system stability and accuracy.
Topic 4	<ul style="list-style-type: none"> • App Deployment: This section of the exam measures the skills of Release Managers and Salesforce Administrators and covers the application lifecycle from planning through deployment. It requires determining the appropriate strategy when working with different sandboxes and managing milestones during development. Candidates must know when to use change sets and how to troubleshoot deployment issues. The section also includes understanding the implications of using unmanaged versus managed packages and selecting the correct deployment plan for various business scenarios.
Topic 5	<ul style="list-style-type: none"> • User Interface: This section of the exam measures the skills of Salesforce UI Designers and Lightning App Builders and covers the ways in which Salesforce interfaces can be customized to improve usability. It includes understanding available options for UI customization and demonstrating when to apply custom buttons, links, and actions. The domain also distinguishes between declarative and programmatic methods for incorporating Lightning components in applications, ensuring that the right approach is selected for different user interface needs.

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Salesforce Certified Platform App Builder Sample Questions (Q62-Q67):

NEW QUESTION # 62

Cloud Kicks wants to summarize the number of open Cases related to an Account, as well as the number of closed Cases to indicate whether customer support utilization is high, medium, or low. Two number fields have been created:

NUM_Open_Cases__c and NUM_Closed_Cases__c Which two automation solutions would meet these business requirements? Choose 2 answers

- A. AppExchange
- B. Apex
- C. Approval Process
- D. Validation Rule

Answer: A,B

Explanation:

To meet the requirement of summarizing the number of open and closed cases on an Account, two potential automation solutions can be used:

Option A (AppExchange): Salesforce AppExchange offers various pre-built apps and components, including those for case management, which could provide the functionality to summarize cases and categorize customer support utilization. Many apps can handle complex business requirements like case summary roll-ups and could meet the needs without custom development.

Salesforce AppExchange

Option D (Apex): Apex is Salesforce's programming language that allows developers to implement custom logic. In this scenario, Apex could be used to create a trigger or scheduled job that calculates the number of open and closed cases and updates the Account record accordingly. Apex would allow full customization of how the open/closed case numbers are calculated and how customer support utilization (high, medium, low) is determined.

Reference:

Option B (Validation Rule): Validation Rules enforce data quality by ensuring that certain conditions are met before saving a record. They are not suitable for summarizing data or performing calculations across related records, so this option is not appropriate.

Option C (Approval Process): Approval Processes are used for managing approval workflows, which is unrelated to the case summarization requirement. Therefore, it is not a relevant option here.

In summary, using AppExchange for a pre-built solution or Apex for a custom automation are the best approaches for summarizing open and closed cases on the Account object.

NEW QUESTION # 63

At Universal Containers, each admin and developer use a separate developer pro sandbox. Configuration and code are then migrated to a partial data sandbox for combination and initial testing. Once approved the configuration and code are then migrated to a full sandbox for final load and regression testing before going to production.

When should the full sandbox be refreshed?

- A. After a new user is added to production.
- **B. After each major release to production.**
- C. After each push from the partial data sandbox.
- D. After user acceptance testing is complete.

Answer: B

Explanation:

The full sandbox should be refreshed after each major release to production. This way, the full sandbox will have the most updated data and metadata from the production org, and can be used for final load and regression testing before the next release. Option A is incorrect because refreshing the full sandbox after user acceptance testing is complete is not necessary, as user acceptance testing can be done in the partial data sandbox or the production org. Option B is incorrect because refreshing the full sandbox after each push from the partial data sandbox is not necessary, as the full sandbox can receive configuration and code changes from the partial data sandbox without refreshing. Option D is incorrect because refreshing the full sandbox after a new user is added to production is not necessary, as adding a new user does not affect the data and metadata in the full sandbox.

NEW QUESTION # 64

Universal Containers (UC) delivers purchased containers to remote construction sites. Customers supply UC with crossroads or location markers.

Which field type should the app builder use to capture this information?

- A. Reference
- B. External Lookup
- **C. Geolocation**
- D. Number

Answer: C

Explanation:

The best choice for capturing geographic location data, such as crossroads or location markers provided by customers, is the Geolocation field type. This field type stores latitude and longitude data, allowing accurate pinpointing of locations on a map. Geolocation fields are suitable for any application that needs to handle coordinates for mapping and proximity calculations.

A: Number field is not specific enough for geographical coordinates.

C: Reference fields link to other records, not geographical data.

NEW QUESTION # 65

Service agents at Ursa Major Solar want a more condensed case view. Service agents also want to be able to modify the associated contact and account records from the case page layout on the Lightning record page.

Which two components should an app builder use to meet these requirements?

Choose 2 answers

- A. Rich text
- B. Tabs
- C. Related record
- D. Path

Answer: B,C

Explanation:

Related record and Tabs. These are correct because the related record component allows service agents to view and edit fields from a related record on the same page, and the tabs component allows service agents to switch between different views of related lists or other components on the same page.

NEW QUESTION # 66

Universal Containers has a custom object that holds over 100 fields. The app builder wants to break up the fields into separate tabs on the lightning page.

Which Lightning component is most appropriate to fulfill this requirement?

- A. Field section
- B. Highlights panel
- C. Record detail
- D. Accordion

Answer: D

Explanation:

The "Accordion" Lightning component is designed to break up content into collapsible sections. This component would be suitable for managing the visibility of large numbers of fields by grouping them into separate tabs or sections that can expand and collapse. This makes navigation easier and declutters the interface.

A: Highlights panel is used for displaying key record information at the top of the page and is not designed for managing multiple fields.

B: Record detail displays all fields on a single layout, which does not suit the requirement to break up the fields.

C: Field section does not exist as a standard Lightning component. Reference: Accordion Component in the Lightning Component Library

NEW QUESTION # 67

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