

Plat-Admn-201 Exam Dumps | Plat-Admn-201 Upgrade Dumps



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Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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.
Topic 3	<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 4	<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 5	<ul style="list-style-type: none">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	<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 7	<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.

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Right Q&A in Salesforce Plat-Admn-201 Exam Questions

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Salesforce Certified Platform Administrator Sample Questions (Q72-Q77):

NEW QUESTION # 72

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. Gives an error message
- C. Routes to a live agent
- D. Asks for additional information

Answer: D

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 # 73

Users have reported that the new Lightning account record page is loading very slowly. Which feature should a Platform Administrator use to determine the cause of the performance issues? 2424

- A. Lightning Usage App
- B. Lightning Analytics
- C. Lightning App Builder Analytics
- D. Lightning Page Visibility Rule

Answer: C

Explanation:

The Lightning App Builder includes a built-in Analysis tool (often referred to as Page Analysis or Analytics) that provides administrators with a performance score for a record page. This tool evaluates the page's metadata and components to identify factors that contribute to slow load times, such as having too many fields in a single section, using complex related lists, or including multiple heavy Lightning Web Components. It provides specific suggestions, such as using "Dynamic Forms" to break up the page or moving less-used components into separate tabs to improve the "time to interact" for the user. The Lightning Usage App (Option B) provides broad metrics on adoption and browser usage across the whole org but does not offer granular, component-level performance analysis for a single record page. Visibility Rules (Option C) are for showing/hiding content, not for technical

performance auditing.

NEW QUESTION # 74

Cloud Kicks wants to leverage roll-up summaries on the Account object. Which standard object supports this roll-up summary natively?

- A. Contact
- B. Case
- **C. Opportunity**
- D. Campaigns

Answer: C

Explanation:

A Roll-up Summary Field is a powerful feature that calculates values from related records and displays them on a master record. However, this functionality is natively available only on the "Master" side of a Master-Detail relationship. For standard objects, Salesforce provides a built-in Master-Detail-like relationship between Accounts and Opportunities. Specifically, the Account object acts as the master, and the Opportunity object acts as the detail. This relationship allows a Platform Administrator to create roll-up summary fields on the Account to calculate the sum of "Total Opportunity Amount," the "Minimum Close Date," or a "Count" of all related opportunities. Other standard objects like Contacts (Option B) and Cases (Option C) have a lookup relationship to Accounts rather than a master-detail relationship, and therefore do not support native roll-up summaries²⁰. Campaigns (Option D) also do not share this specific relationship with Accounts²¹. If an administrator needs to roll up data from these other objects, they would typically need to use a custom solution like Flow Builder or a third-party app, whereas Opportunities are supported natively out of the box.

NEW QUESTION # 75

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

Answer: C

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 # 76

A Platform Administrator has been asked to change the data type of an auto number to a text field. What should the administrator be aware of before changing the field? ⁹⁹

- A. Changing Auto Number field to Text is prevented.
- **B. Existing field values will remain unchanged.**
- C. Existing field values will be converted.
- D. Existing field values will be deleted.

Answer: B

Explanation:

In Salesforce, when a Platform Administrator changes a field's data type from Auto Number to Text, the operation is considered "safe" regarding data retention. The existing values that were automatically generated by the system (e.g., "INV-1001") will remain

unchanged and stay within the field as static text strings¹². However, once the change is saved, the system will no longer increment or automatically generate new numbers for future records; users will have to enter data manually. It is important to note that the reverse operation-changing a Text field to an Auto Number-is different, as it would require the administrator to decide whether to overwrite existing data or only number new records¹⁴. Options B, C, and D are incorrect because Salesforce explicitly supports this specific conversion without deleting or fundamentally transforming the existing data into a different format other than plain text.

NEW QUESTION # 77

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