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Salesforce Plat-101 Exam Syllabus Topics:

Topic	Details

Topic 1	<ul style="list-style-type: none"> Salesforce Ecosystem: This section of the exam measures skills of Marketing Cloud Administrators and covers the overall Salesforce ecosystem. It focuses on understanding the different resources available for learning and skill development, recognizing how Salesforce Customer 360 products can be applied in real business use cases, and explaining how organizations make use of Salesforce in daily operations. It also highlights awareness of job roles and career opportunities within the Salesforce ecosystem.
Topic 2	<ul style="list-style-type: none"> Navigation: This section of the exam measures the skills of Marketing Specialists and covers how users navigate Salesforce. It tests the ability to locate and access necessary information in given scenarios and to identify where different types of Salesforce customizations take place. The emphasis is on practical system navigation that supports marketing operations.
Topic 3	<ul style="list-style-type: none"> Reports & Dashboards: This section of the exam measures skills of Marketing Specialists and covers reporting and visualization in Salesforce. It includes describing how reports are built, how dashboards present insights, and how these tools help organizations monitor performance and make informed marketing decisions.
Topic 4	<ul style="list-style-type: none"> Data Model: This section of the exam measures skills of Marketing Cloud Administrators and covers Salesforce's data model. It involves understanding the relationship between core standard objects such as Accounts, Contacts, Leads, Opportunities, and Cases. The section also evaluates knowledge of ensuring data visibility through features and maintaining data integrity using the right tools in different business scenarios.

Salesforce Certified Platform Foundations Sample Questions (Q116-Q121):

NEW QUESTION # 116

How can a user see only contacts from a specific city on the 'New This Week" list view without changing what other users see?

- A. Build a private report for contacts that is filtered by the specific city.
- B. Clone the list view with a new name, and filter by the specific city**
- C. Change the permissions so they can only see records from the specific city.

Answer: B

Explanation:

The user can clone the list view with a new name, and filter by the specific city to see only contacts from that city on the list view. This will not affect what other users see on the original list view.

NEW QUESTION # 117

When a sales rep needs to give an additional discount for an opportunity, a manager needs to review and authorize the discount request.

What should be used to lock the record before a decision is made?

- A. validation rule
- B. Approval process**
- C. Page layout

Answer: B

Explanation:

An approval process is a workflow that defines the steps and criteria for approving a record. It can be used to lock the record before a decision is made, and send email alerts and tasks to the approvers.

NEW QUESTION # 118

A Salesforce associate is looking at a custom Contact list view and wants to show more information from the record.

What should they do to add the missing key columns?

- A. Edit sharing settings
- **B. Select Fields to Display**
- C. Edit list filters

Answer: B

Explanation:

Selecting Fields to Display is what the associate should do to add the missing key columns to the custom Contact list view. Selecting Fields to Display is a feature that allows the user to choose which fields to show as columns in the list view, and in what order. The user can select up to 15 fields to display, and drag and drop the fields to rearrange the column order. Editing list filters is a feature that allows the user to apply one or more criteria to filter the records that are displayed in the list view. The user can select a field, an operator, and a value for each filter, and combine multiple filters with AND or OR logic. Editing sharing settings is a feature that allows the user to control the access and visibility of records for different users and groups. The user can define the organization-wide default, role hierarchy, sharing rules, and manual sharing for each object.

NEW QUESTION # 119

Get Cloudy Consulting trains its new employee in a partial sandbox named New Employee; An employee competes the training in the sandbox and is ready to sign in to the production org. However, an error message pops up indicating an invalid username or password. The employee is using their sandbox username and password to sign in to production.

What is needed to solve this error?

- A. Creating a new username for the production org
- B. Creating a different password for the production org
- **C. Removing New Employee appendix from the sandbox username**

Answer: C

Explanation:

The solution to the error is to remove New Employee appendix from the sandbox username. When you create a sandbox, Salesforce appends the sandbox name to all usernames in the sandbox copy, so that they don't conflict with usernames in the production org. To sign in to the production org, the employee needs to use their original username without the sandbox name.

NEW QUESTION # 120

A Salesforce associate wants to refresh a report and email it to an executive team each week.

Which functionality of Salesforce Reports should the associate use?

- A. Notifications
- B. Refresh
- **C. Subscriptions**

Answer: C

Explanation:

The functionality of Salesforce Reports that the associate should use to refresh a report and email it to an executive team each week is subscriptions. Subscriptions let you schedule reports to run at regular intervals and send notifications to you or other recipients by email or Chatter5. You can also set conditions for when the notifications are sent, such as when the report returns no results or the results change.

NEW QUESTION # 121

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