

Professional Exam Plat-Admn-201 Training–100% High Pass-Rate Exam Salesforce Certified Platform Administrator Quizzes



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Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	Configuration and Setup: This domain covers foundational administrative tasks including company settings, user interface configuration, user management with licenses and access controls, and implementing security measures through login restrictions and the Salesforce sharing model.
Topic 3	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	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	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 6	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 (Q32-Q37):

NEW QUESTION # 32

Users at Cloud Kicks want to see information that is more useful for their role on the Case page. How should a Platform Administrator make the pages more dynamic and easier to use?

- A. Add component visibility filters to the components.
- B. Remove fields from the record details component.
- C. Include more tab components with filters.
- D. Delete the extra components from the page.

Answer: A

Explanation:

In the Lightning App Builder, Component Visibility Filters allow an administrator to show or hide parts of a record page based on specific criteria, such as the user's profile, a field value, or the record type. This is the best way to make pages "dynamic." For example, the administrator can configure a "Financial Details" component to only appear when the user viewing the case has the "Finance User" profile, or hide a "Recall Instructions" component unless the "Case Reason" is set to "Product Defect." This prevents "information overload" by ensuring that users only see the tools and data relevant to their specific role or the current state of the record. Simply deleting components (Option D) or removing fields (Option C) would affect all users equally, failing to provide role-specific utility. Component visibility creates a personalized, streamlined experience that improves user productivity and reduces clutter on complex record pages.

NEW QUESTION # 33

When a qualified lead is converted, what happens to its related records?

- A. Records from custom objects are attached to the resulting contact, account, and opportunity records.
- B. Campaign history is attached to the resulting contact, account, and opportunity records.
- C. All activities are attached to the resulting contact, account, and opportunity records.
- D. Open activities only are attached to the resulting contact, account, and opportunity records.

Answer: C

Explanation:

During the Lead Conversion process, Salesforce automatically transfers the history and interaction data associated with the Lead to the newly created Account, Contact, and Opportunity. This includes all activities, meaning both Open Activities (like upcoming tasks or events) and Activity History (like past emails or logged calls) are attached to the resulting records to maintain a complete customer timeline. Campaign history is also typically associated with the resulting Contact, but the question specifically asks about "related records" in a broader sense, and the transfer of all activities is a primary mechanical function of the conversion. Option A is incorrect because custom object records do not automatically move unless specific custom mapping or code is in place. Option B is incorrect because the system does not limit the transfer to only open activities.

NEW QUESTION # 34

The Universal Containers sales team wants a visual way to manage their opportunity pipeline that allows them to see all deals at once, track progress through sales stages, and quickly move opportunities forward. Which feature should a Platform Administrator recommend to meet these requirements?

- A. Set up opportunity reports with chart components and stage-based grouping.
- B. Configure opportunity list views with custom filters and summary fields.
- C. Use the Kanban view for opportunities with card fields and drag-and-drop functionality.
- D. Create a custom dashboard with opportunity pipeline charts and stage metrics.

Answer: C

Explanation:

The Kanban view provides a visual representation of a set of records, such as an opportunity pipeline, organized by a specific field like "Stage". It allows sales teams to see all their deals as cards in columns. The primary benefit of Kanban is its "drag-and-drop" functionality, which lets users move a card from one column to another to automatically update the stage, effectively "moving opportunities forward" with minimal effort. While reports (Option A) and dashboards (Option B) provide visual summaries, they do not allow for the interactive, one-click record updates that the Kanban view offers¹¹. Standard list views (Option D) show data in a grid format which is less visual for tracking pipeline progress compared to the column-based Kanban layout.

NEW QUESTION # 35

Ursa Major Solar classifies its accounts as Silver, Gold, or Platinum Level. When a new case is created for a Silver or Gold partner, it should go to the Regular Support Queue. When an account is Platinum Level, it should automatically go to the Priority Support Queue. What should a Platform Administrator use to achieve this?

- **A. Assignment Rules**
- B. Case Rules
- C. Workflow Rules
- D. Escalation Rules

Answer: A

Explanation:

Case Assignment Rules are the standard Salesforce tool for automatically routing cases to specific users or queues based on record criteria. A single assignment rule can contain multiple "Rule Entries" processed in a specific order. To meet this requirement, the Platform Administrator would create a rule with two entries: one that checks if the Account's "Level" field equals "Platinum" and routes it to the Priority Support Queue, and another that checks if the level is "Silver" or "Gold" and routes it to the Regular Support Queue. This automation happens the moment the case is created, ensuring that high-value customers receive immediate attention from the appropriate team. Escalation Rules (Option A) are used to move a case after it has been sitting for a period of time, not for initial routing. Workflow Rules (Option D) are a legacy tool that cannot natively assign cases to queues in the same direct manner as Assignment Rules.

NEW QUESTION # 36

The sales and service teams at Cloud Kicks would like to have more visibility into their pipeline and stay on top of every case. A Platform Administrator needs to quickly create dashboards for each of the teams but does not know where to start. What should the administrator do?

- A. Manually create dashboards without using any prebuilt templates or packages.
- B. Use the Salesforce Labs Field Service Dashboards for service teams from AppExchange.
- C. Enable Einstein Analytics and build custom dashboards using advanced analytics tools.
- **D. Use the Salesforce Labs CRM Dashboards for sales teams from AppExchange.**

Answer: D

Explanation:

For an administrator who needs to deliver high-quality dashboards "quickly" and "doesn't know where to start," the AppExchange is the best resource. Salesforce Labs provides several free, pre-configured dashboard packages (like the "CRM Dashboards") that include standard components for sales pipeline, lead tracking, and case management. These packages serve as an excellent baseline that can be installed in minutes and then customized to fit the specific needs of Cloud Kicks. Manually creating everything (Option D) is time-consuming. Einstein Analytics (Option B) is a separate, more complex product that requires extra licensing and setup. Option A is too narrow, as it focuses specifically on "Field Service" rather than general sales and service visibility.

NEW QUESTION # 37

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