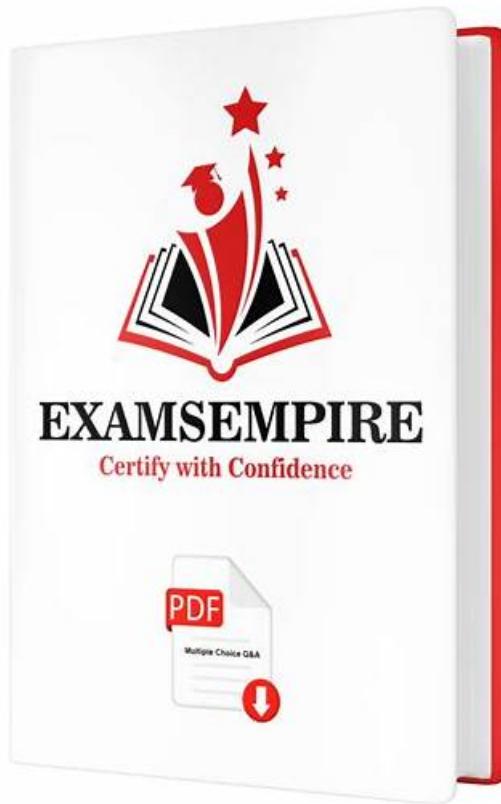


# Plat-Admn-201 Reliable Test Question - Plat-Admn-201 Certification Practice



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## Salesforce Plat-Admn-201 Exam Syllabus Topics:

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

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### Salesforce Certified Platform Administrator Sample Questions (Q54-Q59):

#### NEW QUESTION # 54

A sales team is having difficulty understanding which stage their opportunity is in and what the company sales process requires of them in that stage. Which feature should a Platform Administrator implement to help the sales team quickly determine where they are in the sales process and what is required of them?

- A. Opportunity Sales Path
- B. Big Deal Alerts
- C. Reports & Dashboards
- D. List Views

**Answer: A**

Explanation:

The Opportunity Sales Path (or simply Path) is a visual representation of the stages in a sales process. It is the best tool for this requirement because it not only shows the current stage prominently at the top of the record but also allows administrators to define Key Fields and Guidance for Success for every stage. This guidance can include specific steps, tips, and links to company resources that explain exactly what a rep needs to do to move the deal to the next phase. Reports (Option A), List Views (Option D), and Big Deal Alerts (Option C) provide data and notifications but do not offer the contextual, stage-by-stage guidance that the Path provides.

#### NEW QUESTION # 55

An agent is being developed with several actions that all retrieve information from different databases. A Platform Administrator has named the actions as follows: GetCustomerInfo, GetOrderDetails, GetShippingStatus. Which best practice should the administrator follow to improve these names?

- A. Use additional related verbs, such as Find, Retrieve, or Identify.
- B. Remove all verbs and use only nouns, such as CustomerInfo, OrderDetails, and ShippingStatus.
- C. Add the word "Salesforce" to the beginning of each action name to improve context for the large language model.
- D. Use a consistent naming convention by starting each action with the verb "Get".

**Answer: D**

Explanation:

When naming actions for an AI agent, consistency is key to helping the Large Language Model (LLM) categorize and understand the available tools. Following a consistent naming convention, such as starting all retrieval actions with the verb "Get," allows the agent to more easily map user intent (e.g., "I need information about...") to the appropriate action. This reduces ambiguity during the reasoning phase of the agentic loop. Using inconsistent verbs like Find, Retrieve, or Identify (Option D) can confuse the model regarding which action is most appropriate for a given task. Removing verbs entirely (Option A) makes it harder for the model to distinguish between an action (doing something) and a data object (a thing). Adding "Salesforce" (Option B) is generally redundant as the agent's context is already within the Salesforce environment.

#### NEW QUESTION # 56

One of the sales managers at Universal Containers will be going on leave for several months. The executives want to make sure the sales manager does not log in to Salesforce while on leave. What should a Platform Administrator do to ensure the user is not able to log in while on leave?

- A. Reassign the user's license during leave.
- B. Restrict Login IP Addresses for the profile.
- C. Freeze the user's account.

- D. Change the Login Hours for the profile.

**Answer: C**

Explanation:

When a user needs to be temporarily prevented from logging in but their records, role, and historical data need to remain intact—the best practice is to Freeze the user. Freezing an account stops the user from accessing the system immediately without "Deactivating" them. Deactivation can be problematic if the user is a "running user" for dashboards or is part of active hierarchy logic that might break if the account is disabled. Freezing is a simple "one-click" action on the user record. Reassigning the license (Option A) would require deactivating the user first. Changing login hours (Option B) or IP addresses (Option D) at the profile level would impact all users assigned to that profile, not just the individual manager on leave. Freezing provides a targeted and temporary solution for managing individual user access.

**NEW QUESTION # 57**

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 be deleted.
- C. Existing field values will remain unchanged.
- D. Existing field values will be converted.

**Answer: C**

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 strings<sup>12</sup>. 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 records<sup>14</sup>. 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 # 58**

A Platform Administrator is building an agent to nurture leads. How does Agentforce SDR help?

- A. Answer the lead's questions with responses that are grounded in company data.
- B. Autonomously negotiate pricing with the lead and close the final deal.
- C. Generate a dynamic call script and talking points for the human sales reps to use.
- D. Analyze the performance of human sales reps and provide coaching tips.

**Answer: A**

Explanation:

Agentforce SDR (Sales Development Representative) is an AI agent designed to autonomously engage with prospects to nurture leads and accelerate the sales pipeline. A core functionality of this agent is its ability to interact with potential customers by answering their specific questions about products or services. Crucially, these responses are grounded in company data, meaning the agent retrieves relevant information from the Salesforce Knowledge base, product catalogs, or other internal resources to provide accurate, brand-aligned answers. This ensures that the agent provides high-quality, trustworthy information without the "hallucinations" common in non-grounded AI. While the agent helps in lead qualification and nurturing, its primary value in an ecommerce or sales support context is providing immediate, context-aware assistance. It is not intended to replace humans in complex price negotiations (Option B) or serve purely as a coaching tool (Option C), but rather to act as a front-line digital worker that scales the sales team's reach by handling information-seeking queries autonomously.

**NEW QUESTION # 59**

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