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Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details

Topic 1	• 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 2	• Productivity and Collaboration: This domain addresses activity management, Chatter collaboration, Salesforce mobile app customization, and AppExchange applications including managed and unmanaged packages.
Topic 3	• 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 4	• 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 5	• 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.

Salesforce Certified Platform Administrator Sample Questions (Q73-Q78):

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 App Builder Analytics
- C. Lightning Page Visibility Rule
- D. Lightning Analytics

Answer: B

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
The Activity Timeline is missing from the Account record page. What should a Platform Administrator do to correct this?

- A. Update the user's permission to allow Edit access to the Activity Timeline.
- B. Run a report to verify whether any activities have been logged for that Account.
- C. Add the standard Activities component to the Account Lightning record page.
- D. Add a button for the Activity Timeline in the Object Manager for the Account object.

Answer: C

Explanation:
The Activity Timeline is a standard Lightning component that displays open tasks, upcoming events, and past activities (like logged calls or sent emails) in a chronological view. If this timeline is missing from an Account page, it is usually because the component has been removed from the Lightning Record Page layout. To fix this, the Platform Administrator should open the Account record in the

Lightning App Builder. From the list of standard components on the left, the admin must drag the Activities component onto the page canvas-typically in the right-hand column or a dedicated tab. Once the page is saved and activated, the timeline will be visible to users. Visibility of the timeline is a layout configuration, not a specific "Edit access" permission (Option B). Running a report (Option C) might confirm if data exists, but it won't fix the UI issue. There is no "button" for the Activity Timeline in the Object Manager (Option D); it is managed strictly as a component within the App Builder.

NEW QUESTION # 75
When a qualified lead is converted, what happens to its related records?

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

Answer: A

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 # 76
Universal Containers (UC) customers have provided feedback that their support cases are not being responded to quickly enough. UC wants to send all unassigned cases that have been open for more than 2 hours to an urgent Case queue and alert the support manager. Which feature should a Platform Administrator configure to meet this requirement?

- A. Case Dashboard Refreshes
- B. Case Assignment Rules
- C. Case Scheduled Reports
- D. Case Escalation Rules

Answer: D

Explanation:
Case Escalation Rules are specifically designed to automate actions when a case has remained in a certain state for a defined period of time. In this scenario, the requirement involves two specific time-based triggers: moving the case after 2 hours and alerting a manager. Escalation rules allow the administrator to define "Escalation Actions" that execute when the time threshold is reached, such as "Reassign to Queue" and "Notify Manager". Case Assignment Rules (Option D) only fire when a case is first created or manually triggered, not after a time delay63. Reports (Option A) and Dashboards (Option B) provide information but do not physically move records or perform automated reassignments.

NEW QUESTION # 77
A Platform Administrator at Cloud Kicks has created a screen flow to help service reps ask the same set of questions when customers call in with issues. This screen should be visible from cases. How should the administrator distribute the screen flow?

- A. Page Layout
- B. Component Filter
- C. Lightning Page
- D. Home Page

Answer: C

Explanation:
To make a Screen Flow available to users on a specific record, such as a Case, the Platform Administrator should add the Flow

component to the Lightning Record Page. Using the Lightning App Builder, the admin can drag the Flow component onto the page and select the specific "Service Question" flow from the list8888. This allows the flow to be embedded directly into the workspace where the service reps are already looking at case details9. While flows can be placed on a Home Page (Option B), that would not provide the case-specific context needed for the reps10. Page Layouts (Option A) are used for standard fields and related lists but do not natively host dynamic screen flow components11. Component Filters (Option D) are used to show or hide the flow based on certain criteria, but the distribution itself is handled by placing it on the Lightning Page12.

NEW QUESTION # 78

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