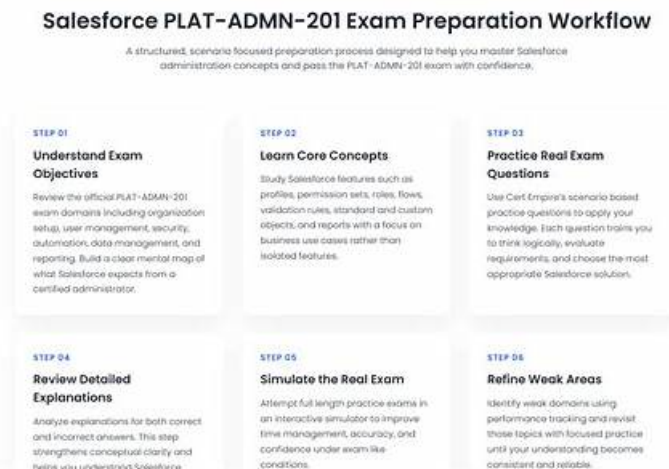


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Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<ul style="list-style-type: none"> 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	<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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Free PDF Quiz Updated Plat-Admn-201 - Salesforce Certified Platform Administrator Guaranteed Passing

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Salesforce Certified Platform Administrator Sample Questions (Q147-Q152):

NEW QUESTION # 147

A group of sales reps can view each other's orders on a report; however, they would like a report to view just their own orders. What should a Platform Administrator do to set up a report for the sales reps?

- A. Save the report in a private folder for the user.
- **B. Filter by Opportunity Owner equals \$USER.**
- C. Set Organization Wide Defaults of Order object to Private.
- D. Set the Opportunity Filter for Primary as True.

Answer: B

Explanation:

In Salesforce reporting, administrators can use relative date and user filters to make a single report template dynamic for every person who views it. By setting the filter to Opportunity Owner (or Order Owner) equals \$USER, the report will automatically filter the results to show only those records owned by the individual currently logged in and viewing the report. This is much more efficient than creating separate reports for every rep. While setting the Organization-Wide Defaults to Private (Option C) would restrict general visibility, it does not help if the reps need to be able to see each other's data for other business reasons but simply want a "clean" personal view for daily tasks. Saving the report in a private folder (Option D) only restricts who can see the report itself, not the data contained within it. Using the \$USER variable is the standard way to provide personalized, relevant data views in a shared reporting environment.

NEW QUESTION # 148

Northern Trail Outfitters (NTO) wants to ensure new Contacts are validated before they can be saved. If a user selects that the LeadSource picklist value is Other, NTO also wants to populate a custom text field called Source__c. Which validation rule should a Platform Administrator configure to meet this requirement?

- **A. AND(ISPICKVAL(LeadSource,'Other'), ISBLANK(Source__c))**
- B. AND(NOT(LeadSource = 'Other'), NOT(Source__c = ""))
- C. AND(NOT(ISPICKVAL(LeadSource,'Other'))), NOT(ISBLANK(Source__c))
- D. AND(LeadSource = 'Other', Source__c = "")

Answer: A

Explanation:

In Salesforce, validation rules use formulas to verify if the data entered by a user meets specific criteria before saving the record. To check the value of a picklist field like LeadSource, the ISPICKVAL() function must be used, as picklist fields do not support standard text operators like "=" in validation formulas. The requirement is to block the save if LeadSource is "Other" but the Source__c text field is empty. The ISBLANK() function effectively checks if a text field contains no data. Therefore, the correct logic uses AND() to trigger the error message only when both conditions are met: the picklist is set to "Other" AND the text field is blank. Option A is incorrect because it treats a picklist like a text field. Option B and D use NOT() logic, which would trigger errors in the wrong scenarios.

NEW QUESTION # 149

What is an Agentforce use case in a sales organization?

- **A. Automating Lead Qualification**
- B. Generating cold calls
- C. Providing basic web bot chats
- D. Automating all marketing content

Answer: A

Explanation:

Agentforce is designed to handle sophisticated, multi-step business processes that traditionally require human intervention. In a sales organization, a primary use case is Automating Lead Qualification. Unlike basic web bots (Option C) that follow a rigid, pre-defined script, an Agentforce agent can engage in natural language conversations with prospects. It can ask relevant discovery questions, handle objections, and determine if a lead meets the company's

"Qualified" criteria based on the information provided. Once qualified, the agent can autonomously update the Salesforce record or even book a meeting for a human sales representative. While AI can assist with content, "automating all marketing content" (Option B) is overly broad and typically handled by specialized marketing tools. Generating cold calls (Option A) involves voice technology and legal complexities that are not the core focus of the Agentforce platform's digital agent capabilities. Lead qualification represents a high-value, repeatable process that perfectly leverages the agent's ability to reason and interact with Salesforce data.

NEW QUESTION # 150

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?

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

Answer: A

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. 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. 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 # 151

At Cloud Kicks, when a rep needs to seek additional support help, there's a series of actions the company wants to ensure are taken. The steps include sending an email and changing the status and owner of the case. What should a Platform Administrator use to give the reps an easy way to make these updates?

- A. Case Assignment Rules
- B. Autolaunched Flows with Email Alerts
- C. Quick Text with Email Templates
- D. Macros with Quick Actions

Answer: D

Explanation:

To provide reps with an "easy way" to perform a repetitive sequence of manual tasks, Macros are the ideal solution. A Macro allows a user to perform multiple steps--such as changing a Case Status, reassigning the Case Owner, and sending a pre-written email--with a single click. When combined with Quick Actions, Macros can navigate the user interface, populate fields, and submit changes automatically. This significantly reduces manual data entry and ensures that the company's required support process is followed consistently. Case Assignment Rules (Option A) and Autolaunched Flows (Option B) are fully automated and trigger on save, which might not be appropriate if the rep needs to decide when to trigger the support request. Quick Text (Option C) only assists with typing but does not automate field changes or ownership transfers.

NEW QUESTION # 152

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