

# Plat-Admn-201 Latest Exam Format | Exam Plat-Admn-201 Preparation

**ADMISSION OPEN**

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The Salesforce Plat-Admn-201 web-based practice test software is very user-friendly and simple to use. It is accessible on all browsers (Chrome, Firefox, MS Edge, Safari, Opera, etc). It will save your progress and give a report of your mistakes which will surely be beneficial for your overall exam preparation.

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

Topic	Details
Topic 1	<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 2	<ul style="list-style-type: none"><li>• Automation: This domain covers automation tools for streamlining business processes, including assignment and escalation rules, Flow configuration for various scenarios, and approval process setup.</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>• 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 5	<ul style="list-style-type: none"><li>• Agentforce AI: This domain introduces AI-powered agents in Salesforce, covering use cases, configuration in Agent Builder, security considerations, and troubleshooting agent permissions.</li></ul>
Topic 6	<ul style="list-style-type: none"><li>• 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.</li></ul>

## Valid Plat-Admn-201 Latest Exam Format & Pass Guaranteed Exam Plat-Admn-201 Preparation: Salesforce Certified Platform Administrator

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### Salesforce Certified Platform Administrator Sample Questions (Q111-Q116):

#### NEW QUESTION # 111

When Agentforce performs its grounding check, it examines source information, the topic instructions, and scope. Which additional information does the agent look for during its grounding check? 39

- A. Prompt injection risks
- B. The web for information verification
- C. Encrypted fields
- D. Incompatible data types

**Answer: A**

Explanation:

Grounding is the process by which an AI agent retrieves and uses specific, trusted data to ensure its responses are accurate and relevant<sup>41</sup>. During this process, Salesforce's Einstein Trust Layer performs several critical checks, including identifying Prompt Injection risks<sup>42</sup><sup>44</sup>. Prompt injection refers to attempts by a user to "trick" the AI into ignoring its instructions or revealing sensitive data by entering malicious commands into the chat interface<sup>43</sup>. By checking for these risks during the grounding phase, the agent can ensure that the instructions it uses to generate a response remain secure and aligned with company policies<sup>44</sup>. While the agent respects field security, "Encrypted fields" (Option C) are handled at the data access layer rather than as part of the linguistic grounding check<sup>45</sup>. Standard Agentforce agents do not browse the open web for verification (Option D) as they are intended to remain grounded strictly in the company's verified internal data<sup>46</sup>.

#### NEW QUESTION # 112

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

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

**Answer: C**

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 # 113

Which action should a Platform Administrator configure to reverse a submitted approval request and unlock the associated record when setting up an approval process? 99

- A. Final Approval Actions
- B. Final Rejection Actions
- **C. Recall Actions**
- D. Initial Submission Actions

**Answer: C**

Explanation:

An Approval Process consists of several stages, each with its own set of automated actions. When a record is first submitted, it is typically locked to prevent further edits. If a user needs to "reverse" that submission—perhaps because they realized they made a mistake or the deal terms changed—the administrator must configure Recall Actions<sup>12</sup>. A recall action is specifically designed to allow the submitter or an administrator to pull the record back out of the approval queue. Common recall actions include a Field Update to change the status back to "Draft" and, most importantly, an action to unlock the record so it can be edited again. Final Rejection Actions (Option A) occur when an approver denies the request, and Final Approval Actions (Option C) occur when the request is fully granted. Initial Submission Actions (Option D) are what lock the record and start the process in the first place.

#### NEW QUESTION # 114

Which task is especially suited for Agentforce?

- A. Static document generation
- B. Single-step predefined processes
- C. Tasks without decision-making
- **D. Multi-step processes that need adaption to change**

**Answer: D**

Explanation:

Agentforce is designed to handle multi-step processes that require reasoning and adaptation. Unlike traditional automation (like Workflow or simple Bots) that follows a linear, "If-This-Then-That" path, an Agentforce agent uses generative AI to understand user intent and choose the best sequence of actions to reach a goal. If a customer's request changes mid-conversation or requires the agent to check multiple systems and make a judgment call, the agentic loop allows it to adapt its behavior in real-time. Single-step processes (Option A) or tasks without decision-making (Option D) are better handled by standard Flow or Macros, which are more cost-effective for simple tasks. Static document generation (Option B) is a fixed output task. Agentforce's true value lies in managing the "gray areas" of business processes where human-like flexibility is needed.

#### NEW QUESTION # 115

There are multiple system administrators at Cloud Kicks that make configuration changes. Which tool gives the system administrators the ability to track these changes?

- A. History Tracking
- **B. Setup Audit Trail**
- C. Feed Tracking
- D. Health Check

**Answer: B**

Explanation:

The Setup Audit Trail is the primary tool for tracking administrative and configuration changes within a Salesforce organization. It records a history of modifications made by any administrator, including the date and time of the change, which user made it, and exactly what was altered (e.g., creating a new field, changing a profile permission, or modifying a workflow rule). The history is available for the last six months of activity. Health Check (Option A) is a security tool that compares your settings against Salesforce standards. History Tracking (Option C) and Feed Tracking (Option D) are used to track changes to records (like an Account's phone number), whereas the Setup Audit Trail is dedicated to tracking metadata and system configuration.

#### NEW QUESTION # 116

