

# Reliable Exam Plat-Admn-201 Book Provide Prefect Assistance in Plat-Admn-201 Preparation



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

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• Productivity and Collaboration: This domain addresses activity management, Chatter collaboration, Salesforce mobile app customization, and AppExchange applications including managed and unmanaged packages.</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>• 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 4	<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>

## Reliable Plat-Admn-201 Test Voucher & Plat-Admn-201 Updated Test Cram

Now you can trust Itcertking Plat-Admn-201 exam questions as these Salesforce Certified Platform Administrator (Plat-Admn-201) exam questions have already helped countless candidates in their Plat-Admn-201 exam preparation. They easily got success in their challenging and dream Salesforce Plat-Admn-201 Certification Exam. Now they have become certified Salesforce professionals and offer their services to top world brands.

### Salesforce Certified Platform Administrator Sample Questions (Q22-Q27):

#### NEW QUESTION # 22

How should a Platform Administrator view Currencies, Fiscal Year settings, and Business Hours in Salesforce?

- A. User Management Settings
- B. Feature Settings
- **C. Company Settings**
- D. Custom Settings

**Answer: C**

Explanation:

In the Salesforce Setup menu, Company Settings (formerly Company Profile) is the central location where global organizational parameters are managed. This section contains several key settings. Under Company Information, the admin can view the Org ID, default time zone, and primary currency. The Fiscal Year settings allow the admin to define whether the organization follows a standard Gregorian calendar or a custom fiscal cycle. Business Hours are used to define the working times for the organization, which is critical for calculating milestones in Service Cloud or escalation rules. If Multi-Currency is enabled, this is also where exchange rates and active currencies are managed. Viewing and configuring these settings is a foundational task for any Platform Administrator, as they establish the baseline for how data is interpreted and how time-based automation functions across the entire instance. Ensuring these are correct is vital for accurate financial reporting and maintaining service level agreements (SLAs).

#### NEW QUESTION # 23

At Cloud Kicks, cases are being assigned a default Case Owner and showing a Created By and Last Modified By that is not expected. The company wants to change this to an integration user to alleviate confusion with the business. What should a Platform Administrator edit to change this in Salesforce?

- A. Support Processes
- B. Process Automation Settings
- **C. Support Settings**
- D. Debug Logs

**Answer: C**

Explanation:

In Salesforce, Support Settings is the primary configuration page for determining how the Service Cloud handles automated case updates. This section allows a Platform Administrator to define the "Default Case Owner" and the "Automated Case User." The Automated Case User is the user listed in the Case History for automated actions, such as those triggered by assignment rules, escalation rules, or Email-to-Case. If the business sees an "unexpected" user name in the Created By or Last Modified By fields during these automated processes, it is usually because this setting is pointing to a specific administrator or a system user. By updating the Automated Case User to a dedicated "Integration User," the admin ensures that the audit trail clearly distinguishes between manual edits made by staff and automated updates made by the system. This provides better clarity for the support team and prevents confusion regarding who is responsible for specific record changes.

#### NEW QUESTION # 24

Universal Containers requires that when an opportunity is closed won, all other open opportunities on the same account must be rendered as Closed Lost. Which automation solution should a Platform Administrator use to implement this request?

- A. Outbound Message
- B. Flow Orchestration
- **C. Flow Builder**
- D. Quick Action

**Answer: C**

Explanation:

Flow Builder is the recommended tool for automating updates to multiple related records based on a change to a single record. A "Record-Triggered Flow" can be configured to execute whenever an Opportunity is updated to "Closed Won". The flow can then find all other Opportunities related to the same Account where the "IsClosed" field is false, and use an Update Records element to set their stage to "Closed Lost". Outbound Messages (Option B) are used for notifying external systems, not for internal data updates<sup>31</sup>. Flow Orchestration (Option C) is designed for multi-user, complex business processes and would be overly complicated for this simple record update<sup>32</sup>. Quick Actions (Option D) require a user to click a button, which does not meet the requirement for automatic rendering upon the stage change<sup>33</sup>.

#### NEW QUESTION # 25

Ursa Major Solar wants to roll out the Salesforce mobile app, and the first information it wants its users to see is the Top Opportunities report. What should a Platform Administrator configure to achieve this?

- A. Enable Today for the Salesforce mobile app.
- B. Add the Reports tab to the Salesforce mobile app.
- **C. Enable Mobile Home for the Salesforce mobile app.**
- D. Add the Dashboards tab to the Salesforce mobile app.

**Answer: C**

Explanation:

Mobile Home is a customizable landing page for the Salesforce mobile app that acts as the default "start page" for users. It allows administrators to add various "cards" or "widgets," including reports, pinned records, and upcoming events. By enabling and configuring Mobile Home, a Platform Administrator can place a specific Report card (such as "Top Opportunities") at the very top of the screen, ensuring it is the first thing users see upon opening the app. While adding the Reports tab (Option A) or Dashboards tab (Option D) allows users to find the information, it does not automatically present specific report data on the home screen. The "Today" feature (Option B) focuses on calendar events and tasks rather than customized reporting data<sup>17</sup>.

#### NEW QUESTION # 26

Cloud Kicks needs to change the owner of a case when it has been open for more than 7 days. What should a Platform Administrator use to complete this requirement? <sup>47</sup>

- A. Assignment Rules
- B. Validation Rules
- **C. Escalation Rules**
- D. Auto Response Rules

**Answer: C**

Explanation:

Escalation Rules are designed specifically to perform actions when a Case record has remained in a certain state (like "Open") for a specified period. In this scenario, the Platform Administrator would set an escalation rule entry with the age set to 168 hours (7 days). When this time threshold is reached, the rule can automatically reassign the case to a new owner or a management queue<sup>51</sup>. Assignment Rules (Option C) are only triggered upon the initial creation of a record or when manually triggered by a user, and they do not have a built-in "timer" capability to fire days later<sup>52</sup>. Auto-Response Rules (Option B) are only for sending automated emails to customers, not for internal ownership changes<sup>53</sup>. Validation Rules (Option D) are used to prevent data entry errors and cannot change record ownership<sup>54</sup>.

#### NEW QUESTION # 27

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