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Salesforce Plat-Admn-202 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Business Logic and Process Automation: This section of the exam measures the skills of Process Automation Specialists and Salesforce Administrators and covers the key tools Salesforce provides to automate and enforce business logic. It focuses on using formula fields, roll-up summary fields, and validation rules to meet defined requirements. Candidates must also understand approval processes and know how to select the right automation tool to prevent conflicts or errors. The domain emphasizes evaluating business requirements and recommending automation solutions that maintain system stability and accuracy.

Topic 2	<ul style="list-style-type: none"> Salesforce Fundamentals: This section of the exam measures the skills of Salesforce Administrators and Junior Salesforce Consultants and covers the essential concepts needed to understand how Salesforce works at a foundational level. It focuses on recognizing when to use declarative tools versus programmatic customization, determining when AppExchange apps extend org capabilities, and understanding key methods for managing object, record, and field access. It also evaluates your ability to choose the right sharing model based on business needs and to apply reporting tools effectively, including report types and dashboards. Additionally, the domain reviews how to optimize the mobile experience through actions and layouts, and how Chatter can be used to support collaboration.
Topic 3	<ul style="list-style-type: none"> Data Modeling and Management: This section of the exam measures the skills of Data Analysts and Salesforce Administrators and covers the core principles of designing and maintaining Salesforce data structures. It requires selecting the correct data model in various scenarios and understanding relationship types and how they influence reporting, record access, and the user interface. It also tests knowledge of field data types and the operational impact of changing them. The section includes evaluating the use of Schema Builder and understanding the considerations involved in importing and exporting data across internal and external sources.
Topic 4	<ul style="list-style-type: none"> User Interface: This section of the exam measures the skills of Salesforce UI Designers and Lightning App Builders and covers the ways in which Salesforce interfaces can be customized to improve usability. It includes understanding available options for UI customization and demonstrating when to apply custom buttons, links, and actions. The domain also distinguishes between declarative and programmatic methods for incorporating Lightning components in applications, ensuring that the right approach is selected for different user interface needs.
Topic 5	<ul style="list-style-type: none"> App Deployment: This section of the exam measures the skills of Release Managers and Salesforce Administrators and covers the application lifecycle from planning through deployment. It requires determining the appropriate strategy when working with different sandboxes and managing milestones during development. Candidates must know when to use change sets and how to troubleshoot deployment issues. The section also includes understanding the implications of using unmanaged versus managed packages and selecting the correct deployment plan for various business scenarios.

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Salesforce Certified Platform App Builder Sample Questions (Q204-Q209):

NEW QUESTION # 204

Universal Containers asked the app builder to ensure when an account type changes to 'Past-Customer' the contacts directly related to that account get an updated status of 'Re-Market'.

Which automation should the app builder use to accomplish this task?

- A. Lightning component
- B. Screen flow
- **C. Record triggered flow**
- D. Validation rule

Answer: C

Explanation:

For automatically updating contact statuses when an account type changes:

D . Record triggered flow. This type of automation can monitor changes in account types and accordingly update related records, such as contacts.

Steps to implement:

Navigate to Setup → Flows.

Create a new Flow and choose the record-triggered flow type.

Configure the flow to trigger when the Account record is updated to 'Past-Customer'.

Add an Update Records element to modify all related contacts, setting their status to 'Re-Market'.

Activate the flow.

This automation ensures that contact statuses are updated in real-time when their related account's type changes, maintaining data consistency and relevancy.

For more on record-triggered flows, check out Salesforce's Record-Triggered Flows documentation.

NEW QUESTION # 205

Ursa Major Solar's service department gets requests for several types of services, such as installation, repair, and maintenance.

Service managers need to be able to tell when maintenance was last done on an asset to help determine if they are meeting contract agreements, but the last maintenance date can be difficult to determine when there are many work orders related to the asset. They think it would be helpful to have a field auto-populated on the Asset record when a maintenance work order gets closed.

Which tool should an app builder recommend to help meet this requirement?

- A. Apex Trigger
- **B. Flow**
- C. Einstein Next Best Action
- D. Roll-up Summary

Answer: B

Explanation:

The requirement is to auto-populate the "Last Maintenance Date" field on the Asset record whenever a Maintenance-type Work Order is closed. This can be achieved declaratively using Flow - specifically, a Record-Triggered Flow that updates the parent record (Asset).

Why D (Flow) is correct:Exact Extract."Record-triggered flows can update related records when specific changes occur, such as when a Work Order's status is updated to Closed." - Salesforce Help | Record-Triggered Flows

In this scenario, the flow can:

Trigger when a Work Order is updated to "Closed."

Check if Type = "Maintenance."

Update the related Asset record's Last Maintenance Date field with the Work Order's Closed Date.

Why not B (Roll-up Summary):Roll-up summary fields can only summarize numeric or date values using MIN, MAX, COUNT, or SUM, but only on Master-Detail relationships. Work Order → Asset is a Lookup relationship, so roll-up summaries are not supported natively.

Why not A (Einstein Next Best Action):NBA provides recommendations, not field updates.

Why not C (Apex Trigger):Apex could achieve this, but Salesforce recommends Flow first as a best practice.

Reference:

[Salesforce Help | Record-Triggered Flows](#)

[Salesforce Help | Flow Builder Overview](#)

[Salesforce Platform App Builder Exam Guide | Business Logic and Process Automation](#)

NEW QUESTION # 206

A production org includes custom objects containing confidential information. A sandbox is needed that includes data records, excludes all of the confidential objects, and can be refreshed weekly. What steps should an App Builder take to meet these requirements?

- A. Create a Full Sandbox and use a sandbox template
- B. Create a Developer Sandbox and schedule Data loader to download selected object data weekly.
- **C. Create a Partial Copy Sandbox and use a sandbox template.**
- D. Create a Developer Pro Sandbox and schedule Data loader to download selected object data weekly.

Answer: C

Explanation:

The steps that the app builder should take to meet these requirements are creating a Partial Copy Sandbox and using a sandbox

template. A Partial Copy Sandbox can include data records, exclude confidential objects, and be refreshed weekly. A sandbox template can specify which objects and data are copied from the production org to the sandbox org. Option A is incorrect because creating a Full Sandbox and using a sandbox template is not necessary for this requirement, as Full Sandboxes copy all data and metadata from the production org and can only be refreshed every 29 days. Option B is incorrect because creating a Developer Pro Sandbox and scheduling Data Loader to download selected object data weekly is not feasible for this requirement, as Developer Pro Sandboxes do not include data records by default and Data Loader cannot be scheduled to run weekly. Option D is incorrect because creating a Developer Sandbox and scheduling Data Loader to download selected object data weekly is not feasible for this requirement, as Developer Sandboxes do not include data records by default and Data Loader cannot be scheduled to run weekly.

NEW QUESTION # 207

Cloud Kicks wants to display the number of Opportunity records associated with each Account.

Which solution should be used?

- A. Roll-up Summary field
- B. AppExchange offering
- C. Lookup field
- D. Formula field

Answer: A

Explanation:

Opportunities are in a master-detail-like relationship with Accounts (standard lookup behaves with special roll-up capabilities).

Salesforce provides a standard roll-up summary feature on the Account object to count related Opportunities.

Why B (Roll-up Summary) is correct: Exact Extract: "Use a roll-up summary field to automatically display a value from related detail records on a master record. You can count related records, or calculate the sum, min, or max of a field on those records." - Salesforce Help | Roll-Up Summary Fields

On Account, you can create a roll-up summary field to COUNT related Opportunities.

Why B (Roll-up Summary) is correct: Exact Extract: "Use a roll-up summary field to automatically display a value from related detail records on a master record. You can count related records, or calculate the sum, min, or max of a field on those records." - Salesforce Help | Roll-Up Summary Fields

On Account, you can create a roll-up summary field to COUNT related Opportunities.

Why not A: Formula fields cannot count related records.

Why not C: AppExchange is not required; Salesforce provides native functionality.

Why not D: A lookup only links records - it does not perform aggregation.

Reference:

Salesforce Help | Roll-Up Summary Fields

Salesforce Platform App Builder Exam Guide | Data Modeling and Management

NEW QUESTION # 208

Cloud Kicks has a shipment date on each shipment that is sent out. Dispatchers need more details on the day and time the shipment was sent out. The app builder needs to change the current field type that is used from Date to Date/Time.

What should the app builder be aware of when it comes to data already in the system?

- A. The field name will change.
- B. Data loss will be experienced.
- C. Historical data will be updated to 12:00 timestamp.
- D. The change will be instant

Answer: C

Explanation:

Historical data will be updated to 12:00 timestamp when changing a Date field to Date/Time field. According to the Salesforce documentation, "When you convert a Date field to Date/Time, Salesforce appends "12:00" to existing data in your records." The change will not be instant, but will require some time for processing. The field name will not change unless specified by the app builder. Data loss will not be experienced, but data accuracy might be affected.

NEW QUESTION # 209

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