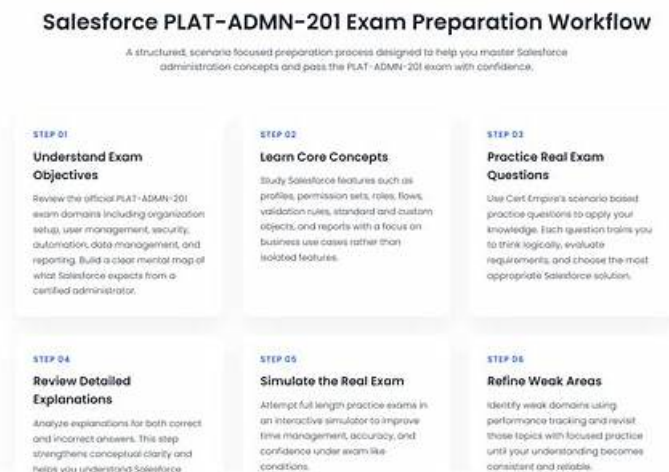


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Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> Service and Support Applications: This domain covers case management systems, including case assignment, queues, and automation through escalation rules, auto-response rules, and Einstein for Service.
Topic 2	<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.
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.

- 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.

Salesforce Certified Platform Administrator Sample Questions (Q93-Q98):

NEW QUESTION # 93

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. Existing field values will be converted.
- D. Changing Auto Number field to Text is prevented.

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 # 94

A sales manager receives a URL to a Dashboard folder containing several dashboards. However, when the sales manager clicks on the URL, a message appears stating, "We couldn't find the record you're trying to access." What is the reason for this?

- A. The sales manager needs the correct sales user profile.
- B. The Dashboard folder is set to Private.
- C. The sales manager does not have the correct permission set.
- D. View access has not been granted to the Dashboard folder.

Answer: D

Explanation:

In Salesforce, access to reports and dashboards is controlled at the Folder level. Even if a user has the direct URL to a dashboard, they cannot view it unless the folder containing that dashboard has been shared with them. When a user receives the "We couldn't find the record" error, it typically means they lack View access to the folder. To resolve this, the owner of the folder (or an administrator) must go to the folder's sharing settings and explicitly add the sales manager, their role, or a public group they belong to. Options A and B are less likely because standard sales profiles usually have the general "Run Reports" and "View Dashboards" permissions; the issue here is specific record-level access to that folder's content. Option C is a specific state of a folder (Private to the creator), which is essentially the same as saying access has not been granted to others.

NEW QUESTION # 95

Leadership at Cloud Kicks wants to go beyond knowing how long a case has been open for, to knowing how long a case has sat with different teams. Which tool gives a Platform Administrator the ability to track the time a case sits and provide relevant reporting?

- A. Case Assignment Rules with Business Hours
- B. Milestones with Business Hours
- C. Escalation Rules with Business Hours
- D. Record-Triggered Flows with Business Hours

Answer: B

Explanation:

To track specific stages of a support process and measure the time elapsed within those stages, Salesforce provides Entitlements and Milestones. Milestones represent required steps in a support process, such as "First Response Time" or "Resolution Time"³⁶³⁶³⁶. When combined with Business Hours, Milestones allow the system to accurately calculate how long a case has been in a particular status or assigned to a specific team, excluding weekends or non-working hours. This provides leadership with granular reporting on "Team Performance" and SLA compliance. Escalation Rules (Option A) and Assignment Rules (Option C) are primarily routing tools; they can move a case but do not natively provide the timestamp-based tracking and reporting necessary to see duration across multiple "handoffs". Record-Triggered Flows (Option B) could theoretically be used to stamp fields, but this would require significant custom development and would not offer the native, out-of-the-box reporting dashboards that come with the Milestones feature⁴⁰. Therefore, Entitlement Management is the standard solution for tracking time-based service metrics⁴¹.

NEW QUESTION # 96

The administrator at Universal Containers is creating a flow with several steps. How can the administrator check their work as they are developing the flow?

- A. Perform the same steps manually via the UI
- **B. Use the Debug tool in the flow builder**
- C. Use debug logs in the Developer Console
- D. Use debug logs found in Setup

Answer: B

NEW QUESTION # 97

The CTO of AW Computing has defined a new policy for cases to improve customer satisfaction. All cases submitted with a Case Reason of Installation must be acknowledged immediately through email and assigned to the appropriate agents. Any cases that are still in the New status after 4 hours must be escalated to support management. A Platform Administrator has implemented auto-response rules. Which additional case management tool is necessary to meet this requirement?

- A. Entitlements
- B. Formulas
- **C. Escalation Rules**
- D. Support Processes

Answer: C

Explanation:

Comprehensive and Detailed 150 to 200 words of Explanation From Salesforce Topics:

Auto-response rules handle the immediate acknowledgment email, but they do not escalate cases after a time-based condition is met. Salesforce documents describe escalation rules as the feature that automatically escalates cases when they meet rule criteria and after the defined elapsed time. In this scenario, the organization needs cases with Case Reason = Installation to be monitored and then escalated if they remain in New status after 4 hours. That is exactly the purpose of escalation rules. Salesforce also documents that case assignment rules determine how cases are routed to users or queues, while auto-response rules send the acknowledgment communication. In the platform's order of execution for service rules, assignment rules and auto-response rules are separate from escalation rules, confirming that escalation is an additional tool rather than something already covered by the existing setup. Support Processes only control status values and page behavior, formulas only calculate values, and entitlements manage service levels and milestones, not this direct timed escalation requirement.

NEW QUESTION # 98

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