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Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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.
Topic 4	<ul style="list-style-type: none"> • Productivity and Collaboration: This domain addresses activity management, Chatter collaboration, Salesforce mobile app customization, and AppExchange applications including managed and unmanaged packages.
Topic 5	<ul style="list-style-type: none"> • Automation: This domain covers automation tools for streamlining business processes, including assignment and escalation rules, Flow configuration for various scenarios, and approval process setup.
Topic 6	<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 7	<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.

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Salesforce Certified Platform Administrator Sample Questions (Q120-Q125):

NEW QUESTION # 120

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

Answer: B

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 updates³¹. Flow Orchestration (Option C) is designed for multi-user, complex business processes and would be overly complicated for this simple record update³². Quick Actions (Option D) require a user to click a button, which does not meet the requirement for automatic rendering upon the stage change³³.

NEW QUESTION # 121

At Cloud Kicks, sales reps use discounts on the opportunity record to help win sales on particular products. When an opportunity is won, they then have to manually apply the discount to the related opportunity products. The sales manager has asked if there is a way to automate this time-consuming task. What should a Platform Administrator use to deliver this requirement?

- A. Formula Field²
- **B. Flow Builder³**
- C. Approval Process¹
- D. Prebuilt Macro⁴

Answer: B

Explanation:

To automate the update of related records (Opportunity Products) based on a change to a parent record (the Opportunity), Flow Builder is the most powerful and appropriate tool. Specifically, a "Record-Triggered Flow" can be configured to fire whenever an Opportunity is updated to the "Closed Won" stage. The flow can then use a "Get Records" element to find all Opportunity Product records associated with that specific Opportunity and an "Update Records" element to apply the discount value from the parent to each line item. Formula Fields are insufficient here because they are "read-only" and cannot physically push data into other records for permanent storage. Approval Processes manage status changes but are not designed for bulk child-record updates. Flow Builder provides the logic necessary to handle this "one-to-many" update scenario, significantly reducing manual data entry for sales reps and ensuring that the financial data on the products accurately reflects the agreed-upon deal terms.

NEW QUESTION # 122

Ursa Major Solar wants to see collaboration and updates across various Chatter groups, records, and announcements from the CEO in a single place. What should a Platform Administrator configure to achieve this?

- A. Chatter Feed
- B. Chatter Group
- **C. Chatter Stream**

- D. Chatter Daily Digest

Answer: C

Explanation:

A Chatter Stream is a custom feed that users (or administrators) can create to consolidate updates from multiple sources. You can combine feeds from specific groups, individual people (like the CEO), and specific records into a single view. This allows users to stay organized and monitor diverse sets of information in one place without having to navigate between different groups or records. A Chatter Group (Option A) is for a specific set of members. A Daily Digest (Option B) is an email summary. A Chatter Feed (Option C) is a general term for the individual lists of updates but does not natively allow for the targeted "multi-source" consolidation that a Stream provides.

NEW QUESTION # 123

A sales rep wants to be able to categorize multiple picklist values into a single value on a report. Which option should a Platform Administrator suggest to the sales rep to accomplish this?

- A. Chart
- B. Report Filter
- C. Bucket Column
- D. Unique Count

Answer: C

Explanation:

A Bucket Column in a Salesforce report allows a user to group multiple field values into larger, more meaningful categories (buckets) without needing to create a new custom field or modify the underlying data. For instance, if a "Industry" picklist has twenty different values like "Banking," "Insurance," and "Venture Capital," a sales rep can create a bucket called "Financial Services" and place all three values inside it. When the report is run, these records are displayed under the "Financial Services" header. This is the ideal solution for ad-hoc reporting needs where the user wants to see data summarized in a way that doesn't exactly match the existing picklist structure. Report Filters (Option C) would exclude data rather than categorizing it. Unique Count (Option B) simply tells you how many distinct values exist in a column. Charts (Option D) are for visualization. Bucketing is a powerful, self-service tool for users to reorganize data for analysis.

NEW QUESTION # 124

Cloud Kicks (CK) is partnering with a used shoe store and second-hand bicycle emporium. CK has an automated business process it wants to run once a week to count the number of open cases related to an Account. Which flow should a Platform Administrator recommend automating within Flow Builder for this business process?

- A. Autolaunched flow
- B. Scheduled flow
- C. Automation event triggered flow
- D. Record triggered flow

Answer: B

Explanation:

For any business process that needs to run at a specific time interval (in this case, "once a week"), a Scheduled flow is the standard tool. A scheduled flow allows the Platform Administrator to define a frequency (Daily, Weekly, or Once) and a start time⁵⁷. The flow can then query all relevant Account records and perform the logic of counting open cases and updating the parent record autonomously⁵⁸. Record-triggered flows (Option B) are inappropriate here because the count needs to happen on a schedule rather than being triggered by an individual record edit⁵⁹. Autolaunched flows (Option C) must be called by another process, such as a button or Apex, and do not have their own timing mechanism⁶⁰. "Automation event triggered flow" (Option D) is not a standard type of flow used for recurring batch processing

NEW QUESTION # 125

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