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**Salesforce Certified Administrator Sample Questions (Q223-Q228):**

**NEW QUESTION # 223**  
Universal Contractors has purchased additional accounts for the new sales representative that will start in 30 days. The new accounts for the new representatives will 20% be active until they start. The new users should be set up ahead of time to assign records, list views, and other Salesforce settings needed the day they start. Which method should a System Administrator use to set up the new users without sending a notification?

- A. Create the new users, and then set the start date for 30 days ahead.
- B. Create the new users and include Generate New Password, and notify the user settings.
- C. Create the new users, and then freeze the users.
- D. Create the new users, and then assign a permission set with a start date for 30 days ahead.

**Answer: D**

**NEW QUESTION # 224**  
Orca-Major Solar has Opportunity to track sales of solar energy products. The company has two separate sales teams that focus on different energy markets. The sales team can also want to use Opportunity to track installation. All three teams will need to use different field and stages. How should the administrator handle this?

- A. Create one sales process. Create three record types and three page layouts.
- B. Create three sales processes. Create three record types and three page layouts.
- C. Create one sales process. Create one record type and three page layouts.
- D. Create three sales processes. Create three record types and one page layout.

**Answer: A**

**NEW QUESTION # 225**  
How many roles can you create for your org?

- A. 5
- B. 10

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## Salesforce Certified Platform Administrator Sample Questions (Q37-Q42):

### NEW QUESTION # 37

Cloud Kicks wants users to only be able to choose the opportunity stage Closed Won if the Lead source has been selected. How should a Platform Administrator accomplish this goal?

- A. **Configure a validation rule requiring Lead source when the stage is set to Closed Won.**
- B. Make Lead source a dependent picklist to the Opportunity Stage field.
- C. Change the Opportunity Stage field to Read Only on the page layout.
- D. Make the opportunity stage a dependent picklist to the Lead source.

**Answer: A**

Explanation:

A Validation Rule is the correct tool for enforcing conditional data entry requirements. When a business rule dictates that a field (Lead Source) must be populated only when another field (Stage) reaches a specific value (Closed Won), a validation rule can evaluate this logic every time a record is saved. The formula would check if the Stage is "Closed Won" and simultaneously check if the Lead Source field is blank. If both conditions are true, the system displays an error message and prevents the user from saving the record. This ensures 100% data compliance. Dependent picklists (Options A and D) are used to filter available options in one list based on the selection of another, but they cannot "require" a value to be present based on a stage change in the same way a validation rule can. Making the stage "Read Only" (Option B) would prevent users from ever winning a deal. Validation rules are the standard method for maintaining data quality during critical transitions in the sales lifecycle.

### NEW QUESTION # 38

Universal Containers' Platform Administrator has been asked to create a many-to-many relationship between two existing custom objects. Which two steps should the administrator take when enabling the many-to-many relationship?

- A. Create URL fields on a custom object.
- B. **Create a junction with a custom object.**
- C. Create two lookup relationships on the new object.
- D. **Create two master-detail relationships on the new object.**

**Answer: B,D**

Explanation:

In Salesforce, a many-to-many relationship allows each record of one object to be linked to multiple records of another object and vice versa. This is achieved by using a Junction Object. A junction object is a custom object that sits between the two objects you want to relate. To implement this correctly, the administrator must follow two specific steps: first, create the custom object to serve as the "junction"; second, create two Master-Detail relationship fields on that new junction object. One master-detail field points to the first custom object, and the second points to the other. Because these are master-detail relationships, the junction record's visibility and deletion behavior are controlled by its parents. This structure allows for powerful reporting and roll-up summaries on both parent objects. Using simple lookup relationships (Option D) would not enforce the strict data integrity or the specific roll-up capabilities that define a true many-to-many relationship in the Salesforce architecture.

### NEW QUESTION # 39

DreamHouse Realty has an approval process. A manager attempts to approve a record but receives an error. What should a Platform Administrator do to troubleshoot this issue?

- A. **Check if the user in the next approver is inactive or missing.**
- B. Review the page layout to ensure the fields updated in the process are visible.
- C. Add a delegated approver for the next approver in the process.
- D. Update the field-level security to view on fields that are updated in the process.

**Answer: A**

Explanation:

A common cause of errors in an Approval Process is a breakdown in the "Approver" chain. If an approval step is configured to route to a specific user or a manager who has been deactivated, Salesforce will throw an error when the current step tries to advance. The Platform Administrator should check the "Next Approver" field on the record or the step definition in Setup to ensure the target user is active and has a valid Salesforce license. While field visibility (Options B and C) is important for the user experience, missing field access typically doesn't "error out" the approval engine itself; it just prevents the user from seeing the data. Checking for inactive users is the first step in troubleshooting runtime errors in automated routing processes.

#### NEW QUESTION # 40

Northern Trail Outfitters has two different sales processes: one for business opportunities with four stages and one for partner opportunities with eight stages. Both processes will vary in page layouts and picklist value options. What should a Platform Administrator configure to meet these requirements?

- A. Separate record types and sales processes for the different types of opportunities
- B. Different page layouts that control the picklist values for the opportunity types
- C. Validation rules that ensure that users are entering accurate sales stage information
- D. Public groups to limit record types and sales processes for opportunities

#### Answer: A

Explanation:

To manage different business requirements for a single object like Opportunities, Salesforce utilizes a combination of Record Types and Sales Processes. A Sales Process is a specific feature for the Opportunity object that allows an administrator to select which "Stage" picklist values are visible. In this scenario, the admin would create one Sales Process for "Business" (4 stages) and another for "Partner" (8 stages). Once these processes are defined, they are linked to Record Types. Record Types are the engine that allows different users to see different Page Layouts and picklist options based on the "type" of record they are creating. This architecture ensures that users working on Partner deals are guided through the appropriate eight stages and see the relevant fields on their layout, while Business users have a streamlined four-stage experience. This separation is critical for maintaining data integrity and ensuring that the reporting for each pipeline is accurate. It prevents confusion by only showing users the options that are relevant to the specific context of the deal they are managing.

#### NEW QUESTION # 41

The sales and service teams at Cloud Kicks would like to have more visibility into their pipeline and stay on top of every case. A Platform Administrator needs to quickly create dashboards for each of the teams but does not know where to start. What should the administrator do?

- A. Manually create dashboards without using any prebuilt templates or packages.
- B. Enable Einstein Analytics and build custom dashboards using advanced analytics tools.
- C. Use the Salesforce Labs CRM Dashboards for sales teams from AppExchange.
- D. Use the Salesforce Labs Field Service Dashboards for service teams from AppExchange.

#### Answer: C

Explanation:

For an administrator who needs to deliver high-quality dashboards "quickly" and "doesn't know where to start," the AppExchange is the best resource. Salesforce Labs provides several free, pre-configured dashboard packages (like the "CRM Dashboards") that include standard components for sales pipeline, lead tracking, and case management. These packages serve as an excellent baseline that can be installed in minutes and then customized to fit the specific needs of Cloud Kicks. Manually creating everything (Option D) is time-consuming. Einstein Analytics (Option B) is a separate, more complex product that requires extra licensing and setup. Option A is too narrow, as it focuses specifically on "Field Service" rather than general sales and service visibility.

#### NEW QUESTION # 42

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