

Latest Salesforce Plat-Admn-201 Test Objectives - Plat-Admn-201 Reliable Exam Online



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Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<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 3	<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 4	<ul style="list-style-type: none">• Agentforce AI: This domain introduces AI-powered agents in Salesforce, covering use cases, configuration in Agent Builder, security considerations, and troubleshooting agent permissions.

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Salesforce Certified Platform Administrator Sample Questions (Q62-Q67):

NEW QUESTION # 62

Universal Containers wants to ensure that cases are routed to the right people at the right time, but there is a growing support organization. The business wants to be able to move people around and adjust the work they get without having to request extra assistance or rely on the administrator teams. Which tool allows the business to control its own assignment of work?

- **A. Omni-Channel**
- B. Lead Assignment Rules
- C. Case Assignment Rules
- D. Email-to-Case

Answer: A

Explanation:

Omni-Channel is a comprehensive service tool designed to route work items (like Cases, Leads, or custom objects) to the most available and qualified support agents in real-time. Unlike Case Assignment Rules, which are often static and require administrative intervention to update complex logic, Omni-Channel allows for more dynamic management through the use of Queues and Presence Statuses. By using Omni-Channel, a support manager or "Supervisor" can monitor agent workloads and adjust capacity or move people between service channels without needing to modify the underlying system configuration or involve the Platform Administrator. It supports various routing models, such as "Least Active" or "Most Available," ensuring that work is distributed fairly and efficiently. This flexibility is vital for growing organizations that need to scale their support operations quickly while maintaining high service levels. Furthermore, it provides the business with the autonomy to manage its workforce effectively, as managers can see who is logged in and what they are working on, allowing for immediate adjustments to handle spikes in case volume.

NEW QUESTION # 63

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? 47

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

Answer: B

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 queue⁵¹. 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 later⁵². Auto-Response Rules (Option B) are only for sending automated emails to customers, not for internal ownership changes⁵³. Validation Rules (Option D) are used to prevent data entry errors and cannot change record ownership⁵⁴.

NEW QUESTION # 64

The sales director at Cloud Kicks wants to be able to predict upcoming revenue in the next several fiscal quarters so they can set goals and benchmark how reps are performing. Which two features should a Platform Administrator configure?

- **A. Opportunity Stages**
- B. Sales Quotes
- **C. Forecasting**
- D. Opportunity List View

Answer: A,C

Explanation:

To "predict upcoming revenue" and "benchmark performance," Salesforce provides the Collaborative Forecasting feature. Forecasting (Option B): This tool allows managers to see their pipeline summarized by time period (quarters) and category. It provides a real-time view of what the team expects to close.

Opportunity Stages (Option D): Forecasting relies directly on the Opportunity Stage. Each stage is mapped to a "Forecast Category" (e.g., Pipeline, Best Case, Commit, Closed). By accurately defining these stages and their associated probabilities, the Platform Administrator ensures that the forecast reflects a realistic revenue prediction.

Sales Quotes (Option A) are for generating customer-facing documents. List Views (Option C) are for managing individual records but do not provide the multi-quarter aggregation and benchmarking capabilities required by the sales director.

NEW QUESTION # 65

A Platform Administrator for Cloud Kicks needs to ensure that only the financial records belonging to each individual user are visible on the report in order to meet scope of the data privacy requirements. How should the administrator achieve this?

- A. Use Apex sharing to hide records.
- B. Set sharing model as Public Read/Write for the respective object(s).
- C. Create multiple reports, each filtered to show records owned by each user.
- **D. Set sharing model as Private for the respective object(s).**

Answer: D

Explanation:

The foundation of Salesforce data security is the Organization-Wide Default (OWD). To ensure that users can only see their own records (and those above them in the hierarchy), the administrator must set the OWD for the object to Private. When an object is private, a user can only see records they own. When that user runs a report, the report engine automatically respects these sharing settings and only displays the records the user is authorized to see. This is a much more secure and scalable solution than creating separate reports for every user (Option C). Option A (Public Read/Write) would allow everyone to see everything, violating the privacy requirement. Option D (Apex sharing) is a complex coding solution that is unnecessary when the standard "Private" sharing model fulfills the requirement through simple configuration.

NEW QUESTION # 66

A Platform Administrator is building an agent to help an ecommerce support team. The agent needs to call an action, named `updateShippingAddress`, that modifies a customer's shipping address in the system. Which set of Action Instructions should the administrator use for the `updateShippingAddress` action, according to best practices?

- **A. "Updates the shipping address for a customer order. The goal of the action is to modify the address on a customer's record. The agent should only use this action when the user explicitly requests to change their address."**
- B. "This action updates the customer's shipping address. It is to be used when a user wants to change their address. Only use this when a customer does not have an active order in the system."
- C. "This action allows for the changing of a shipping address, and the goal is to make sure the address is current and accurate."
- D. "Use this to update shipping information. It's used for any changes to a customer's address in the system."

Answer: A

Explanation:

According to Agentforce best practices, action instructions must be highly specific regarding the action's purpose, the expected goal, and the conditions under which it should be triggered. Option D is the strongest set of instructions because it defines the Action (Update shipping address), the Goal (Modify address on a record), and a clear Constraint/Guardrail (Only use when the user explicitly requests it). This prevents the AI from accidentally triggering a data change based on a vague inquiry. Option B is also good but more restrictive than necessary unless the business logic specifically forbids updates during active orders. Option D provides the best balance of context and intent, ensuring the Large Language Model (LLM) understands the "why" and "when" of the action.

NEW QUESTION # 67

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