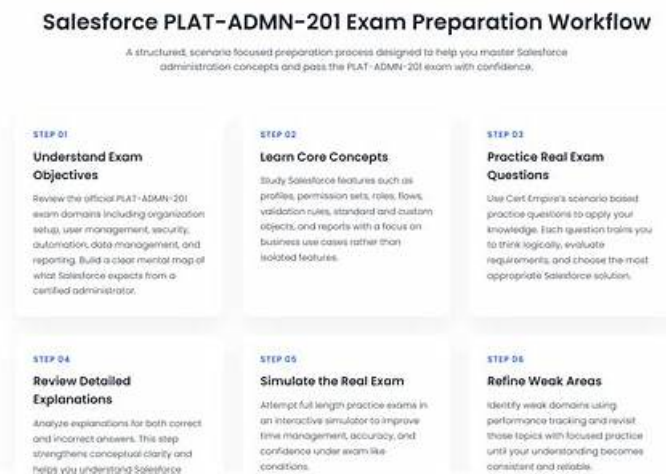


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Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<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 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"> 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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new hot spot concerning about the knowledge content.

Salesforce Certified Platform Administrator Sample Questions (Q14-Q19):

NEW QUESTION # 14

The Activity Timeline is missing from the Account record page. What should a Platform Administrator do to correct this?

- A. Add the standard Activities component to the Account Lightning record page.
- B. Run a report to verify whether any activities have been logged for that Account.
- C. Add a button for the Activity Timeline in the Object Manager for the Account object.
- D. Update the user's permission to allow Edit access to the Activity Timeline.

Answer: A

Explanation:

The Activity Timeline is a standard Lightning component that displays open tasks, upcoming events, and past activities (like logged calls or sent emails) in a chronological view. If this timeline is missing from an Account page, it is usually because the component has been removed from the Lightning Record Page layout. To fix this, the Platform Administrator should open the Account record in the Lightning App Builder. From the list of standard components on the left, the admin must drag the Activities component onto the page canvas-typically in the right-hand column or a dedicated tab. Once the page is saved and activated, the timeline will be visible to users. Visibility of the timeline is a layout configuration, not a specific "Edit access" permission (Option B). Running a report (Option C) might confirm if data exists, but it won't fix the UI issue. There is no "button" for the Activity Timeline in the Object Manager (Option D); it is managed strictly as a component within the App Builder.

NEW QUESTION # 15

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? 99

- A. Changing Auto Number field to Text is prevented.
- B. Existing field values will be deleted.
- C. Existing field values will remain unchanged.
- D. Existing field values will be converted.

Answer: C

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 strings¹². 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 records¹⁴. 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 # 16

A user at Northern Trail Outfitters is having trouble logging in to Salesforce. The user's login history shows that this person has attempted to log in multiple times and has been locked out of the organization. Which two steps should a Platform Administrator take to help the user log in to Salesforce?

- A. Reset the password policies to allow the user to login.
- B. Reset password on the user's record detail page.
- C. Use the unlock button on the user's record detail page.
- D. Log in as the user to unlock the user and reset the password.

Answer: B,C

Explanation:

When a user is locked out of Salesforce due to too many incorrect login attempts, the Platform Administrator must take specific actions on the user's record detail page to restore access. First, the administrator should click the Unlock button. This clears the

lockout status immediately.

Second, because the user likely forgot their credentials (causing the failed attempts), the administrator should use the Reset Password button. This sends a temporary link to the user's email, allowing them to create a new password and log in successfully. "Logging in as the user" (Option A) is a troubleshooting tool for existing sessions but cannot bypass a lockout or change a password on the user's behalf. Changing "Password Policies" (Option D) would affect the entire organization and is not a valid way to help a single locked-out individual.

NEW QUESTION # 17

Senior leadership wants to be notified of any opportunities over \$250,000 with more than a 75% probability of closing. Which feature should a Platform Administrator set up to facilitate this?

- A. Big Deal Alerts
- B. Similar Opportunities
- C. Reports and Dashboards
- D. Guidance for Success

Answer: A

Explanation:

Big Deal Alerts are a specialized, "out-of-the-box" notification feature specifically for the Opportunity object. This tool allows a Platform Administrator to define a threshold based on "Amount" and "Probability." When an opportunity is created or updated and meets these thresholds (in this case, >\$250k and >75%), Salesforce automatically sends an email notification to a specified user or a list of stakeholders. This is the most efficient way to meet the requirement because it is a native feature designed exactly for high-value deal visibility. While Reports and Dashboards (Option C) can display this data, they are "pull" mechanisms that require leadership to actively check them, whereas a Big Deal Alert is a "push" mechanism that ensures immediate awareness. Guidance for Success (Option A) provides tips within a sales path, and Similar Opportunities (Option D) helps reps find related deals, but neither is designed for automated leadership notifications.

NEW QUESTION # 18

Cloud Kicks is concerned that not everyone on the sales team is entering key data into accounts and opportunities that they own. Also, the team is concerned that if the key information changes, it does not get updated in Salesforce. A Platform Administrator wants to get a better understanding of their data quality and record completeness. What should the administrator do to accomplish this?

- A. Configure the key fields as required fields on the page layout.
- B. Create a report for Accounts and Opportunities highlighting missing data.
- C. Subscribe the sales reps to a monthly report for accounts and opportunities.
- D. Explore AppExchange for data quality and record completeness solutions.

Answer: B

Explanation:

The administrator's goal is to gain a better understanding of current data quality and record completeness issues in Accounts and Opportunities. Creating reports (or dashboards) that highlight blank or missing key fields—using filters like "Field equals (blank)" or formula fields to flag incompleteness—directly assesses the existing data by showing which records lack required information.

Why B is correct: Salesforce Trailhead modules on data quality emphasize using reports and dashboards (e.g., Account, Contact & Opportunity Data Quality Dashboard) to identify missing fields and measure completeness before implementing fixes.

Why not the others:

A: Exploring AppExchange apps is useful for advanced or ongoing solutions but skips the initial assessment step.

C: Subscribing reps to reports helps with awareness but doesn't provide the admin with an overview of data quality.

D: Making fields required prevents future issues but doesn't reveal current missing data or outdated records.

This approach aligns with Salesforce best practices: assess data quality first through reporting, then enforce improvements.

NEW QUESTION # 19

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