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Salesforce Plat-101 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Salesforce Ecosystem: This section of the exam measures skills of Marketing Cloud Administrators and covers the overall Salesforce ecosystem. It focuses on understanding the different resources available for learning and skill development, recognizing how Salesforce Customer 360 products can be applied in real business use cases, and explaining how organizations make use of Salesforce in daily operations. It also highlights awareness of job roles and career opportunities within the Salesforce ecosystem.
Topic 2	<ul style="list-style-type: none">• Data Model: This section of the exam measures skills of Marketing Cloud Administrators and covers Salesforce's data model. It involves understanding the relationship between core standard objects such as Accounts, Contacts, Leads, Opportunities, and Cases. The section also evaluates knowledge of ensuring data visibility through features and maintaining data integrity using the right tools in different business scenarios.
Topic 3	<ul style="list-style-type: none">• Navigation: This section of the exam measures the skills of Marketing Specialists and covers how users navigate Salesforce. It tests the ability to locate and access necessary information in given scenarios and to identify where different types of Salesforce customizations take place. The emphasis is on practical system navigation that supports marketing operations.

Topic 4	<ul style="list-style-type: none"> • Reports & Dashboards: This section of the exam measures skills of Marketing Specialists and covers reporting and visualization in Salesforce. It includes describing how reports are built, how dashboards present insights, and how these tools help organizations monitor performance and make informed marketing decisions.
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Salesforce Certified Platform Foundations Sample Questions (Q48-Q53):

NEW QUESTION # 48

Where can a org's service status and performance degradation information be found?

- **A. Salesforce**
- B. Salesforce help
- C. AppExchange portal

Answer: A

Explanation:

The Salesforce Trust site is where an org's service status and performance degradation information can be found. The Salesforce Trust site is a resource that provides transparency and real-time information about the availability, performance, security, privacy, and compliance of the Salesforce platform. The Salesforce Trust site allows the user to check the current and historical status of their org's instance, as well as subscribe to notifications and alerts about any maintenance or incidents. The AppExchange portal is a resource that provides access to thousands of apps and components that extend the functionality and features of the Salesforce platform. The AppExchange portal does not provide information about the service status and performance of the Salesforce platform. Salesforce Help is a resource that provides documentation, guides, videos, and support for Salesforce users who need assistance with using or troubleshooting Salesforce products and features. Salesforce Help does not provide information about the service status and performance of the Salesforce platform.

NEW QUESTION # 49

Get Cloudy Consulting wants to implement Salesforce within its sales and service divisions, and automate several processes that involve both.

Which approach should they explore first?

- **A. Declarative**
- B. Third-party consulting services
- C. Programmatic

Answer: A

Explanation:

Declarative tools in Salesforce allow for process automation without the need for code. These tools, such as Process Builder, Flow Builder, and Approval Processes, enable users to configure automation that spans multiple divisions like sales and service. This approach is user-friendly, cost-effective, and faster to implement compared to programmatic solutions.

* B. Programmatic: Programmatic approaches (e.g., Apex code) should be used when declarative tools cannot meet specific complex requirements.

* C. Third-party consulting services: While consulting services may assist with implementation, exploring Salesforce's native tools should be the first approach.

References from Salesforce Documentation:

* Declarative vs. Programmatic Development

NEW QUESTION # 50

Refer to the screenshot that shows the Home page.

□ A Salesforce associate wants to reorder items in their instance so the Reports tab appears immediately after Home. What should the associate do to customize the items on the navigation bar?

- A. Click the Setup gear icon at the top right of the page, then select User Interface and then Tabs.
- **B. Select the personalization button (pencil icon), then click and drag the item name up or down to adjust its location.**
- C. Use the downward arrow next to each item name, then select Move to move the item left or right.

Answer: B

Explanation:

Selecting the personalization button (pencil icon), then clicking and dragging the item name up or down to adjust its location is the correct way to customize the items on the navigation bar, as shown in the screenshot.

NEW QUESTION # 51

A Salesforce associate at Get Cloudy Consulting needs a list of all active contacts grouped by Account. What is the first step in building this report?

- **A. Create a new report using the Contacts & Accounts report type.**
- B. Create a Contacts report with a filter on Account.
- C. Create a joined report with accounts and contacts.

Answer: A

Explanation:

The first step in building a report that shows all active contacts grouped by account is to create a new report using the Contacts & Accounts report type. The report type determines the objects and fields that are available for the report. The Contacts & Accounts report type allows users to report on contacts and their related accounts, as well as account fields such as industry, annual revenue, and number of employees

NEW QUESTION # 52

A salesforce associate is excited to find they can combine the challenge of learning new skills with the chance of winning prizes?

- A. Super badges
- B. Quests
- **C. Ranks**

Answer: C

Explanation:

The Salesforce feature that allows an associate to combine the challenge of learning new skills with the chance of winning prizes is Ranks. Ranks are a way to measure your progress and compare it with other learners on Trailhead. You can earn ranks by completing modules, projects, superbages, and trails. Each rank has a minimum number of points and badges required to achieve it. You can also win prizes by participating in quests, which are time-limited challenges that reward you with swag, certifications, or other goodies¹. Superbadges are not a feature that offers prizes, but they are a way to showcase your advanced skills and earn real-world scenario credentials²

NEW QUESTION # 53

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We understand our candidates have no time to waste, everyone wants an efficient learning. So we take this factor into consideration, develop the most efficient way for you to prepare for the Plat-101 exam, that is the real questions and answers practice mode, firstly, it simulates the real Salesforce Certified Platform Foundations test environment perfectly, which offers greatly help to our

