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Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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	• 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	• Productivity and Collaboration: This domain addresses activity management, Chatter collaboration, Salesforce mobile app customization, and AppExchange applications including managed and unmanaged packages.
Topic 5	• 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 6	• 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 (Q136-Q141):

NEW QUESTION # 136
The VP of sales at AW Computing would like sales reps to check in with their top account every Monday. The VP would like a dashboard component to show the status of the check-ins. What should a Platform Administrator configure to remind the reps to contact their top account?

- A. Create a time-based workflow task.
- B. Add the email action to the page layout.
- C. Use a process email alert on the account.
- D. Enable the creation of recurring tasks.

Answer: D

Explanation:
To ensure a consistent, weekly "check-in" occurs, the Platform Administrator should enable the creation of recurring tasks. This feature allows a sales rep to create a single task (e.g., "Monday Check-in") and set a recurring frequency of "Weekly" on "Mondays." Salesforce then automatically generates the next task in the series once the current one is completed. This is the most effective way to provide reps with a constant reminder in their task list. Additionally, because these are standard Task records, the administrator can easily build a report and a dashboard component to track the completion status of these check-ins for the VP. Time-based workflow (Option A) is typically for one-off alerts based on a date field, not for a permanent weekly habit. Email actions (Option C) and alerts (Option D) notify users but do not create the trackable task record required for the dashboard component.

NEW QUESTION # 137
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. Create multiple reports, each filtered to show records owned by each user.
- B. Set sharing model as Private for the respective object(s).
- C. Use Apex sharing to hide records.
- D. Set sharing model as Public Read/Write for the respective object(s).

Answer: B

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 # 138
Cloud Kicks wants to ensure that every client has support based on the level of service that has been agreed on in the sales cycle. There are tiers to this support model, Gold, Silver, and Bronze. What should a Platform Administrator create to ensure that this is part of every client's account once they become a client?

- A. Case Assignment Rules for each client
- B. Email to Case for each service level
- C. A flow to assign Entitlements
- D. Routing Configuration for each client

Answer: C

Explanation:
To manage different levels of support service (Gold, Silver, Bronze), Salesforce uses the Entitlement Management feature. An "Entitlement" defines the specific type of support a customer is eligible for. To "ensure that this is part of every client's account"

automatically, a Platform Administrator should use Flow Builder. A record-triggered flow can be set to run whenever an Account is updated to "Customer" status or when a specific "Service Level" field is populated. The flow can then automatically create or link an Entitlement record to that Account. This ensures that when a new case is opened, the support agent immediately sees the SLA (Service Level Agreement) associated with that customer. Routing Configurations (Option B) and Assignment Rules (Option D) handle who gets the case, but they do not define the level of service. Email-to-Case (Option C) is an intake method, not a service-level tracking tool.

NEW QUESTION # 139
There are multiple system administrators at Cloud Kicks that make configuration changes. Which tool gives the system administrators the ability to track these changes?

- A. Feed Tracking
- B. Health Check
- C. Setup Audit Trail
- D. History Tracking

Answer: C

Explanation:
The Setup Audit Trail is the primary tool for tracking administrative and configuration changes within a Salesforce organization. It records a history of modifications made by any administrator, including the date and time of the change, which user made it, and exactly what was altered (e.g., creating a new field, changing a profile permission, or modifying a workflow rule). The history is available for the last six months of activity. Health Check (Option A) is a security tool that compares your settings against Salesforce standards. History Tracking (Option C) and Feed Tracking (Option D) are used to track changes to records (like an Account's phone number), whereas the Setup Audit Trail is dedicated to tracking metadata and system configuration.

NEW QUESTION # 140
Northern Trail Outfitters has the Case object set to private. The support manager raised a concern that reps have a broader view of data than expected and can see all cases on their group's dashboards. What is causing reps to have inappropriate access to data on dashboards?

- A. Dashboard's running user
- B. Dashboard Filters
- C. Public Dashboards
- D. Dashboard Subscriptions

Answer: A

Explanation:
In Salesforce, a dashboard's running user determines which data is displayed to anyone viewing the dashboard. If a dashboard is configured with a "Static" running user (e.g., a Support Manager who has "View All" permissions), every user who views that dashboard will see the manager's level of data, regardless of their own personal sharing permissions. This bypasses the Organization-Wide Default (OWD) of "Private" for the Case object. When the support manager observes that reps can see all cases on a group dashboard, it is almost certainly because the dashboard is "running" as a user with high-level access. To correct this and ensure users only see data they are entitled to, the Platform Administrator should convert it into a Dynamic Dashboard. A dynamic dashboard is set to "Run as the logged-in user," meaning the data reflected in the components will automatically filter based on the individual viewer's specific sharing rules and record ownership. This ensures that the dashboard remains a useful tool for the team while strictly adhering to the company's data privacy and security requirements.

NEW QUESTION # 141
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