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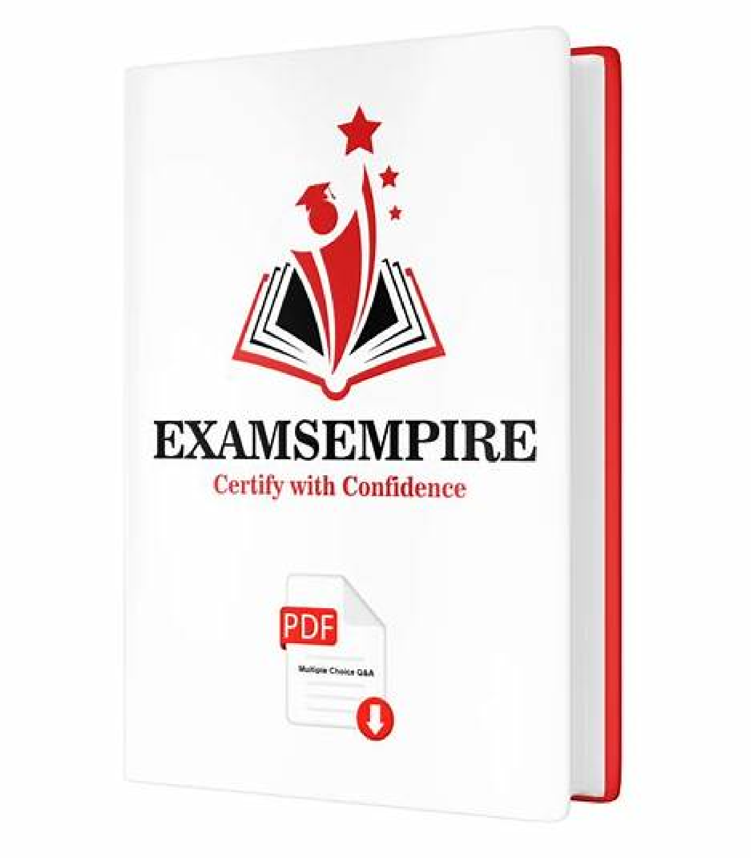

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Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details

Topic 1	- 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 2	- Automation: This domain covers automation tools for streamlining business processes, including assignment and escalation rules, Flow configuration for various scenarios, and approval process setup.
Topic 3	- 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 4	- 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.

Salesforce Certified Platform Administrator Sample Questions (Q108-Q113):

NEW QUESTION # 108
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. Set sharing model as Private for the respective object(s).
- 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. Use Apex sharing to hide records.

Answer: A

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 # 109
A Platform Administrator at Cloud Kicks would like to use Salesforce to start tracking details around its marketing efforts. They would like to track details around emails, trade shows, and webinars. Additionally, each of these initiatives will need to track different types of information. How should the administrator accomplish this?

- A. Create record types and page layouts for each type of campaign.
- B. Create a custom field on the Campaign object for the type of initiative.
- C. Use campaign hierarchies to organize campaign types.
- D. Create a custom report type with relevant fields.

Answer: A

Explanation:
When a single object like Campaigns needs to support different "types" of marketing initiatives that require different fields or picklist values, the correct architectural solution is to use Record Types and Page Layouts. By creating distinct record types for "Email," "Trade Show," and "Webinar," the Platform Administrator can assign a unique Page Layout to each. For example, the Trade Show layout might include fields for "Booth Number" and "Travel Costs," while the Webinar layout might include "Webinar URL" and "Platform Provider." This ensures that users only see the fields that are relevant to the specific type of campaign they are running, improving data quality and the user experience. While adding a custom field (Option B) would allow for categorization, it wouldn't hide irrelevant fields for different initiatives. Campaign Hierarchies (Option D) are used for relating parent and child campaigns but do not manage the specific data entry requirements for different initiative types.

NEW QUESTION # 110
A Platform Administrator needs to configure an approval process for the sales team when opportunities that meet particular conditions are closed. How should the administrator make sure the right records are included in the process?

- A. Use Dynamic Forms to display a button.
- B. Add a validation rule to the opportunity.
- C. Create a screen flow.
- D. Add Specific Entry Criteria.

Answer: D

Explanation:
The fundamental way to control which records enter an Approval Process is by defining Entry Criteria. During the setup of an approval process, the administrator specifies field-level conditions (e.g., Amount > 50,000 AND Stage = Closed Won) that a record must meet to be eligible for approval. If a user attempts to submit a record that does not meet these criteria, Salesforce will display an error message and prevent the process from starting. This ensures that the finance or management teams are only notified of deals that actually require their sign-off. While a Screen Flow (Option C) could be used to launch the process, the entry criteria within the approval process itself act as the ultimate "gatekeeper" for the automation. Validation rules (Option D) prevent bad data but do not route records for approval. Dynamic Forms (Option B) can show or hide the "Submit for Approval" button, but they do not enforce the underlying business logic of the process itself.

NEW QUESTION # 111
Which two solutions is a Platform Administrator able to find on AppExchange to enhance their organization?

- A. Consultants
- B. Customers
- C. Components
- D. Communities

Answer: A,C

Explanation:
The Salesforce AppExchange is a vast marketplace designed to extend the functionality of a Salesforce organization through various types of solutions.
Components: Administrators can find pre-built Lightning Components (A) to enhance record pages, such as custom maps, weather widgets, or specialized data entry forms. These can be dragged and dropped directly in the Lightning App Builder.
Consultants: The AppExchange also serves as a directory for certified Salesforce Consultants (D). This allows organizations to find and vet professional partners who specialize in specific industries or technical implementations to help them scale their Salesforce instance.
While "Communities" (Option C) refers to a Salesforce product (now Experience Cloud), you don't "find" them on the AppExchange to enhance an org; rather, you might find packages to enhance them. "Customers" (Option B) are not a solution found on the marketplace. By leveraging the AppExchange, a Platform Administrator can quickly implement proven solutions without the need for extensive internal development.

NEW QUESTION # 112
An agent is being developed with several actions that all retrieve information from different databases. A Platform Administrator has named the actions as follows: GetCustomerInfo, GetOrderDetails, GetShippingStatus. Which best practice should the administrator follow to improve these names?

- A. Add the word "Salesforce" to the beginning of each action name to improve context for the large language model.
- B. Use a consistent naming convention by starting each action with the verb "Get".
- C. Remove all verbs and use only nouns, such as CustomerInfo, OrderDetails, and ShippingStatus.
- D. Use additional related verbs, such as Find, Retrieve, or Identify.

Answer: B

Explanation:
When naming actions for an AI agent, consistency is key to helping the Large Language Model (LLM) categorize and understand

the available tools. Following a consistent naming convention, such as starting all retrieval actions with the verb "Get," allows the agent to more easily map user intent (e.g., "I need information about...") to the appropriate action. This reduces ambiguity during the reasoning phase of the agentic loop. Using inconsistent verbs like Find, Retrieve, or Identify (Option D) can confuse the model regarding which action is most appropriate for a given task. Removing verbs entirely (Option A) makes it harder for the model to distinguish between an action (doing something) and a data object (a thing). Adding "Salesforce" (Option B) is generally redundant as the agent's context is already within the Salesforce environment.

NEW QUESTION # 113

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