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Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• Productivity and Collaboration: This domain addresses activity management, Chatter collaboration, Salesforce mobile app customization, and AppExchange applications including managed and unmanaged packages.
Topic 4	• 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 5	• 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 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 (Q139-Q144):

NEW QUESTION # 139
A user is unable to relate a task to the Course custom object. What should a Platform Administrator do to allow tasks to be related to courses?

- A. Create a sharing rule for the Course object to grant the user Read/Write access.
- B. Select Allow Activities on the Course object in Object Manager.
- C. Add the Open Activities related list to the Course page layout.
- D. Update the user's profile to grant them Edit access to the Task object.

Answer: B

Explanation:
For a custom object to support Tasks and Events, the "Allow Activities" setting must be enabled in the object's properties. When a Platform Administrator creates a custom object, this checkbox is often left unchecked by default35. Enabling this feature allows the "Related To" (WhatId) field on a Task or Event to be linked to records of that custom object type36. While adding the related list to the page layout (Option C) is a necessary step for visibility, it will not work if the underlying feature isn't enabled first37. Sharing rules (Option A) and profile permissions (Option D) manage access to existing records but do not control whether the object is technically capable of having activities associated with it.

NEW QUESTION # 140
A Platform Administrator has reviewed an upcoming critical update. How should the administrator proceed with activation of the critical update?

- A. Activate the critical update in a sandbox.
- B. Allow the critical update to auto-activate.
- C. Allow the critical update to auto-activate in a sandbox.
- D. Activate the critical update in production.

Answer: A

Explanation:
Salesforce Critical Updates (now often called Release Updates) can significantly change the behavior of the platform, potentially impacting custom code, integrations, or existing automation. The best practice for any Platform Administrator is to activate and test the update in a Sandbox environment first. This allows the administrator to identify and resolve any breaking changes without disrupting the live business operations in Production. Only after the update has been thoroughly vetted and all necessary adjustments have been made should the update be activated in the Production environment. Allowing an update to "auto-activate" (Options A and D) is risky because it removes the administrator's control over the timing and testing of the change. Activating directly in Production (Option B) bypasses the essential quality assurance steps that are fundamental to professional org management.

NEW QUESTION # 141

One of the sales managers at Universal Containers will be going on leave for several months. The executives want to make sure the sales manager does not log in to Salesforce while on leave. What should a Platform Administrator do to ensure the user is not able to log in while on leave?

- A. Freeze the user's account.
- B. Change the Login Hours for the profile.
- C. Restrict Login IP Addresses for the profile.
- D. Reassign the user's license during leave.

Answer: A

Explanation:
When a user needs to be temporarily prevented from logging in-but their records, role, and historical data need to remain intact-the best practice is to Freeze the user. Freezing an account stops the user from accessing the system immediately without "Deactivating" them. Deactivation can be problematic if the user is a "running user" for dashboards or is part of active hierarchy logic that might break if the account is disabled. Freezing is a simple "one-click" action on the user record. Reassigning the license (Option A) would require deactivating the user first. Changing login hours (Option B) or IP addresses (Option D) at the profile level would impact all users assigned to that profile, not just the individual manager on leave. Freezing provides a targeted and temporary solution for managing individual user access.

NEW QUESTION # 142

A Platform Administrator needs to enable Agentforce for the service team. What is the most critical prerequisite for ensuring the Service Agents have a complete and accurate view of their customers?

- A. Create new user profiles for the agent.
- B. Configure a new Service Console layout.
- C. Verify Data Cloud is implemented.
- D. Activate Email-to-Case for the agent.

Answer: C

Explanation:
For an AI agent to provide "complete and accurate" support, it needs access to a unified, 360-degree view of the customer data. Data Cloud is the critical prerequisite because it ingests, harmonizes, and unifies data from multiple sources (Salesforce, external databases, legacy systems) into a single "Unified Profile." When Agentforce is "grounded" in Data Cloud, it can reference real-time customer interactions, purchase history, and cross-channel behavior that might not exist in a single Case or Contact record. Without Data Cloud, the agent's knowledge is limited to siloed data, which increases the risk of providing incomplete or irrelevant answers. While Console layouts (Option B) and intake methods (Option A) are important for the UI, they do not provide the data foundation necessary for advanced AI reasoning.

NEW QUESTION # 143

Universal Containers (UC) customers have provided feedback that their support cases are not being responded to quickly enough. UC wants to send all unassigned cases that have been open for more than 2 hours to an urgent Case queue and alert the support manager. Which feature should a Platform Administrator configure to meet this requirement?

- A. Case Dashboard Refreshes
- B. Case Assignment Rules
- C. Case Scheduled Reports
- D. Case Escalation Rules

Answer: D

Explanation:
Case Escalation Rules are specifically designed to automate actions when a case has remained in a certain state for a defined period of time. In this scenario, the requirement involves two specific time-based triggers: moving the case after 2 hours and alerting a manager. Escalation rules allow the administrator to define "Escalation Actions" that execute when the time threshold is reached, such as "Reassign to Queue" and "Notify Manager". Case Assignment Rules (Option D) only fire when a case is first created or manually triggered, not after a time delay63. Reports (Option A) and Dashboards (Option B) provide information but do not physically move records or perform automated reassignments.

NEW QUESTION # 144

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