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Valid Test Plat-Admn-201 Format - Plat-Admn-201 Detailed Answers

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Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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 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"> • 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	<ul style="list-style-type: none"> • Productivity and Collaboration: This domain addresses activity management, Chatter collaboration, Salesforce mobile app customization, and AppExchange applications including managed and unmanaged packages.
Topic 5	<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.

Salesforce Certified Platform Administrator Sample Questions (Q71-Q76):

NEW QUESTION # 71

Ursa Major Solar wants to roll out the Salesforce mobile app, and the first information it wants its users to see is the Top Opportunities report. What should a Platform Administrator configure to achieve this?

- A. Add the Reports tab to the Salesforce mobile app.
- B. Add the Dashboards tab to the Salesforce mobile app.
- C. Enable Mobile Home for the Salesforce mobile app.
- D. Enable Today for the Salesforce mobile app.

Answer: C

Explanation:

Mobile Home is a customizable landing page for the Salesforce mobile app that acts as the default "start page" for users. It allows administrators to add various "cards" or "widgets," including reports, pinned records, and upcoming events. By enabling and configuring Mobile Home, a Platform Administrator can place a specific Report card (such as "Top Opportunities") at the very top of the screen, ensuring it is the first thing users see upon opening the app. While adding the Reports tab (Option A) or Dashboards tab (Option D) allows users to find the information, it does not automatically present specific report data on the home screen. The "Today" feature (Option B) focuses on calendar events and tasks rather than customized reporting data.

NEW QUESTION # 72

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 # 73

Cloud Kicks has implemented an Employee Agent to answer benefits questions for its employees. How should a Platform Administrator prevent the agent from responding to staff members' questions about the CEO's private health plan and benefits?

- A. Modify the agent's instructions and guardrails to block questions related to the CEO's health plan.
- B. Configure assignment rules to assign the agent to employee data.
- C. Train the agent on employee health plans instead of the CEO's health plan.
- **D. Ensure the users' permissions and field-level security restrict access to the CEO's health plan.**

Answer: D

Explanation:

In the context of Agentforce AI, grounding and data security are paramount. Salesforce AI agents, including Employee Agents, respect the existing security model of the Salesforce organization¹. This means that the most effective way to prevent an agent from accessing or disclosing sensitive information, such as a CEO's private health plan, is to leverage Field-Level Security (FLS) and user permissions². When an agent "grounds" its response, it only considers data that the running user (or the agent's service user) has the permission to view³. If the CEO's health records are stored in fields or records that are restricted via FLS or Sharing Settings from the profiles or permission sets used by the agent's context, the agent will simply not "see" that data during its retrieval phase⁴. While modifying instructions and guardrails (Option C) provides an additional layer of safety, it is not as foolproof as the underlying security architecture⁵. Training the agent (Option D) is not a standard configuration step for preventing specific record access in a production environment⁶. Therefore, maintaining a robust security model is the critical prerequisite for ensuring that AI agents provide accurate and safe responses without leaking confidential business information.

NEW QUESTION # 74

A Platform Administrator assigned a custom profile based on the Minimum Access named Salesforce profile to a group of new users and assigned them several existing permission sets. However, when the users log in, they do not see the Lightning interface. Which action should the administrator take to give the users access to the Lightning interface?

- A. Enable the Enhanced Interface for User Access Policies.
- B. Add Lightning component to a layout.
- C. Create a page in Lightning App Builder with the org as default.
- **D. Assign a permission to enable Lightning Experience User.**

Answer: D

Explanation:

The "Minimum Access - Salesforce" profile is a very restrictive standard profile designed to provide no access by default, adhering to the principle of least privilege. One of the specific permissions that is not included in this profile is the Lightning Experience User permission. Without this system permission, users will be defaulted to the Salesforce Classic interface (or potentially blocked from any UI if no other access is granted). To resolve this, the Platform Administrator should either edit the custom profile or, preferably, create a Permission Set that includes the "Lightning Experience User" checkbox and assign it to the affected users. This "unlocks" the modern Lightning interface for them. Options B and C relate to the design of specific pages, but they are irrelevant if the user isn't even allowed to enter the Lightning environment. Option A refers to a different feature set entirely and does not address basic UI access.

NEW QUESTION # 75

A Platform Administrator creates a custom text area field on the Account object and adds it to the service team's page layout. The service team manager loves the addition of this field and wants it to appear in the highlights panel so that the service reps can quickly find it when on the Account page. How should the administrator accomplish this?

- **A. In the Account object manager, create a custom compact layout.**
- B. From the page layout editor, drag the field to the highlights panel.
- C. Make the field required and move it to the top of the page.
- D. Create a new page layout and a new section titled highlights panel.

Answer: A

Explanation:

In the Salesforce Lightning Experience, the Highlights Panel at the top of a record page is controlled by the Compact Layout. The compact layout determines which fields (up to 7) appear in the record header and in the hover-over details. To add a new custom

field to this area, the Platform Administrator must go to the Object Manager for Accounts, select Compact Layouts, and either edit the existing primary layout or create a new custom one. After adding the custom text area field to the "Selected Fields" list and saving, the field will immediately appear in the Highlights Panel for users. It is a common misconception that the standard Page Layout editor (Option D) controls the highlights panel; while the page layout controls the "Details" section and "Related Lists," it does not manage the header area. Option B might make the field easier to find in the details section but will not place it in the highlights panel.

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