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Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details
Topic 1	• Agentforce AI: This domain introduces AI-powered agents in Salesforce, covering use cases, configuration in Agent Builder, security considerations, and troubleshooting agent permissions.
Topic 2	• 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 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.

Salesforce Certified Platform Administrator Sample Questions (Q83-Q88):

NEW QUESTION # 83
Ursa Major Solar wants to see collaboration and updates across various Chatter groups, records, and announcements from the CEO in a single place. What should a Platform Administrator configure to achieve this?

- A. Chatter Group
- B. Chatter Stream
- C. Chatter Feed
- D. Chatter Daily Digest

Answer: B

Explanation:
A Chatter Stream is a custom feed that users (or administrators) can create to consolidate updates from multiple sources. You can combine feeds from specific groups, individual people (like the CEO), and specific records into a single view. This allows users to stay organized and monitor diverse sets of information in one place without having to navigate between different groups or records.
A Chatter Group (Option A) is for a specific set of members. A Daily Digest (Option B) is an email summary. A Chatter Feed (Option C) is a general term for the individual lists of updates but does not natively allow for the targeted "multi-source" consolidation that a Stream provides.

NEW QUESTION # 84
Cloud Kicks uses the standard Account Type field to indicate different account tiers. Users find this confusing, so management has asked that the field be changed to read "Tier" on the page layouts. How should a Platform Administrator implement this change?

- A. Use Rename Tabs and Labels.
- B. Create a global picklist value set.
- C. Build a custom field called Tier and delete Type.
- D. Edit the Type field and change the name.

Answer: A

Explanation:
To change the display name of a standard field (like "Account Type") globally across the entire organization, the correct tool is Rename Tabs and Labels in the Setup menu. This tool allows an administrator to modify the singular and plural labels for standard objects and the field labels for their standard fields. By renaming "Type" to "Tier," the change will be reflected on page layouts, in report column headers, and in list views. This is the preferred method because it preserves the underlying data and logic associated with the standard field. Option A is incorrect because standard field names cannot be edited in the "Fields and Relationships" menu.
Option C is a destructive and complex process that would require data migration and could break existing reports or integrations.
Option D does not address the label of the field itself.

NEW QUESTION # 85
The Cloud Kicks sales team has asked that two of the fields that appear on the Opportunity cards in Kanban view be changed to make the cards more meaningful. Which feature should a Platform Administrator access to make this change?

- A. Page Layout
- B. Record Type
- C. Kanban Settings
- D. Compact Layout

Answer: D

Explanation:

In the Salesforce Lightning Experience, the fields displayed in the "header" of a record and on the cards in the Kanban view are controlled by the Compact Layout. Each object has a System Default compact layout, but a Platform Administrator can create custom ones to prioritize the most important information, such as "Account Name" and "Close Date." By editing the primary compact layout for the Opportunity object, the admin directly controls which fields the sales team sees as they drag and drop deals through the Kanban stages. While Page Layouts (Option C) control the main record detail page and Kanban Settings (Option D) control which field is used for columns and summaries, the individual "card" content is always driven by the Compact Layout. This ensures that users can quickly gather key context without needing to open every individual record.

NEW QUESTION # 86
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. Email to Case for each service level
- B. Case Assignment Rules for each client
- 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 # 87
A sales rep typically has several open opportunities for each of their accounts. Which tool should a Platform Administrator suggest to the sales rep to obtain the total number of accounts associated with open opportunities in a report?

- A. Bucket Column
- B. Group Rows
- C. Report Filter
- D. Unique Count

Answer: D

Explanation:
When a report contains many rows where the same Account name appears multiple times (due to having several opportunities), a simple count of rows will not accurately represent the number of distinct accounts. To find the specific number of individual accounts, the Platform Administrator should use the Unique Count feature on the Account Name or Account ID column in the report builder. Selecting "Show Unique Count" provides a total at the bottom of the report (and in summary groupings) that counts each unique value only once, regardless of how many times it appears in the list. Bucket Columns (Option A) group data into categories46. Report Filters (Option B) exclude records47. Grouping Rows (Option D) visually organizes the report by Account but does not inherently provide a single summary number for the count of distinct accounts in the way that Unique Count does.

NEW QUESTION # 88
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