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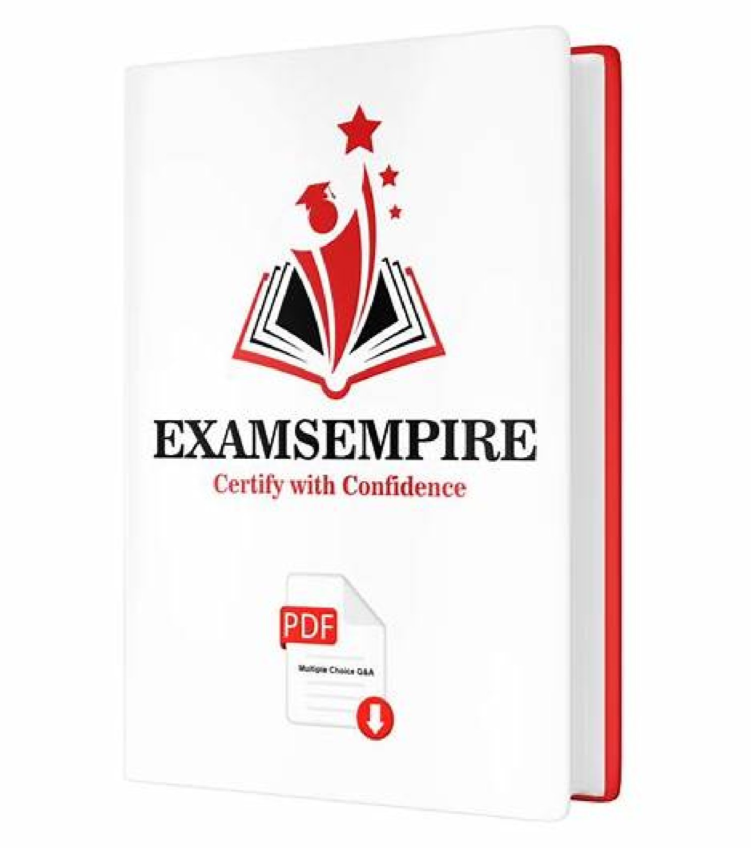

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Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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	• 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.

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Salesforce Certified Platform Administrator Sample Questions (Q127-Q132):

NEW QUESTION # 127
Users at Cloud Kicks want to see information that is more useful for their role on the Case page. How should a Platform Administrator make the pages more dynamic and easier to use?

- A. Remove fields from the record details component.
- B. Include more tab components with filters.
- C. Add component visibility filters to the components.
- D. Delete the extra components from the page.

Answer: C

Explanation:
In the Lightning App Builder, Component Visibility Filters allow an administrator to show or hide parts of a record page based on specific criteria, such as the user's profile, a field value, or the record type. This is the best way to make pages "dynamic." For example, the administrator can configure a "Financial Details" component to only appear when the user viewing the case has the "Finance User" profile, or hide a "Recall Instructions" component unless the "Case Reason" is set to "Product Defect." This prevents "information overload" by ensuring that users only see the tools and data relevant to their specific role or the current state of the record. Simply deleting components (Option D) or removing fields (Option C) would affect all users equally, failing to provide role-specific utility. Component visibility creates a personalized, streamlined experience that improves user productivity and reduces clutter on complex record pages.

NEW QUESTION # 128
In an approval process, what happens when a queue is selected as the approver?

- A. The queue requires unanimous approval from all of its members before the record is approved.
- B. The queue can only be used for objects that do not support individual user approvals.
- C. Only the queue owner is notified about the approval request, not its members.
- D. Any member of the queue can approve or reject the record and the queue is treated as a single entity.

Answer: D

Explanation:
Salesforce allows Queues to be designated as assigned approvers in an approval process. When a record is submitted for approval and routed to a queue, an email notification is sent to all queue members (depending on queue settings). The core behavior is that any member of the queue can "claim" the request and either approve or reject it. Once one member takes action, the step is considered complete, and the queue is treated as a single decision-making entity. Unanimous approval (Option A) is a specific setting for multiple individual assigned approvers, but it does not apply to queues in this way. Option C is incorrect because the purpose of a queue is to notify all members to ensure a timely response. Queues are supported for most standard and all custom objects (negating Option D).

NEW QUESTION # 129
A sales manager at Cloud Kicks would like a dashboard to emphasize some important data and tell a more compelling data story to the sales reps. How should a Platform Administrator achieve this for the sales manager?

- A. Use the Highlights Panel.
- B. Use a Text Widget.
- C. Assign a new Task to each rep.
- D. Send out a mass email.

Answer: B

Explanation:

In Salesforce Lightning Dashboards, Text Widgets allow administrators to add descriptive text, titles, and custom narratives directly alongside data visualizations. This is a key feature for "telling a compelling data story" because it allows the admin to provide context, explain the significance of certain charts, or provide instructions and motivational messages to the team. By adding text widgets, a dashboard moves from being a collection of raw charts to a guided analytical experience. The Highlights Panel (Option C) is a feature of Record Pages, not Dashboards. Assigning tasks (Option B) or sending mass emails (Option D) are communication methods but do not enhance the visual or narrative quality of the dashboard itself. Text widgets empower administrators to highlight trends and call out specific goals, making the data more actionable and easier to interpret for the sales reps.

NEW QUESTION # 130
A sales team is having difficulty understanding which stage their opportunity is in and what the company sales process requires of them in that stage. Which feature should a Platform Administrator implement to help the sales team quickly determine where they are in the sales process and what is required of them?

- A. List Views
- B. Big Deal Alerts
- C. Opportunity Sales Path
- D. Reports & Dashboards

Answer: C

Explanation:
The Opportunity Sales Path (or simply Path) is a visual representation of the stages in a sales process. It is the best tool for this requirement because it not only shows the current stage prominently at the top of the record but also allows administrators to define Key Fields and Guidance for Success for every stage. This guidance can include specific steps, tips, and links to company resources that explain exactly what a rep needs to do to move the deal to the next phase. Reports (Option A), List Views (Option D), and Big Deal Alerts (Option C) provide data and notifications but do not offer the contextual, stage-by-stage guidance that the Path provides.

NEW QUESTION # 131
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 Subscriptions
- C. Dashboard Filters
- D. Public Dashboards

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 # 132
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