

2026 Plat-Admn-201: Salesforce Certified Platform Administrator–Trustable New Test Sims



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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">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 | <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 4 | <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 5 | <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. |

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Salesforce Certified Platform Administrator Sample Questions (Q72-Q77):

NEW QUESTION # 72

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

Answer: B

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 # 73

Cloud Kicks needs to change the owner of a case when it has been open for more than 7 days. What should a Platform Administrator use to complete this requirement? 47

- A. Validation Rules
- B. Assignment Rules
- C. Auto Response Rules
- D. Escalation Rules

Answer: D

Explanation:

Escalation Rules are designed specifically to perform actions when a Case record has remained in a certain state (like "Open") for a specified period. In this scenario, the Platform Administrator would set an escalation rule entry with the age set to 168 hours (7 days). When this time threshold is reached, the rule can automatically reassign the case to a new owner or a management queue51. Assignment Rules (Option C) are only triggered upon the initial creation of a record or when manually triggered by a user, and they do not have a built-in "timer" capability to fire days later52. Auto-Response Rules (Option B) are only for sending automated emails to customers, not for internal ownership changes53. Validation Rules (Option D) are used to prevent data entry errors and cannot change record ownership54.

NEW QUESTION # 74

Cloud Kicks wants to leverage roll-up summaries on the Account object. Which standard object supports this roll-up summary natively?

- A. Campaigns
- B. Opportunity
- C. Case
- D. Contact

Answer: B

Explanation:

A Roll-up Summary Field is a powerful feature that calculates values from related records and displays them on a master record. However, this functionality is natively available only on the "Master" side of a Master-Detail relationship. For standard objects, Salesforce provides a built-in Master-Detail-like relationship between Accounts and Opportunities . Specifically, the Account object acts as the master, and the Opportunity object acts as the detail. This relationship allows a Platform Administrator to create roll-up

summary fields on the Account to calculate the sum of "Total Opportunity Amount," the "Minimum Close Date," or a "Count" of all related opportunities. Other standard objects like Contacts (Option B) and Cases (Option C) have a lookup relationship to Accounts rather than a master-detail relationship, and therefore do not support native roll-up summaries²⁰. Campaigns (Option D) also do not share this specific relationship with Accounts²¹. If an administrator needs to roll up data from these other objects, they would typically need to use a custom solution like Flow Builder or a third-party app, whereas Opportunities are supported natively out of the box.

NEW QUESTION # 75

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 # 76

Northern Trail Outfitters uses a custom Invoice object to collect customer payment information from an external billing system. The Billing System field needs to be filled in on every Invoice record. How should a Platform Administrator ensure this requirement?

- A. Make the field universally required.
- B. Define an approval process for the field.
- C. Require the field on the record type.
- D. Create a flow to update the field.

Answer: A

Explanation:

To ensure that a field is populated on every single record, regardless of how it is created (manually, via API, or through an integration), the best method is to make the field universally required at the field definition level. When a field is marked as "Required" in the Object Manager, the Salesforce database will reject any attempt to save a record if that field is empty. While requiring a field on a Page Layout or Record Type (Option B) provides a good user experience for manual entry, it does not prevent records from being created without that data via the API or background processes²⁵. Using a flow (Option A) to update the field is reactive rather than preventative²⁶. Universal requirement is the most robust way to maintain data integrity for critical fields like "Billing System" that are essential for reporting and external system alignment.

NEW QUESTION # 77

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