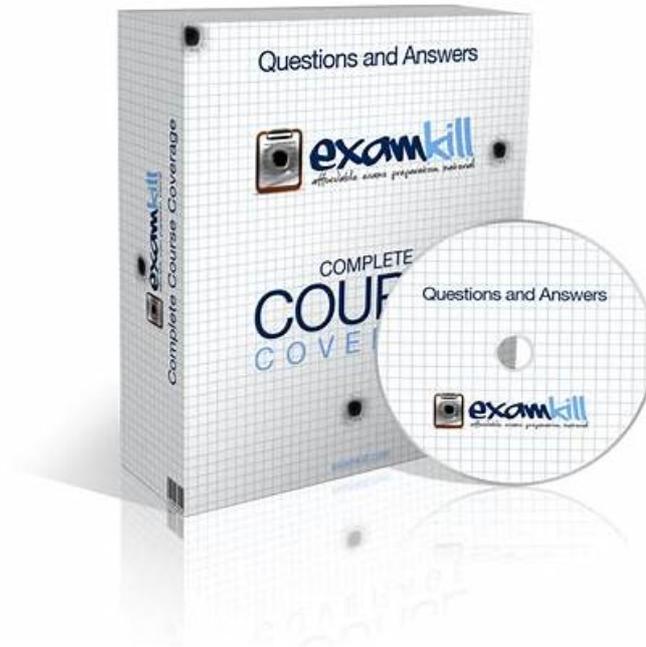


Salesforce Plat-Admn-201 Valid Test Blueprint - Reliable Plat-Admn-201 Test Review



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Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<ul style="list-style-type: none"> • 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 4	<ul style="list-style-type: none"> • 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 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.
Topic 6	<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.

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Salesforce Certified Platform Administrator Sample Questions (Q45-Q50):

NEW QUESTION # 45

Northern Trail Outfitters wants to initiate expense reports from Salesforce to the external HR system. Managers and directors need to review this process. Which two tools should a Platform Administrator configure?

- A. Quick Action
- B. Outbound Message
- C. Approval Process
- D. Email Alert Action

Answer: B,C

Explanation:

To meet the requirement of a "review process" that ends with data being sent to an "external system," the administrator needs Approval Processes and Outbound Messages. The Approval Process (Option D) handles the internal workflow, ensuring that the manager and director sign off on the expense report. Once the final approval is granted, an "Approval Action" can be triggered. The administrator should use an Outbound Message (Option A) as that action. Outbound Messages are designed to send specific record data (XML via API) to an external URL whenever a record change occurs. This provides a reliable, declarative way to integrate Salesforce with an HR system. Quick Actions (Option C) and Email Alerts (Option B) do not support the technical data transfer needed for external system integration.

NEW QUESTION # 46

Which action should a Platform Administrator configure to reverse a submitted approval request and unlock the associated record when setting up an approval process? 99

- A. Recall Actions
- B. Final Rejection Actions
- C. Final Approval Actions
- D. Initial Submission Actions

Answer: A

Explanation:

An Approval Process consists of several stages, each with its own set of automated actions. When a record is first submitted, it is typically locked to prevent further edits. If a user needs to "reverse" that submission—perhaps because they realized they made a mistake or the deal terms changed—the administrator must configure Recall Actions. A recall action is specifically designed to allow the submitter or an administrator to pull the record back out of the approval queue. Common recall actions include a Field Update to change the status back to "Draft" and, most importantly, an action to unlock the record so it can be edited again. Final Rejection Actions (Option A) occur when an approver denies the request, and Final Approval Actions (Option C) occur when the request is fully granted. Initial Submission Actions (Option D) are what lock the record and start the process in the first place.

NEW QUESTION # 47

Cloud Kicks' management team is hoping to increase user productivity by switching to consoles instead of the current traditional Salesforce user interface. What should a Platform Administrator use to implement this request?

- A. App Builder
- B. Screen Flow
- **C. App Manager**
- D. Omni-Channel

Answer: C

Explanation:

To transition users from a standard "tab-based" application to a Lightning Console app, the Platform Administrator must use the App Manager in Setup. The App Manager is where all Lightning apps are created, edited, and assigned to user profiles. Within the App Manager, the admin can create a new app and select "Console Navigation" as the navigation style³⁹. Console apps allow users to work on multiple records simultaneously in a workspace tab-based layout, which is highly effective for productivity in fast-paced environments like sales or support⁴⁰. The Lightning App Builder (Option A) is used to design the pages within the app, but the app's overall structure and navigation style are defined in the App Manager⁴¹. Screen Flow (Option B) and Omni-Channel (Option D) are specialized tools that can be used within a console but do not create the console app itself.

NEW QUESTION # 48

A sales rep at Ursa Major Solar has launched a series of networking events. They are hosting one event per month and want to be able to report on Campaign ROI by month and series. How should a Platform Administrator set up the Campaign to simplify reporting?

- A. Create individual Campaigns that all have the same name.
- **B. Use Campaign Hierarchy where the monthly events roll up to a parent Campaign.**
- C. Add different record types for the monthly event types.
- D. Configure Campaign Member Statuses to record which event Members attended.

Answer: B

Explanation:

To organize related marketing initiatives and simplify reporting, Salesforce utilizes Campaign Hierarchies. A hierarchy allows an administrator to link multiple campaigns together using the "Parent Campaign" field. In this scenario, the admin should create a "Parent" campaign to represent the entire networking series and then create individual "Child" campaigns for each monthly event. This structure provides two major benefits: it allows the sales rep to see the specific performance (ROI, members, responses) of a single monthly event, and it uses "Hierarchy Total" fields to automatically roll up all those metrics to the parent level. This provides a holistic view of the entire series' success without requiring complex manual calculations. Using the same name for campaigns (Option A) leads to data confusion, and while member statuses (Option B) are useful, they do not provide the structural "series vs. month" reporting required here. Campaign Hierarchy is the standard architectural approach for multi-touch or recurring marketing efforts.

NEW QUESTION # 49

An administrator at DreamHouse Realty needs to create customized pages for the Salesforce mobile app. Which two types of pages should a Platform Administrator build and customize using the Lightning App Builder?

- A. User page
- **B. Record page**
- **C. App page**
- D. Dashboard page

Answer: B,C

Explanation:

The Lightning App Builder is the primary tool for creating custom user interfaces in both the desktop and mobile versions of Salesforce. For mobile customization, administrators primarily focus on two page types:

App Page: These are custom "landing pages" or "home pages" for an app. They can contain a mix of components like lists, charts, and flows, and they appear as items in the mobile navigation menu.

Record Page: These allow administrators to customize the layout of a specific object (like an Account or a custom Property record) for mobile users. Admins can use "Component Visibility Rules" to show or hide specific sections when the record is viewed on a mobile device, ensuring a streamlined experience on smaller screens.

There is no such thing as a "User Page" (Option B) in the App Builder. While dashboards can be viewed on mobile, they are created in the Dashboard Builder, not the Lightning App Builder (Option D).

NEW QUESTION # 50

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