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The Salesforce Certified Platform Administrator exam is one of the most valuable certification exams. The Salesforce Salesforce Certified Platform Administrator exam opens a door for beginners or experienced Dumpexams professionals to enhance in-demand skills and gain knowledge. Plat-Admn-201 Exam credential is proof of candidates' expertise and knowledge. After getting success in the Salesforce Salesforce Certified Platform Administrator exam, candidates can put their careers on the fast route and achieve their goals in a short period of time.

## Salesforce Plat-Admn-201 Exam Syllabus Topics:

| Topic | Details |
|---|---|
| Topic 1 | • 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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| Topic 2 | • 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 3 | • Agentforce AI: This domain introduces AI-powered agents in Salesforce, covering use cases, configuration in Agent Builder, security considerations, and troubleshooting agent permissions. |
| 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 (Q111-Q116):

**NEW QUESTION # 111**
Universal Containers (UC) has a private sharing model for Opportunities and uses Opportunity teams. Criteria-based sharing rules are not used. A sales rep at UC leaves the company, and their user record is deactivated. The rep is later rehired in the same role. A Platform Administrator activates the old user record. The user is added to the same default Opportunity teams but is no longer able to see the same records the user worked on before leaving the company. What is the likely cause?

- A. The record type of the opportunity records was changed.
- B. The records were manually shared with the user.
- C. The stage of the opportunity records was changed to Closed Lost.
- D. Permission sets were removed when the user was deactivated.

**Answer: B**

Explanation:
In Salesforce, there are different types of sharing: Managed Sharing (Role Hierarchy, Sharing Rules) and Manual Sharing. A critical behavior of the platform is that when a user is deactivated, all their Manual Shares (records shared with them by other users using the "Share" button) are automatically and permanently deleted from the system. Even if the user record is reactivated later, those manual shares do not return. Because the organization uses a "Private" model and does not use criteria-based sharing rules, the user's previous access likely relied on manual sharing or their previous position in the hierarchy. While activating the record and adding them back to teams provides new access, the historical "one-off" shares are gone. Options A and B are unlikely to be the cause of a total loss of visibility. Option D is incorrect because permission sets control what a user can do, not which specific records they can see in a private sharing model.

**NEW QUESTION # 112**
The Universal Containers sales team wants a visual way to manage their opportunity pipeline that allows them to see all deals at once, track progress through sales stages, and quickly move opportunities forward. Which feature should a Platform Administrator recommend to meet these requirements?

- A. Configure opportunity list views with custom filters and summary fields.
- B. Set up opportunity reports with chart components and stage-based grouping.
- C. Create a custom dashboard with opportunity pipeline charts and stage metrics.
- D. Use the Kanban view for opportunities with card fields and drag-and-drop functionality.

**Answer: D**

Explanation:
The Kanban view provides a visual representation of a set of records, such as an opportunity pipeline, organized by a specific field like "Stage". It allows sales teams to see all their deals as cards in columns. The primary benefit of Kanban is its "drag-and-drop" functionality, which lets users move a card from one column to another to automatically update the stage, effectively "moving opportunities forward" with minimal effort. While reports (Option A) and dashboards (Option B) provide visual summaries, they do not allow for the interactive, one-click record updates that the Kanban view offers11. Standard list views (Option D) show data in a grid format which is less visual for tracking pipeline progress compared to the column-based Kanban layout.

**NEW QUESTION # 113**
Sales reps at Ursa Major Solar are having difficulty managing deals. The leadership team has asked a Platform Administrator to help sales reps prioritize and close more deals. What should the administrator configure to help with these issues?

- A. Einstein Lead Scoring
- B. Einstein Activity Capture
- C. Einstein Search Personalization
- D. Einstein Opportunity Scoring

**Answer: D**

Explanation:
To help sales reps prioritize their pipeline and identify which deals are most likely to close, Einstein Opportunity Scoring is the most effective tool. Part of Salesforce's AI suite, Opportunity Scoring uses machine learning to analyze past won and lost opportunities to assign a score from 1 to 99 to every open deal. The score is accompanied by "Key Factors"-both positive and negative-that explain why the score was given (e.g., "The deal has progressed quickly through stages" or "The close date has been pushed three times"). This allows reps to focus their time on high-scoring deals or take corrective action on deals with low scores. Einstein Lead Scoring (Option B) helps with the intake of new prospects but not with existing deals. Einstein Activity Capture (Option D) automates the logging of emails and events but does not provide prioritization logic. Einstein Search (Option A) improves search results but does not assist in deal management strategy.

**NEW QUESTION # 114**
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. Screen Flow
- B. Omni-Channel
- C. App Builder
- D. App Manager

**Answer: D**

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 # 115**
The Activity Timeline is missing from the Account record page. What should a Platform Administrator do to correct this?

- A. Add a button for the Activity Timeline in the Object Manager for the Account object.
- B. Add the standard Activities component to the Account Lightning record page.
- C. Run a report to verify whether any activities have been logged for that Account.
- D. Update the user's permission to allow Edit access to the Activity Timeline.

**Answer: B**

Explanation:
The Activity Timeline is a standard Lightning component that displays open tasks, upcoming events, and past activities (like logged calls or sent emails) in a chronological view. If this timeline is missing from an Account page, it is usually because the component has been removed from the Lightning Record Page layout. To fix this, the Platform Administrator should open the Account record in the Lightning App Builder. From the list of standard components on the left, the admin must drag the Activities component onto the page canvas-typically in the right-hand column or a dedicated tab. Once the page is saved and activated, the timeline will be visible to users. Visibility of the timeline is a layout configuration, not a specific "Edit access" permission (Option B). Running a report (Option C) might confirm if data exists, but it won't fix the UI issue. There is no "button" for the Activity Timeline in the Object Manager

(Option D); it is managed strictly as a component within the App Builder.

**NEW QUESTION # 116**

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