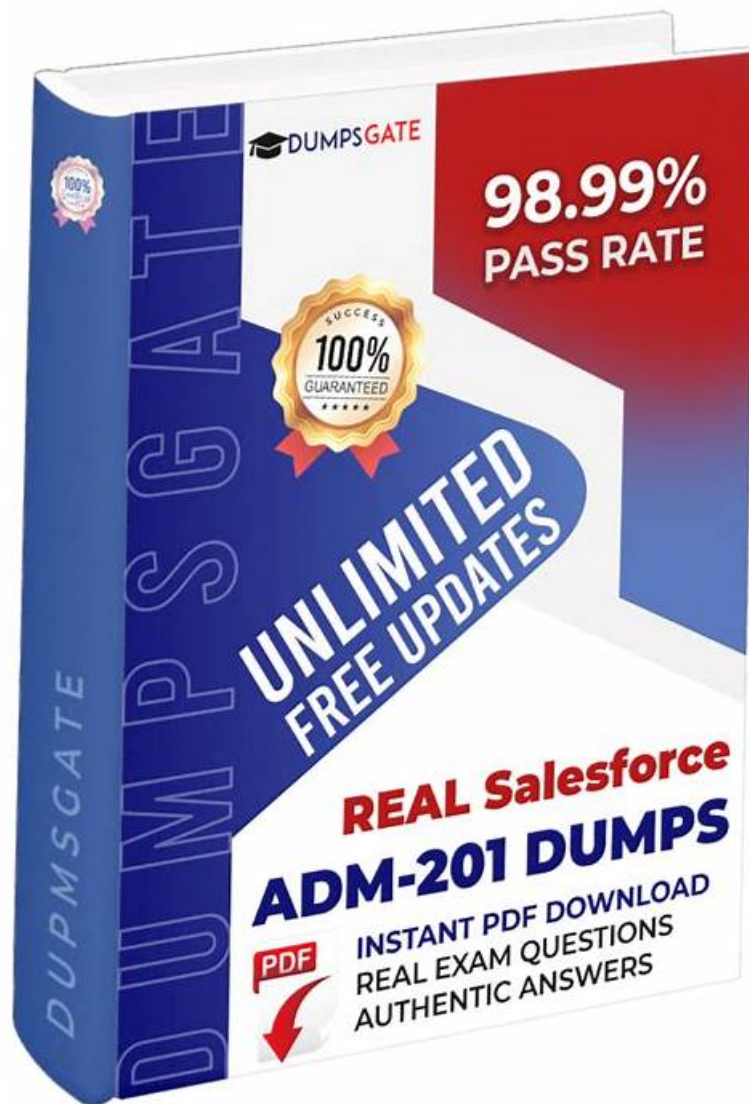


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Salesforce Certified Platform Administrator Sample Questions (Q118-Q123):

NEW QUESTION # 118

Cloud Kicks needs to be able to show different picklist values for sales and marketing users. Which two options meet this requirement?

- A. One page layout, two record types, one picklist
- B. Two permission sets, one record type, one picklist
- C. One record type, two profiles, one picklist
- D. Two page layouts, one record type, two picklists

Answer: A,D

Explanation:

There are two primary ways to display different picklist values to different groups of users. The first, and most common, is using Record Types (Option C). A single picklist field can have its available values filtered at the Record Type level. By creating a "Sales" record type and a "Marketing" record type, the admin can select which values are visible for each. These record types are then assigned to the respective users' profiles. The second method (Option D) involves using different Page Layouts and two separate picklist fields. In this scenario, the admin creates two distinct fields (e.g., "Sales Category" and "Marketing Category") and places only the relevant field on the page layout assigned to that specific team. This is less common but effective if the data needs to be stored in entirely different buckets. Option B is incorrect because profiles themselves do not filter picklist values; they only control which record types a user can access.

NEW QUESTION # 119

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

Answer: B

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 # 120

At Cloud Kicks, cases are being assigned a default Case Owner and showing a Created By and Last Modified By that is not expected. The company wants to change this to an integration user to alleviate confusion with the business. What should a Platform Administrator edit to change this in Salesforce?

- A. Support Settings
- B. Process Automation Settings
- C. Support Processes
- D. Debug Logs

Answer: A

Explanation:

In Salesforce, Support Settings is the primary configuration page for determining how the Service Cloud handles automated case updates. This section allows a Platform Administrator to define the "Default Case Owner" and the "Automated Case User." The Automated Case User is the user listed in the Case History for automated actions, such as those triggered by assignment rules, escalation rules, or Email-to-Case. If the business sees an "unexpected" user name in the Created By or Last Modified By fields during these automated processes, it is usually because this setting is pointing to a specific administrator or a system user. By updating the Automated Case User to a dedicated "Integration User," the admin ensures that the audit trail clearly distinguishes between manual edits made by staff and automated updates made by the system. This provides better clarity for the support team and prevents confusion regarding who is responsible for specific record changes.

NEW QUESTION # 121

Cloud Kicks (CK) has a new Platform Administrator who is asked to put together a memo detailing Salesforce usage to budget for upcoming license purchases. Where should the administrator go to find out what type of licenses CK has purchased and how many are available?

- A. Usage-based entitlements related list in company information
- B. User management settings in setup
- C. Search for licenses types in setup
- **D. User licenses related list in company information**

Answer: D

Explanation:

The Company Information page in the Setup menu is the "source of truth" for an organization's high-level metadata and licensing. In the User Licenses related list on this page, the administrator can see every license type purchased (e.g., Salesforce, Salesforce Platform, Force.com), the total number of seats allocated, the number of seats currently in use, and the number of remaining available licenses. This is the first place an administrator should look for budgeting and capacity planning. "Usage-based entitlements" (Option A) tracks limited-resource features like Login minutes or Data Cloud credits, but not standard seat-based user licenses. Searching for license types (Option B) or checking user management settings (Option D) will not provide a consolidated summary of the total license pool.

NEW QUESTION # 122

The VP of sales at AW Computing would like sales reps to check in with their top account every Monday. The VP would like a dashboard component to show the status of the check-ins. What should a Platform Administrator configure to remind the reps to contact their top account?

- **A. Enable the creation of recurring tasks.**
- B. Create a time-based workflow task.
- C. Use a process email alert on the account.
- D. Add the email action to the page layout.

Answer: A

Explanation:

To ensure a consistent, weekly "check-in" occurs, the Platform Administrator should enable the creation of recurring tasks. This feature allows a sales rep to create a single task (e.g., "Monday Check-in") and set a recurring frequency of "Weekly" on "Mondays." Salesforce then automatically generates the next task in the series once the current one is completed. This is the most effective way to provide reps with a constant reminder in their task list. Additionally, because these are standard Task records, the administrator can easily build a report and a dashboard component to track the completion status of these check-ins for the VP. Time-based workflow (Option A) is typically for one-off alerts based on a date field, not for a permanent weekly habit. Email actions (Option C) and alerts (Option D) notify users but do not create the trackable task record required for the dashboard component.

NEW QUESTION # 123

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