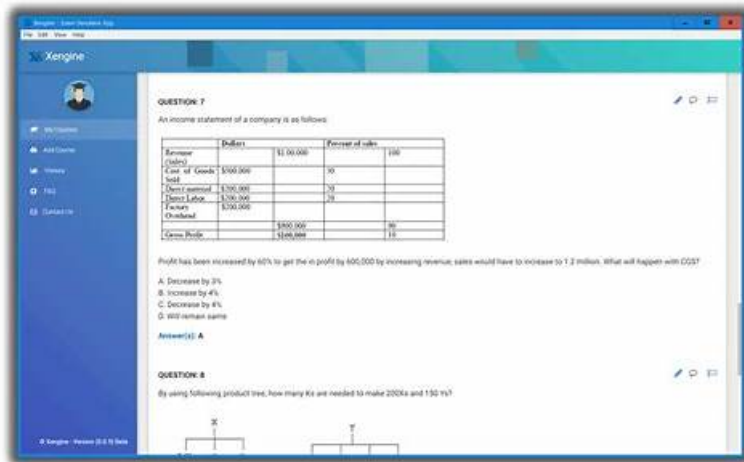


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Free PDF Quiz Plat-101 - Reliable Pass Salesforce Certified Platform Foundations Exam

We hope this article has given you a good overview of the Salesforce Plat-101 Exam and what you can expect from it. As always, we recommend you start preparing for your exam as early as possible to give yourself the best chance of success. TestkingPass offers a wide range of study materials and resources to help you prepare, including practice questions, dumps, and a study guide.

Salesforce Plat-101 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> Reports & Dashboards: This section of the exam measures skills of Marketing Specialists and covers reporting and visualization in Salesforce. It includes describing how reports are built, how dashboards present insights, and how these tools help organizations monitor performance and make informed marketing decisions.
Topic 2	<ul style="list-style-type: none"> Salesforce Ecosystem: This section of the exam measures skills of Marketing Cloud Administrators and covers the overall Salesforce ecosystem. It focuses on understanding the different resources available for learning and skill development, recognizing how Salesforce Customer 360 products can be applied in real business use cases, and explaining how organizations make use of Salesforce in daily operations. It also highlights awareness of job roles and career opportunities within the Salesforce ecosystem.

Topic 3	<ul style="list-style-type: none"> • Data Model: This section of the exam measures skills of Marketing Cloud Administrators and covers Salesforce's data model. It involves understanding the relationship between core standard objects such as Accounts, Contacts, Leads, Opportunities, and Cases. The section also evaluates knowledge of ensuring data visibility through features and maintaining data integrity using the right tools in different business scenarios.
Topic 4	<ul style="list-style-type: none"> • Navigation: This section of the exam measures the skills of Marketing Specialists and covers how users navigate Salesforce. It tests the ability to locate and access necessary information in given scenarios and to identify where different types of Salesforce customizations take place. The emphasis is on practical system navigation that supports marketing operations.

Salesforce Certified Platform Foundations Sample Questions (Q73-Q78):

NEW QUESTION # 73

Get Cloudy Consulting wants to group its contacts by region. On most records, this text field is blank or misspelled. Which action is recommended to ensure there is correct data for this field?

- **A. Convert the Region field to a picklist field.**
- B. Create a validation rule to enforce correct spelling.
- C. Email users a list of region names with correct spelling.

Answer: A

Explanation:

Converting the Region field to a picklist field is the recommended action to ensure there is correct data for this field. A picklist field allows the user to select a value from a predefined list of values, which ensures data consistency and accuracy. For example, the Region field could have values such as North America, Europe, Asia, and so on. Creating a validation rule to enforce correct spelling would not work, because it would not prevent the field from being blank, and it would not account for different spellings or variations of the same region. Emailing users a list of region names with correct spelling would not work, because it would rely on the users to manually enter the correct values, which is prone to human error and inconsistency.

NEW QUESTION # 74

Get Cloudy Consulting wants to implement AI Agents to assist with customer service. Where can Agents be deployed?

- A. Queues
- **B. Slack**
- C. Chatter

Answer: B

Explanation:

Salesforce offers AI-powered tools like Einstein Bots and AI-powered agents to assist with customer service.

These tools can integrate into communication platforms to enhance user interactions. Slack, a Salesforce product, allows businesses to deploy AI Agents to streamline communication and provide instant support within customer workflows. This integration leverages Slack's powerful collaboration features combined with Salesforce's AI capabilities to resolve issues more efficiently.

Here is how the other options are incorrect:

* A. Queues: While Salesforce Queues manage workloads and assign cases, they are not a place where AI Agents can be deployed. Queues are primarily for task or case assignments.

* B. Chatter: Salesforce Chatter is a collaboration tool within Salesforce for internal communication. It does not support the deployment of AI Agents for customer service purposes.

References from Salesforce Documentation:

- * Slack and Salesforce Integration Overview
- * Einstein Bots Deployment Options
- * Salesforce Associate Exam Guide

NEW QUESTION # 75

Refer to the screenshot that shows the Home page.

A Salesforce associate wants to reorder items in their instance so the Reports tab appears immediately after Home. What should the associate do to customize the items on the navigation bar?

- A. Use the downward arrow next to each item name, then select Move to move the item left or right.
- **B. Select the personalization button (pencil icon), then click and drag the item name up or down to adjust its location.**
- C. Click the Setup gear icon at the top right of the page, then select User Interface and then Tabs.

Answer: B

Explanation:

Selecting the personalization button (pencil icon), then clicking and dragging the item name up or down to adjust its location is the correct way to customize the items on the navigation bar, as shown in the screenshot.

NEW QUESTION # 76

The Health Department wants to gain more insight into its patient data than what Salesforce Dashboards can provide. Which Salesforce product should the department use?

- A. Health Cloud
- **B. CRM Analytics**
- C. Experience Cloud

Answer: B

Explanation:

CRM Analytics is the Salesforce product that the Health Department should use to gain more insight into its patient data than what Salesforce Dashboards can provide. CRM Analytics is a cloud-based analytics platform that allows users to explore data, discover insights, and make data-driven decisions. CRM Analytics can connect to various data sources, including Salesforce and external systems, and provide interactive visualizations, AI-powered insights, and predictive modeling

NEW QUESTION # 77

Where can a Salesforce associate find information that provides a view of interactions with a contact?

- **A. Activity Timeline**
- B. Details Tab
- C. Contact History

Answer: A

Explanation:

The Activity Timeline in Salesforce provides a chronological view of all past and upcoming interactions with a contact. This includes logged calls, emails, meetings, and tasks. It is a central feature to track engagement and manage customer relationships effectively.

* B. Details Tab: Displays static information about the contact, such as name, email, and address, but not interaction history.

* C. Contact History: Refers to changes made to a contact's field values over time, not interaction logs.

References from Salesforce Documentation:

* Activity Timeline Overview

* Working with Contacts

NEW QUESTION # 78

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