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Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<ul style="list-style-type: none">Agentforce AI: This domain introduces AI-powered agents in Salesforce, covering use cases, configuration in Agent Builder, security considerations, and troubleshooting agent permissions.
Topic 5	<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 6	<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.

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Salesforce Certified Platform Administrator Sample Questions (Q16-Q21):

NEW QUESTION # 16

Leadership at Cloud Kicks wants to go beyond knowing how long a case has been open for, to knowing how long a case has sat with different teams. Which tool gives a Platform Administrator the ability to track the time a case sits and provide relevant reporting?

- A. Escalation Rules with Business Hours
- B. Record-Triggered Flows with Business Hours
- C. Milestones with Business Hours
- D. Case Assignment Rules with Business Hours

Answer: C

Explanation:

To track specific stages of a support process and measure the time elapsed within those stages, Salesforce provides Entitlements and Milestones. Milestones represent required steps in a support process, such as "First Response Time" or "Resolution Time". When combined with Business Hours, Milestones allow the system to accurately calculate how long a case has been in a particular status or assigned to a specific team, excluding weekends or non-working hours. This provides leadership with granular reporting on "Team Performance" and SLA compliance. Escalation Rules (Option A) and Assignment Rules (Option C) are primarily routing tools; they can move a case but do not natively provide the timestamp-based tracking and reporting necessary to see duration across multiple "handoffs". Record-Triggered Flows (Option B) could theoretically be used to stamp fields, but this would require significant custom development and would not offer the native, out-of-the-box reporting dashboards that come with the Milestones feature. Therefore, Entitlement Management is the standard solution for tracking time-based service metrics.

NEW QUESTION # 17

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

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

Answer: A

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 # 18

A Platform Administrator at Cloud Kicks has created an approval process for time-off requests. Which two automated actions are available for the administrator to add as part of the approval process?

- A. Email Alert
- B. Autolaunched Flow
- C. Field Update
- D. Chatter Post

Answer: A,C

Explanation:

Salesforce Approval Processes allow administrators to define a series of steps to automate the approval of records. Within these processes, there are four specific types of automated actions that can be triggered during initial submission, approval, rejection, or recall:

Field Update: Used to change a value on the record, such as switching a "Status" field from "Pending" to "Approved."

Email Alert: Used to send a templated email to specific users, such as notifying the submitter that their request was granted.

Task: Used to assign a follow-up task to a user.

Outbound Message: Used to send technical data to an external system via API.

While modern automation tools like Flow can post to Chatter or launch other flows, the native approval process engine is limited to these four specific actions. For a "time-off request" scenario, an Email Alert ensures the employee is notified, and a Field Update ensures the record reflects the new status, providing a clear audit trail of the business decision.

NEW QUESTION # 19

Cloud Kicks uses the standard Account Type field to indicate different account tiers. Users find this confusing, so management has asked that the field be changed to read "Tier" on the page layouts. How should a Platform Administrator implement this change?

- A. Build a custom field called Tier and delete Type.
- **B. Use Rename Tabs and Labels.**
- C. Create a global picklist value set.
- D. Edit the Type field and change the name.

Answer: B

Explanation:

To change the display name of a standard field (like "Account Type") globally across the entire organization, the correct tool is Rename Tabs and Labels in the Setup menu. This tool allows an administrator to modify the singular and plural labels for standard objects and the field labels for their standard fields. By renaming "Type" to "Tier," the change will be reflected on page layouts, in report column headers, and in list views. This is the preferred method because it preserves the underlying data and logic associated with the standard field. Option A is incorrect because standard field names cannot be edited in the "Fields and Relationships" menu. Option C is a destructive and complex process that would require data migration and could break existing reports or integrations. Option D does not address the label of the field itself.

NEW QUESTION # 20

A Platform Administrator at Universal Containers needs an automated way to delete records based on field values. Which automated solution should the administrator use?

- A. Flow Orchestration
- B. Automation Studio
- C. Mass Delete Records
- **D. Flow Builder**

Answer: D

Explanation:

Flow Builder is the standard and most versatile tool for performing automated data maintenance, including the deletion of records. A "Schedule-Triggered Flow" can be configured to run at specific intervals (e.g., daily at midnight) to find records that meet certain criteria-such as Leads that have been "Unqualified" for over a year-and use the "Delete Records" element to remove them from the system. While the "Mass Delete Records" tool (Option C) exists in the Setup menu, it is a manual administrative tool and cannot be scheduled or fully automated based on complex field-level logic. Automation Studio (Option B) is a Marketing Cloud tool, not a core Salesforce platform feature for record management. Flow Orchestration (Option D) is used for complex, multi-user business processes rather than simple data cleanup tasks. Therefore, for recurring, criteria-based record deletion, Flow Builder is the recommended solution.

NEW QUESTION # 21

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