Plat-101 New Questions, Plat-101 Knowledge Points

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Salesforce Plat-101 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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.
Topic 2	• 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 3	• 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 4	• 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.

>> Plat-101 New Questions <<

Quiz 2026 Plat-101: Salesforce Certified Platform Foundations – High-quality New Questions

The customizable mock tests make an image of a real-based Salesforce Certified Platform Foundations (Plat-101) exam which is helpful for you to overcome the pressure of taking the final examination. Customers of Pass4training can take multiple Salesforce Plat-101 practice tests and improve their preparation to achieve the Plat-101 Certification. You can even access your previously given tests from the history, which allows you to be careful while giving the mock test next time and prepare for Salesforce Plat-101 certification in a better way.

Salesforce Certified Platform Foundations Sample Questions (Q100-Q105):

NEW QUESTION # 100
An insurance call center is experiencing increased policy support calls which has led to long wait times and disappointed customers. Which cloud will decrease the number of incoming calls, empower customers, and increase satisfaction?

- A. Cloud Sales Cloud
- B. CRM Analytics
- C. Experience

Answer: C

Explanation:
The cloud that will decrease the number of incoming calls, empower customers, and increase satisfaction for the insurance call center is Experience Cloud. Experience Cloud is a product that allows companies to create digital experiences for their customers, partners, and employees, such as websites, portals, forums, and mobile apps. Experience Cloud helps the insurance call center to provide self-service options, such as FAQs, knowledge articles, chatbots, and case management, to its customers, so that they can find answers and solutions on their own, without having to call the agents. This reduces the call volume and improves the customer satisfaction and loyalty.

NEW QUESTION # 101
An employee at Get Consulting recently changed their name and received a new username.
Where should these changes be updated?

- A. User profile page
- B. User Record page from Setup
- C. Contact Record page

Answer: B

Explanation:
The user record page from Setup is where the changes should be updated. The user record page from Setup allows the user to view and edit the information and settings of a user, such as name, username, email, profile, role, and license. The user record page from Setup can be accessed by clicking the Setup icon in the header, then clicking Users > Users, and then clicking the name of the user. The contact record page is where the user can view and edit the information of a contact, such as name, phone, email, account, and address. The contact record page does not affect the user's username or login access. The user profile page is where the user can view and edit their personal information, such as name, email, password, and language. The user profile page does not allow the user to change their username or license.

NEW QUESTION # 102
What should the account owner at Get Cloudy Consulting use to learn the sum of the amount for each opportunity?

- A. A custom report type
- B. A Roll-Up Summary field
- C. The Opportunity related list

Answer: B

Explanation:
A roll-up summary field is a field on the parent object that calculates the sum, average, min, or max of a field on the child records. It can be used to learn the sum of the amount for each opportunity related to an account.

NEW QUESTION # 103
A nonprofit organization wants to help ensure residents in their area receive health checkups. The nonprofit also wants to ensure resident tracking history and all data are stored in a way that complies with local privacy laws.
Which Salesforce cloud solution should help meet these needs?

- A. Nonprofit Cloud
- B. Service Cloud
- C. Health Cloud

Answer: C

Explanation:
Health Cloud is the Salesforce cloud solution that should help meet the needs of a nonprofit organization that wants to ensure residents receive health checkups and comply with local privacy laws. Health Cloud is a cloud-based software solution that allows healthcare providers to manage patient relationships, care coordination, and engagement

NEW QUESTION # 104
Get Cloudy Consulting gets 90% of its leads from trade shows. Sales reps create many lead records during these events, but they often forget to change the Lead Source field to Trade Show*.
What approach would improve data integrity for the Lead Source field'

- A. Set the default value of the Lead Source field to Trade Show'.
- B. Create a validation rule requiring the Lead Source field to equal Trade Show'.
- C. Make an assignment rule named Trade Show' to only assign leads to sales reps.

Answer: A

Explanation:
Setting the default value of the Lead Source field to Trade Show' is the best approach to improve data integrity for the Lead Source field. A default value is a value that is automatically populated in a field when a new record is created, unless the user enters a different value. Setting the default value to Trade Show' would save the sales reps time and ensure that most of the leads have the correct value for the Lead Source field.
Creating a validation rule requiring the Lead Source field to equal Trade Show' would not work, because it would prevent the user from entering any other value, such as Web, Phone, or Referral, which may not be accurate for all leads. Making an assignment rule named Trade Show' to only assign leads to sales reps would not work, because it would not affect the Lead Source field, and it would not allow the user to assign leads based on other criteria, such as territory, industry, or product.

NEW QUESTION # 105
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Plat-101 Knowledge Points: https://www.pass4training.com/Plat-101-pass-exam-training.html

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