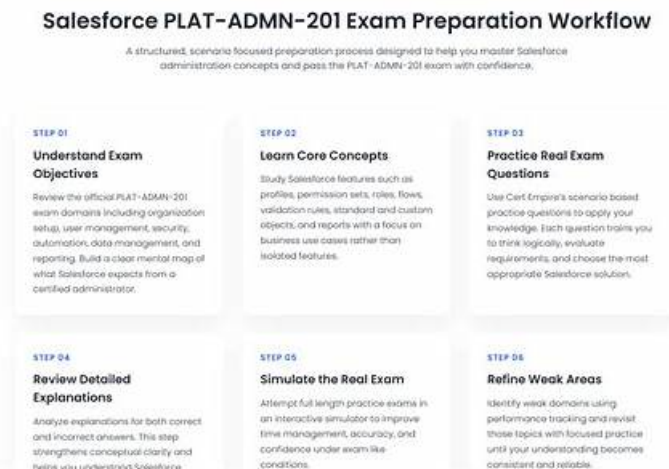


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Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> Productivity and Collaboration: This domain addresses activity management, Chatter collaboration, Salesforce mobile app customization, and AppExchange applications including managed and unmanaged packages.
Topic 2	<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 3	<ul style="list-style-type: none"> Configuration and Setup: This domain covers foundational administrative tasks including company settings, user interface configuration, user management with licenses and access controls, and implementing security measures through login restrictions and the Salesforce sharing model.
Topic 4	<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.
Topic 5	<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 6	<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.

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Salesforce Certified Platform Administrator Sample Questions (Q32-Q37):

NEW QUESTION # 32

Cloud Kicks has the organization wide defaults for Opportunity set to Private. Which two features should a Platform Administrator use to open up access to opportunity records for sales users working on collaborative deals?

- A. Sharing set
- **B. Sharing rules**
- C. Profiles
- **D. Role hierarchy**

Answer: B,D

Explanation:

When an object's Organization-Wide Default (OWD) is set to Private, the "Record Sharing" engine must be used to grant additional access.

Sharing Rules: These allow the administrator to grant lateral access to records based on criteria or ownership (e.g., share all "Large Deals" with the "Strategic Sales" group).

Role Hierarchy: This standard feature automatically grants vertical access, ensuring that managers and users higher in the hierarchy can see and edit records owned by their subordinates.

Profiles (Option D) control what actions a user can perform (Create, Read, Edit) but do not grant access to specific records that the user does not own in a Private model. A Sharing Set (Option B) is a specific feature used for Experience Cloud (Community) users to grant them access to records related to their account and is not used for standard internal sales users.

NEW QUESTION # 33

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

Answer: B,D

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 # 34

A Platform Administrator needs to configure an approval process for the sales team when opportunities that meet particular conditions are closed. How should the administrator make sure the right records are included in the process?

- A. Add a validation rule to the opportunity.
- B. Use Dynamic Forms to display a button.
- C. Create a screen flow.
- **D. Add Specific Entry Criteria.**

Answer: D

Explanation:

The fundamental way to control which records enter an Approval Process is by defining Entry Criteria. During the setup of an approval process, the administrator specifies field-level conditions (e.g., Amount > 50,000 AND Stage = Closed Won) that a record must meet to be eligible for approval. If a user attempts to submit a record that does not meet these criteria, Salesforce will display an error message and prevent the process from starting. This ensures that the finance or management teams are only notified of deals that actually require their sign-off. While a Screen Flow (Option C) could be used to launch the process, the entry criteria within the approval process itself act as the ultimate "gatekeeper" for the automation. Validation rules (Option D) prevent bad data but do not route records for approval. Dynamic Forms (Option B) can show or hide the "Submit for Approval" button, but they do not enforce the underlying business logic of the process itself.

NEW QUESTION # 35

A sales rep typically has several open opportunities for each of their accounts. Which tool should a Platform Administrator suggest to the sales rep to obtain the total number of accounts associated with open opportunities in a report?

- A. Bucket Column
- B. Report Filter
- **C. Unique Count**
- D. Group Rows

Answer: C

Explanation:

When a report contains many rows where the same Account name appears multiple times (due to having several opportunities), a simple count of rows will not accurately represent the number of distinct accounts. To find the specific number of individual accounts, the Platform Administrator should use the Unique Count feature on the Account Name or Account ID column in the report builder. Selecting "Show Unique Count" provides a total at the bottom of the report (and in summary groupings) that counts each unique value only once, regardless of how many times it appears in the list. Bucket Columns (Option A) group data into categories⁴⁶. Report Filters (Option B) exclude records⁴⁷. Grouping Rows (Option D) visually organizes the report by Account but does not inherently provide a single summary number for the count of distinct accounts in the way that Unique Count does.

NEW QUESTION # 36

Which two actions allow the System Administrator to limit Chatter access during roll-out to a subset of Salesforce users? Choose 2 options.

- **A. Create a Permission Set with the "Enable Chatter" permission for the subset of users.**
- B. Create an email invitation for the subset of users.
- **C. Edit a Profile to "Enable Chatter" for the subset of users.**
- D. Add the subset of users to the company-wide Chatter group.

Answer: A,C

NEW QUESTION # 37

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