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For candidates who prefer a more flexible and convenient option, Salesforce provides the Plat-Admn-201 PDF file, which can be easily printed and studied at any time. The PDF file contains the latest real Salesforce Certified Platform Administrator (Plat-Admn-201) questions, and Plat-Admn-201 ensures that the file is regularly updated to keep up with any changes in the exam's content.

Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	Productivity and Collaboration: This domain addresses activity management, Chatter collaboration, Salesforce mobile app customization, and AppExchange applications including managed and unmanaged packages.
Topic 3	Agentforce AI: This domain introduces AI-powered agents in Salesforce, covering use cases, configuration in Agent Builder, security considerations, and troubleshooting agent permissions.
Topic 4	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 5	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 (Q24-Q29):

NEW QUESTION # 24

Sales managers would like to know what could be implemented to surface important values based on the stage of the opportunity? Which tool should a Platform Administrator use to meet this requirement?

- **A. Path Key Fields**
- B. Opportunity Processes
- C. Dynamic Forms
- D. Workflow Rules

Answer: A

Explanation:

The Opportunity Path is a visual tool that guides sales reps through the stages of a sales cycle.

One of its most powerful features for administrators is the ability to define Key Fields for each individual stage. For example, when an opportunity is in the "Discovery" stage, the administrator can choose to display fields like "Budget" and "Decision Maker." When the deal moves to

"Negotiation," the Path can be configured to surface "Contract Terms" and "Discount Percentage." This ensures that reps are prompted to enter and review the most relevant data at exactly the right time in the process. While Dynamic Forms (Option D) can show or hide fields on the main record page, the Path specifically organizes this information at the top of the record in a way that is directly tied to the sales methodology. Workflow Rules (Option A) are a legacy automation tool that cannot modify the user interface. Path Key Fields empower sales teams to maintain focus and data accuracy throughout the deal lifecycle.

NEW QUESTION # 25

Which two actions should a Platform Administrator perform with Case escalation rules?

- **A. Reassign the Case.**
- B. Change the Case Priority.
- C. Reopen the Case.
- **D. Send email notifications.**

Answer: A,D

Explanation:

Case Escalation Rules are used in Service Cloud to ensure that cases are handled within specific timeframes, helping organizations meet their Service Level Agreements (SLAs). When a case meets the criteria defined in an escalation rule and remains unresolved for a specified period, the system can perform two primary automated actions:

Reassign the Case: The rule can automatically transfer ownership of the case to another user or a specific queue (e.g., a "Tier 2 Support" queue) to ensure it gets specialized attention.

Send Email Notifications: The system can send alerts to the new owner, the current owner, or up to five additional email addresses to notify management that a case has escalated.

While administrators often use other tools like Flow Builder to change the "Case Priority" (Option B) or "Reopen" a case (Option C), these are not standard features within the Escalation Rule interface. Escalation rules focus specifically on the routing and notification aspects of case management to prevent tickets from "sitting" too long without a response.

NEW QUESTION # 26

A Platform Administrator at Universal Containers has a screen flow that helps users create new leads. When Lead Source is "Search Engine", the administrator needs to require the user to choose a specific search engine from a picklist. If Lead Source is not "Search Engine", this picklist should be hidden. What is the most efficient way for the administrator to complete this requirement?

- A. Use Assignment elements; one for when Lead Source is "Search Engine" and one for everything else.
- **B. Create a picklist for Specific Search Engine, and set conditional visibility so that it is only shown when Lead Source is "Search Engine".**
- C. Use a conditional filter in the screen element to only show the Specific Search Engine field only when Lead Source is

"Search Engine".

- D. Configure a picklist for Specific Search Engine, and use a validation rule to conditionally show only when Lead Source is "Search Engine".

Answer: B

Explanation:

In Flow Builder, the most efficient and user-friendly way to handle dynamic user interfaces is through Component Visibility. This feature allows an administrator to set logic on individual screen components (like a picklist) so they only appear when specific criteria are met. In this scenario, the administrator would select the "Specific Search Engine" picklist component within the Flow Screen and configure its visibility to show only when the "Lead Source" screen component equals "Search Engine." This provides a "clean" user experience where the form adapts in real-time to the user's input without requiring the user to navigate to a new screen or trigger a validation error. Validation rules (Option D) are reactive and only tell the user they made a mistake after they try to save, whereas conditional visibility is proactive. Option B is inefficient as it would require multiple screens and complex branching logic, whereas component visibility handles everything within a single screen element.

NEW QUESTION # 27

Which task is especially suited for Agentforce?

- A. Tasks without decision-making
- **B. Multi-step processes that need adaption to change**
- C. Single-step predefined processes
- D. Static document generation

Answer: B

Explanation:

Agentforce is designed to handle multi-step processes that require reasoning and adaptation. Unlike traditional automation (like Workflow or simple Bots) that follows a linear, "If-This-Then-That" path, an Agentforce agent uses generative AI to understand user intent and choose the best sequence of actions to reach a goal. If a customer's request changes mid-conversation or requires the agent to check multiple systems and make a judgment call, the agentic loop allows it to adapt its behavior in real-time. Single-step processes (Option A) or tasks without decision-making (Option D) are better handled by standard Flow or Macros, which are more cost-effective for simple tasks. Static document generation (Option B) is a fixed output task. Agentforce's true value lies in managing the "gray areas" of business processes where human-like flexibility is needed.

NEW QUESTION # 28

Users at Cloud Kicks want to see information that is more useful for their role on the Case page. How should a Platform Administrator make the pages more dynamic and easier to use?

- **A. Add component visibility filters to the components.**
- B. Delete the extra components from the page.
- C. Include more tab components with filters.
- D. Remove fields from the record details component.

Answer: A

Explanation:

In the Lightning App Builder, Component Visibility Filters allow an administrator to show or hide parts of a record page based on specific criteria, such as the user's profile, a field value, or the record type. This is the best way to make pages "dynamic." For example, the administrator can configure a "Financial Details" component to only appear when the user viewing the case has the "Finance User" profile, or hide a "Recall Instructions" component unless the "Case Reason" is set to "Product Defect." This prevents "information overload" by ensuring that users only see the tools and data relevant to their specific role or the current state of the record. Simply deleting components (Option D) or removing fields (Option C) would affect all users equally, failing to provide role-specific utility. Component visibility creates a personalized, streamlined experience that improves user productivity and reduces clutter on complex record pages.

NEW QUESTION # 29

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