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Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 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"> • Productivity and Collaboration: This domain addresses activity management, Chatter collaboration, Salesforce mobile app customization, and AppExchange applications including managed and unmanaged packages.
Topic 5	<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 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.
Topic 7	<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.

Salesforce Certified Platform Administrator Sample Questions (Q131-Q136):

NEW QUESTION # 131

Cloud Kicks wants Agentforce to adapt its behavior based on real-time customer input. Which feature directly enables this capability? 1

- A. Screen flow
- B. Data Cloud
- C. Custom actions
- D. Tableau

Answer: C

Explanation:

Agentforce is built to be dynamic, meaning it doesn't just follow a static script but rather "reasons" through a problem using an agentic loop. The feature that directly allows an agent to adapt its behavior and take specific, real-time steps based on customer input is Custom Actions³. When a customer provides information-such as a specific order number or a request to change an address-the agent identifies the user's intent and selects the most relevant action to execute⁴. These actions can be powered by Flows, Apex, or Prompt Templates, giving the agent the ability to interact with Salesforce data in real-time. While Data Cloud (Option A) provides the data foundation for grounding, it is the actions themselves that define the agent's behavioral capabilities⁶. Screen flows (Option C) provide a guided UI for humans, but custom actions are what allow the agent to function autonomously⁷. Tableau (Option D) is an analytics tool and does not drive real-time agent behavior⁸.

NEW QUESTION # 132

Ursa Major Solar's Platform Administrator is editing the page layout for a new custom object. A text area field is accidentally removed from the page layout, and it needs to be restored to the page layout. What are two methods for achieving this goal?

- A. Restore original page layout from a sandbox.
- B. Clone the layout from a different profile and use save as.
- C. From the fields palette, drag the field into the same position.
- D. Restore from the recycle bin within 15 days.

Answer: A,C

Explanation:

When a field is removed from a page layout, the field itself is not deleted from the database; it is simply no longer displayed to the user. To restore it, the most direct method is to use the Page Layout Editor, find the field in the Fields Palette at the top of the editor, and drag it back onto the layout (Option D). This is the standard "undo" action for layout changes. Alternatively, if the layout has undergone many complex changes and the admin wants to revert to a known good state, they could restore it from a Sandbox (Option B) by redeploying the layout metadata. Option C is incorrect because the Recycle Bin is for deleted records or fields, not for layout configurations.

Option A is a workaround that involves creating a new layout based on another, but it is not a direct way to "restore" the specific layout being edited.

NEW QUESTION # 133

Senior leadership wants to be notified of any opportunities over \$250,000 with more than a 75% probability of closing. Which feature should a Platform Administrator set up to facilitate this?

- A. Big Deal Alerts
- B. Similar Opportunities
- C. Guidance for Success
- D. Reports and Dashboards

Answer: A

Explanation:

Big Deal Alerts are a specialized, "out-of-the-box" notification feature specifically for the Opportunity object. This tool allows a Platform Administrator to define a threshold based on "Amount" and "Probability." When an opportunity is created or updated and meets these thresholds (in this case, >\$250k and >75%), Salesforce automatically sends an email notification to a specified user or a list of stakeholders. This is the most efficient way to meet the requirement because it is a native feature designed exactly for high-value deal visibility. While Reports and Dashboards (Option C) can display this data, they are "pull" mechanisms that require leadership to actively check them, whereas a Big Deal Alert is a "push" mechanism that ensures immediate awareness. Guidance for Success (Option A) provides tips within a sales path, and Similar Opportunities (Option D) helps reps find related deals, but neither is designed for automated leadership notifications.

NEW QUESTION # 134

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

Answer: D

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"363636. 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 feature40. Therefore, Entitlement Management is the standard solution for tracking time-based service metrics41.

NEW QUESTION # 135

A Platform Administrator is designing a prompt template for a new agent. The agent's purpose is to help service reps troubleshoot technical issues by providing concise, step-by-step instructions.

Based on best practices for creating effective prompts, which approach should the administrator use when writing this prompt?

- A. Write a detailed prompt with multiple nested conditions to cover all the major troubleshooting scenarios.
- B. Use natural, easy-to understand language and clear, concise instructions to guide the AI's behavior.
- C. Focus on providing high-level, theoretical concepts so the AI has the flexibility to respond creatively.
- D. Use specific technical terms and abbreviations to ensure the AI understands the specialised domain.

Answer: B

Explanation:

Creating effective Agentforce prompts requires a focus on clarity and simplicity to ensure the Large Language Model (LLM) follows

instructions accurately. According to Salesforce best practices, administrators should use natural, easy-to-understand language and provide clear, concise instructions. This approach helps the AI accurately reason through the task without becoming confused by overly complex or nested logic (Option A). While technical accuracy is important, relying heavily on jargon or abbreviations (Option B) can sometimes lead to unexpected results if the LLM interprets those terms differently in various contexts. Furthermore, providing high-level theoretical concepts (Option C) often results in vague or "creative" answers that may not be helpful for technical troubleshooting, which requires specific and actionable steps. Using direct instructions like "Summarize the issue in three bullet points" is more effective than broad guidelines.

NEW QUESTION # 136

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