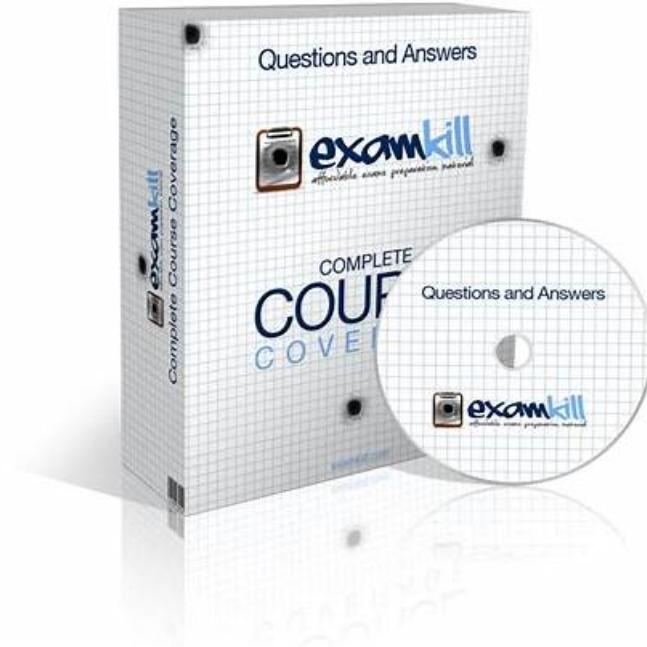


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Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<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 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">• 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 7

- Agentforce AI: This domain introduces AI-powered agents in Salesforce, covering use cases, configuration in Agent Builder, security considerations, and troubleshooting agent permissions.

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Salesforce Certified Platform Administrator Sample Questions (Q101-Q106):

NEW QUESTION # 101

The sales director at Cloud Kicks wants to be able to predict upcoming revenue in the next several fiscal quarters so they can set goals and benchmark how reps are performing. Which two features should a Platform Administrator configure?

- A. Forecasting
- B. Sales Quotes
- C. Opportunity Stages
- D. Opportunity List View

Answer: A,C

Explanation:

To "predict upcoming revenue" and "benchmark performance," Salesforce provides the Collaborative Forecasting feature. Forecasting (Option B): This tool allows managers to see their pipeline summarized by time period (quarters) and category. It provides a real-time view of what the team expects to close.

Opportunity Stages (Option D): Forecasting relies directly on the Opportunity Stage. Each stage is mapped to a "Forecast Category" (e.g., Pipeline, Best Case, Commit, Closed). By accurately defining these stages and their associated probabilities, the Platform Administrator ensures that the forecast reflects a realistic revenue prediction.

Sales Quotes (Option A) are for generating customer-facing documents. List Views (Option C) are for managing individual records but do not provide the multi-quarter aggregation and benchmarking capabilities required by the sales director.

NEW QUESTION # 102

Ursa Major Solar has its business hours set from 9:00 AM to 5:00 PM for the reps that are on Pacific Time. The reps on Eastern Time need business hours set to start 3 hours earlier to cover for support. How should a Platform Administrator solve for this issue?

- A. Allow the reps to set business hours manually.
- B. Set temporary business hours for each time zone.
- C. Create one set of business hours per time zone.
- D. Adjust the current business hours to accommodate the Eastern time zone.

Answer: C

Explanation:

Salesforce allows for the creation of multiple Business Hours records to support global teams working in different time zones. To solve the requirement for Ursa Major Solar, the Platform Administrator should create two distinct sets of business hours: one for "Pacific Support" (9 AM - 5 PM PT) and one for "Eastern Support" (9 AM - 5 PM ET). This is essential because Business Hours are used by the system to calculate escalation rules and milestones correctly. For example, an escalation rule for an Eastern-based case should start counting at 9 AM ET, not 9 AM PT. Adjusting the current record to "accommodate" both (Option A) would

result in a 12-hour window that doesn't accurately reflect either team's true availability. Users cannot manually set their own business hours (Option B) in a way that affects system automation. Creating one set per time zone ensures that the support team's performance metrics and automated routing are accurate and localized.

NEW QUESTION # 103

A sales team is having difficulty understanding which stage their opportunity is in and what the company sales process requires of them in that stage. Which feature should a Platform Administrator implement to help the sales team quickly determine where they are in the sales process and what is required of them?

- A. Big Deal Alerts
- B. Reports & Dashboards
- C. List Views
- D. Opportunity Sales Path

Answer: D

Explanation:

The Opportunity Sales Path (or simply Path) is a visual representation of the stages in a sales process. It is the best tool for this requirement because it not only shows the current stage prominently at the top of the record but also allows administrators to define Key Fields and Guidance for Success for every stage. This guidance can include specific steps, tips, and links to company resources that explain exactly what a rep needs to do to move the deal to the next phase. Reports (Option A), List Views (Option D), and Big Deal Alerts (Option C) provide data and notifications but do not offer the contextual, stage-by-stage guidance that the Path provides.

NEW QUESTION # 104

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. Create a screen flow.
- B. Add a validation rule to the opportunity.
- C. Use Dynamic Forms to display a button.
- 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 # 105

A Platform Administrator is building an agent to nurture leads. How does Agentforce SDR help?

- A. Autonomously negotiate pricing with the lead and close the final deal.
- B. Analyze the performance of human sales reps and provide coaching tips.
- C. Answer the lead's questions with responses that are grounded in company data.
- D. Generate a dynamic call script and talking points for the human sales reps to use.

Answer: C

Explanation:

Agentforce SDR (Sales Development Representative) is an AI agent designed to autonomously engage with prospects to nurture leads and accelerate the sales pipeline. A core functionality of this agent is its ability to interact with potential customers by answering

their specific questions about products or services. Crucially, these responses are grounded in company data, meaning the agent retrieves relevant information from the Salesforce Knowledge base, product catalogs, or other internal resources to provide accurate, brand-aligned answers. This ensures that the agent provides high-quality, trustworthy information without the "hallucinations" common in non-grounded AI. While the agent helps in lead qualification and nurturing, its primary value in an ecommerce or sales support context is providing immediate, context-aware assistance. It is not intended to replace humans in complex price negotiations (Option B) or serve purely as a coaching tool (Option C), but rather to act as a front-line digital worker that scales the sales team's reach by handling information-seeking queries autonomously.

NEW QUESTION # 106

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