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### Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>Productivity and Collaboration: This domain addresses activity management, Chatter collaboration, Salesforce mobile app customization, and AppExchange applications including managed and unmanaged packages.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>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.</li></ul>

Topic 4	<ul style="list-style-type: none"> <li>Automation: This domain covers automation tools for streamlining business processes, including assignment and escalation rules, Flow configuration for various scenarios, and approval process setup.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>Agentforce AI: This domain introduces AI-powered agents in Salesforce, covering use cases, configuration in Agent Builder, security considerations, and troubleshooting agent permissions.</li> </ul>

## Salesforce Certified Platform Administrator Sample Questions (Q103-Q108):

### NEW QUESTION # 103

Which Salesforce feature allows a Platform Administrator to automate the routing of records to specific users for review and decision-making based on predefined criteria?

- A. Assignment Rules
- B. Validation Rules
- C. Schema Builder
- D. Approval Process

**Answer: D**

Explanation:

An Approval Process is the dedicated Salesforce feature for managing workflows that require human "review and decision-making." Unlike Assignment Rules (Option A), which simply change the owner of a record, an Approval Process locks the record to prevent further changes and routes a formal request to an "Approver." This approver can then choose to Approve, Reject, or Reassign the request. The process can include multiple steps, entry criteria (e.g., "only if discount > 10%"), and specific automated actions that occur once the final decision is made.

Validation Rules (Option B) are used to prevent saving bad data, not for routing. Schema Builder (Option C) is a visualization tool for the data model. Therefore, when a business process requires an official "sign-off" or "decision," the Approval Process engine is the correct architectural choice.

### NEW QUESTION # 104

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

**Answer: A**

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 # 105

Northern Trail Outfitters wants emails received from customers to generate cases automatically.

How should a Platform Administrator ensure that the emails are sent to the correct queue?

- A. Use a custom email service to set the owner of the case upon creation.
- B. Create an escalation rule to send cases to the correct queue.

- C. Configure Email-to-Case so emails are delivered to the correct queue.
- D. Utilize a flow to identify the correct queue and assign the case.

**Answer: C**

Explanation:

The most efficient and standard way to automate case creation from inbound emails is by using Email-to-Case. When setting up Email-to-Case, the Platform Administrator configures "Routing Addresses". For each routing address (e.g., support@company.com or billing@company.com), the administrator can specify a default owner or queue for the cases created via that specific address. This ensures that when a customer sends an email to the "Support" address, it is automatically routed to the Support Queue, and an email to the "Billing" address is routed to the Billing Queue. This configuration is handled directly within the Email-to-Case setup pages and does not require additional escalation rules (Option A) or complex custom flows (Option C) for the initial assignment. While a custom email service (Option B) is possible, it is a developer-centric approach that is generally unnecessary given the robust native capabilities of the standard Email-to-Case feature. This setup streamlines the intake process and ensures that customer issues are immediately visible to the correct service team.

### NEW QUESTION # 106

Northern Trail Outfitters has a new flow that automatically sets field values when a new account is created. The flow is launched by a process, but the flow is not working properly. What should a Platform Administrator do to identify the problem?

- A. View the Setup Audit Trail and review for errors.
- B. Review debug logs with the flow logging level.
- C. Use the native debug feature in Flow Builder.
- D. Set up email logs and review the send error logs.

**Answer: C**

Explanation:

The most efficient and descriptive way to troubleshoot a flow is to use the native Debug feature within the Flow Builder. This tool allows the Platform Administrator to "run" the flow in a safe environment, simulating the creation or update of a record. As the flow executes, the Debugger provides a step-by-step panel showing exactly how variables were assigned, which paths were taken in "Decision" elements, and whether any "Update" or "Create" elements failed. It explicitly highlights where an error occurred and provides a detailed error message. While general Debug Logs (Option D) can capture flow information, they are much harder to read and require setting specific trace flags. The Setup Audit Trail (Option A) only shows configuration changes, not runtime errors. Email logs (Option B) are only useful if the flow is failing to send an email. The Flow Debugger is the primary tool for administrators to refine logic and fix issues before activating automation.

### NEW QUESTION # 107

A Platform Administrator needs to enable Agentforce for the service team. What is the most critical prerequisite for ensuring the Service Agents have a complete and accurate view of their customers?

- A. Verify Data Cloud is implemented.
- B. Configure a new Service Console layout.
- C. Activate Email-to-Case for the agent.
- D. Create new user profiles for the agent.

**Answer: A**

Explanation:

For an AI agent to provide "complete and accurate" support, it needs access to a unified, 360-degree view of the customer data. Data Cloud is the critical prerequisite because it ingests, harmonizes, and unifies data from multiple sources (Salesforce, external databases, legacy systems) into a single "Unified Profile." When Agentforce is "grounded" in Data Cloud, it can reference real-time customer interactions, purchase history, and cross-channel behavior that might not exist in a single Case or Contact record. Without Data Cloud, the agent's knowledge is limited to siloed data, which increases the risk of providing incomplete or irrelevant answers. While Console layouts (Option B) and intake methods (Option A) are important for the UI, they do not provide the data foundation necessary for advanced AI reasoning.

