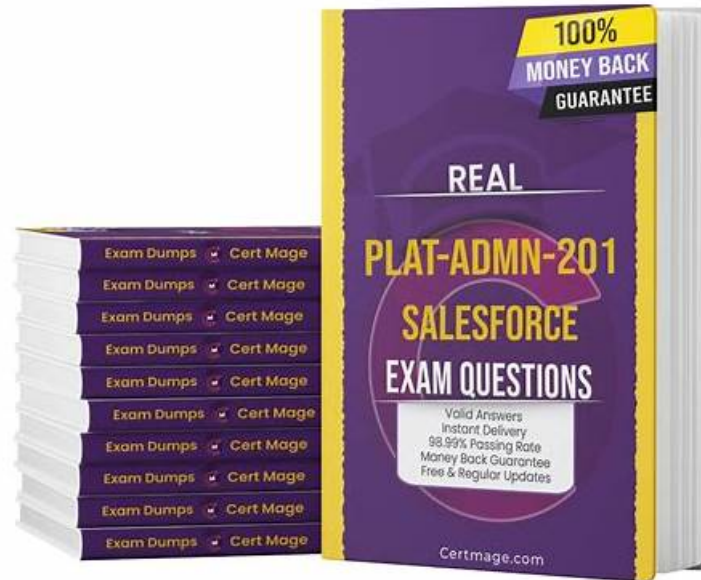


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Salesforce Plat-Admn-201 Exam Syllabus Topics:

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"> 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 4	<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.

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Salesforce Certified Platform Administrator Sample Questions (Q79-Q84):

NEW QUESTION # 79

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

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

Answer: B

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 # 80

The Cloud Kicks CFO requires any opportunity over \$100,000 to be automatically sent to them, so they can sign off on the record before the deal closes. Which feature should a Platform Administrator use to fulfill this requirement?

- A. Submit for Approval button
- B. Einstein Next Best Action
- C. Apex Triggers
- **D. Flow Approvals**

Answer: D

Explanation:

The requirement to have a record "signed off" by a specific individual (the CFO) based on a dollar threshold is a classic use case for an Approval Process. While the "Submit for Approval" button (Option A) allows a user to manually start the process, the prompt specifies that the process should happen "automatically". To achieve this automation, the Platform Administrator should use Flow Builder to trigger the approval process. A Record-Triggered Flow can be set to run when an Opportunity is created or updated and meets the criteria (Amount > \$100,000). The flow would then use the "Submit for Approval" action to launch the record into the predefined approval process without requiring the sales rep to click a button. Einstein Next Best Action (Option B) is a recommendation tool, not a workflow enforcement tool. Apex Triggers (Option C) could perform this task, but Salesforce best practices recommend using "clicks not code" (Flow) whenever possible for such requirements. Using Flow to launch an Approval Process provides the necessary automation, routing, and audit trail the CFO requires.

NEW QUESTION # 81

A Platform Administrator at Cloud Kicks received a request from the head of sales operations to create a process in which opportunities must be validated by specific team leaders based on a mix of criteria. When the administrator analysed the list of

criteria, they found that there were 30 potential sets of criteria that would identify the proper person to route the request to. How should the administrator fulfill this request?

- A. Create a record triggered flow orchestration to properly route the requests.
- **B. Create an approval process with specific entry criteria and approval steps for each of the sets of criteria specified.**
- C. Create a button on the opportunity that brings up an email template to send to the correct leader.
- D. Use a screen flow to allow the seller to input the criteria in a form that is then sent to the appropriate leader.

Answer: B

Explanation:

While modern tools like Flow Orchestration exist, the standard and most robust way to handle complex, criteria-based routing for record sign-offs is an Approval Process. An approval process can handle many different "Approval Steps," and each step can have its own "Step Entry Criteria." For instance, Step 1 could route to Leader A if the region is "North," while Step 2 routes to Leader B if the region is "South" and the discount is >20%. With 30 potential sets of criteria, the administrator can build a comprehensive process that automatically identifies the correct approver without user intervention. Using an email button (Option A) or a manual form (Option D) is prone to human error, as the salesperson might select the wrong leader. A record-triggered flow (Option C) can launch an approval process, but the complex multi-step routing logic is best managed within the Approval engine itself to maintain a clear audit trail of who approved what and why.

NEW QUESTION # 82

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? 16

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

Answer: D

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 instructions¹⁹. 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 steps²². Using direct instructions like "Summarize the issue in three bullet points" is more effective than broad guidelines.

NEW QUESTION # 83

Ursa Major Solar wants to roll out the Salesforce mobile app, and the first information it wants its users to see is the Top Opportunities report. What should a Platform Administrator configure to achieve this?

- A. Add the Reports tab to the Salesforce mobile app.
- **B. Enable Mobile Home for the Salesforce mobile app.**
- C. Enable Today for the Salesforce mobile app.
- D. Add the Dashboards tab to the Salesforce mobile app.

Answer: B

Explanation:

Mobile Home is a customizable landing page for the Salesforce mobile app that acts as the default "start page" for users. It allows administrators to add various "cards" or "widgets," including reports, pinned records, and upcoming events. By enabling and configuring Mobile Home, a Platform Administrator can place a specific Report card (such as "Top Opportunities") at the very top of the screen, ensuring it is the first thing users see upon opening the app. While adding the Reports tab (Option A) or Dashboards tab (Option D) allows users to find the information, it does not automatically present specific report data on the home screen. The

"Today" feature (Option B) focuses on calendar events and tasks rather than customized reporting data 17.

NEW QUESTION # 84

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