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## Salesforce Plat-Admn-202 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>Salesforce Fundamentals: This section of the exam measures the skills of Salesforce Administrators and Junior Salesforce Consultants and covers the essential concepts needed to understand how Salesforce works at a foundational level. It focuses on recognizing when to use declarative tools versus programmatic customization, determining when AppExchange apps extend org capabilities, and understanding key methods for managing object, record, and field access. It also evaluates your ability to choose the right sharing model based on business needs and to apply reporting tools effectively, including report types and dashboards. Additionally, the domain reviews how to optimize the mobile experience through actions and layouts, and how Chatter can be used to support collaboration.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>User Interface: This section of the exam measures the skills of Salesforce UI Designers and Lightning App Builders and covers the ways in which Salesforce interfaces can be customized to improve usability. It includes understanding available options for UI customization and demonstrating when to apply custom buttons, links, and actions. The domain also distinguishes between declarative and programmatic methods for incorporating Lightning components in applications, ensuring that the right approach is selected for different user interface needs.</li></ul>

Topic 3	<ul style="list-style-type: none"> <li>Business Logic and Process Automation: This section of the exam measures the skills of Process Automation Specialists and Salesforce Administrators and covers the key tools Salesforce provides to automate and enforce business logic. It focuses on using formula fields, roll-up summary fields, and validation rules to meet defined requirements. Candidates must also understand approval processes and know how to select the right automation tool to prevent conflicts or errors. The domain emphasizes evaluating business requirements and recommending automation solutions that maintain system stability and accuracy.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>Data Modeling and Management: This section of the exam measures the skills of Data Analysts and Salesforce Administrators and covers the core principles of designing and maintaining Salesforce data structures. It requires selecting the correct data model in various scenarios and understanding relationship types and how they influence reporting, record access, and the user interface. It also tests knowledge of field data types and the operational impact of changing them. The section includes evaluating the use of Schema Builder and understanding the considerations involved in importing and exporting data across internal and external sources.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>App Deployment: This section of the exam measures the skills of Release Managers and Salesforce Administrators and covers the application lifecycle from planning through deployment. It requires determining the appropriate strategy when working with different sandboxes and managing milestones during development. Candidates must know when to use change sets and how to troubleshoot deployment issues. The section also includes understanding the implications of using unmanaged versus managed packages and selecting the correct deployment plan for various business scenarios.</li> </ul>

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### Salesforce Certified Platform App Builder Sample Questions (Q172-Q177):

#### NEW QUESTION # 172

Sales reps at Universal Containers create multiple quotes per opportunity.

What automation tool should an app builder recommend to delete rejected quotes?

- A. Validation rule
- B. Workflow rule
- C. Approval process
- D. Flow**

#### Answer: D

Explanation:

A flow is a powerful automation tool that can perform complex logic and data manipulation. A flow can be used to delete rejected quotes by using a record-triggered flow that runs when a quote is updated, or by using a scheduled flow that runs at a specified time.

#### NEW QUESTION # 173

Universal Containers uses Contracts for agreements with customers. A sales manager is required to provide approval for contracts and director approval for any contract over \$10,000.

Which two options should an app builder use to ensure all contracts route for the correct approval and also prevent the sales rep from making changes to the record while it is being approved?

Choose 2 answers

- A. Create an approval process on the Contract object with one step for each sales manager that sets the approver as the director.
- B. Create a validation rule on the Contract object that prevents updates to the contract record while it is being reviewed.
- C. Create an approval process on the Contract object with criteria set on a second approval step set as 'Amount\_\_c > 10,000' and set the approver as director.
- D. Create an approval process on the Contract object and set the field for 'Next Automated Approver Determined By' as Manager'.

**Answer: B,C**

Explanation:

The app builder should use two options to ensure all contracts route for the correct approval and also prevent the sales rep from making changes to the record while it is being approved:

Create an approval process on the Contract object with criteria set on a second approval step set as 'Amount\_\_c > 10,000' and set the approver as director. An approval process is a type of process that automates how Salesforce records are approved in an organization. An approval process can have multiple steps with different criteria and approvers. In this case, the app builder can create an approval process on the Contract object with two steps: one for the sales manager approval and one for the director approval if the contract amount is over \$10,000.

Create a validation rule on the Contract object that prevents updates to the contract record while it is being reviewed. A validation rule is a type of rule that checks data quality by verifying that the data in a record meets certain standards before it can be saved. A validation rule can prevent users from making changes to a record that is in a certain status or stage. In this case, the app builder can create a validation rule on the Contract object that prevents updates to the contract record if its Approval Status field is not equal to Not Submitted2. Option B and D are not options that can ensure all contracts route for the correct approval and also prevent the sales rep from making changes to the record while it is being approved.

#### NEW QUESTION # 174

Northern Trail Outfitters (NTO) has created the custom objects Trail and Park in Salesforce to track trails and parks respectively. NTO wants to track the total number of trails a park has on the park record without writing any code.

Which two actions should an app builder take to accomplish this requirement?

Choose 2 answers

- A. Use a lookup relationship between the Park and Trail objects.
- B. Use a roll-up summary field on the Park record to show the total number of Trails.
- C. Use a master-detail relationship between the Park and Trail objects.
- D. Use a formula field on the Park record to show the total number of trails.

**Answer: B,C**

Explanation:

To track the total number of trails associated with a park without writing code, the correct actions to take are:

Use a roll-up summary field on the Park record to show the total number of Trails (B). Roll-up summary fields calculate and display a value in a master record based on the values of fields in a detail record. They are used to count, sum, average, or get the minimum/maximum of values in related detail records.

Use a master-detail relationship between the Park and Trail objects (C). Master-detail relationships are necessary for roll-up summary fields as they allow the master object to control certain behaviors of the detail object and summarize data from those detail records.

A formula field (A) cannot dynamically count related records unless those records are linked via a master-detail relationship, and it cannot alone handle counts across related records without such a relationship. A lookup relationship (D) does not support roll-up summaries unless combined with additional tools like triggers or third-party apps, which involve coding or extra configuration outside standard object setup.

For more details, refer to the Salesforce Help documentation on master-detail relationships and roll-up summary fields:

Master-Detail Relationship: [https://help.salesforce.com/articleView?id=relationships\\_considerations.htm&type=5](https://help.salesforce.com/articleView?id=relationships_considerations.htm&type=5) Roll-Up Summary Fields: [https://help.salesforce.com/articleView?id=fields\\_about\\_roll\\_up\\_summary\\_fields.htm&type=5](https://help.salesforce.com/articleView?id=fields_about_roll_up_summary_fields.htm&type=5)

#### NEW QUESTION # 175

An App Builder at UVC would like to prevent users from creating new records on an Account related list by overriding standard buttons. Which two should the App Builder consider before overriding standard buttons?

- A. Standard buttons that are not available for overrides can still be hidden on page layouts

- B. Standard buttons can be overridden with a Visualforce page
- C. Standard buttons can be changed on lookup dialogs, list views, and search result layouts
- D. Standard buttons can be overridden, relocated on the detail page, and relabeled

**Answer: A,B**

Explanation:

Standard buttons can be overridden with a Visualforce page to provide custom functionality or user interface. For example, you can override the New button on an object to display a custom Visualforce page instead of the standard page layout3. Standard buttons that are not available for overrides can still be hidden on page layouts to prevent users from accessing them. For example, you can hide the Delete button on an object to prevent users from deleting records

### NEW QUESTION # 176

The app builder needs to change the data types of new custom fields. The app builder is not able to delete and recreate any of the fields, nor modify any apex code. Which data type change will require the app builder to perform the additional steps in order to retain existing functionalities?

- A. Changing the data type of a field used in a report from a text to an encrypted field
- B. Changing the data type of a field used as an external id from number to text.
- C. **Changing the data type of a field used in an apex class from number to text.**
- D. Changing the data type of a field used in lead conversion from number to text

**Answer: C**

Explanation:

Changing the data type of a field used in an apex class from number to text will require the app builder to perform additional steps in order to retain existing functionalities. This is because changing the data type of a field may affect the apex code that references or manipulates the field value, and may cause compilation errors or unexpected results. The app builder will need to update the apex code to handle the new data type and ensure that the logic and calculations are still correct. Option B is incorrect because changing the data type of a field used in a report from a text to an encrypted field will not require additional steps, as encrypted fields can still be used in reports with some limitations. Option C is incorrect because changing the data type of a field used as an external id from number to text will not require additional steps, as external id fields can be either number or text. Option D is incorrect because changing the data type of a field used in lead conversion from number to text will not require additional steps, as lead conversion fields can be mapped regardless of their data types.

### NEW QUESTION # 177

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