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Salesforce Plat-Admn-202 Exam Syllabus Topics:

Topic	Details

Topic 1	<ul style="list-style-type: none"> • 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.
Topic 2	<ul style="list-style-type: none"> • 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.
Topic 3	<ul style="list-style-type: none"> • 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.
Topic 4	<ul style="list-style-type: none"> • 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.
Topic 5	<ul style="list-style-type: none"> • 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.

Salesforce Certified Platform App Builder Sample Questions (Q102-Q107):

NEW QUESTION # 102

Sales Managers want to be automatically notified any time there is a change to an Opportunity Close Date and want these changes to be tracked on the Opportunity.

Which two configurations should an app builder recommend?

- A. Activate Historical Trending for Opportunities.
- B. Enable Feed Tracking on Opportunities.
- C. Create an Opportunity outbound message.
- D. Use a record-triggered flow on Opportunity and a Chatter post action.

Answer: B,D

Explanation:

A (Feed Tracking) allows Salesforce to automatically post updates to the Opportunity feed when certain fields (like Close Date) change.Exact Extract:"Feed tracking lets users see updates to records they follow. When feed tracking is enabled on an object, field changes appear in the feed." - Salesforce Help | Feed Tracking Overview C (Record-Triggered Flow + Chatter Post) allows real-time automated notifications to specific users (e.g., Sales Managers) when the Close Date changes.Exact Extract:"You can automate

notifications by creating a record-triggered flow that posts to Chatter or sends notifications when specified conditions are met." - Salesforce Help | Flow Builder Notifications Why not B: Outbound messages are used for system-to-system communication, not internal notifications.

Why not D: Historical Trending is for reporting over time, not notifications or tracking.

Reference:

Salesforce Help | Feed Tracking Overview

Salesforce Help | Flow Builder Notifications

Salesforce Platform App Builder Exam Guide | Business Logic and Process Automation

NEW QUESTION # 103

Which two solutions prevent a formula field from being referenced by a Roll-Up Summary Field?

- A. A cross-object field reference in the formula field
- B. A cross-object workflow updating a field referenced by the formula field
- C. The CASE () function in the formula field
- D. The NOW () function in the formula field

Answer: A,D

Explanation:

A formula field cannot be referenced by a roll-up summary field if it contains a cross-object field reference or a time-based function. A cross-object field reference is a reference to a field from a different object, such as Account Name on a Contact object. A time-based function is a function that returns the current date or time, such as NOW() or TODAY(). Option A and C do not prevent a formula field from being referenced by a roll-up summary field.

NEW QUESTION # 104

After universal containers converted qualified leads, sales reps need to be able to report on converted leads. How should an app builder support for this requirement?

- A. Create a custom report type with converted leads as the primary object
- B. Assign the representative view and edit converted leads permission
- C. Ensure the representative has read access to the original lead records
- D. Enable preserve lead status in the lead conversion settings

Answer: A

Explanation:

The solution that an app builder should use to meet this requirement is creating a custom report type with converted leads as the primary object. A custom report type is a template that defines the objects and fields that are available for a report. The app builder can create a custom report type that has converted leads as the primary object and includes fields from related objects, such as accounts, contacts, and opportunities. This way, sales reps can create reports on converted leads and see their related information. Option A is incorrect because enabling preserve lead status in the lead conversion settings does not affect the reporting on converted leads, but rather allows users to retain the original lead status after conversion. Option B is incorrect because assigning the representative view and edit converted leads permission does not affect the reporting on converted leads, but rather allows users to view and edit converted lead records. Option C is incorrect because ensuring the representative has read access to the original lead records does not affect the reporting on converted leads, but rather allows users to view the original lead records.

NEW QUESTION # 105

A customer service representative at a call center wants to be able to collect information from customers using a series of question prompts.

What should an app builder use to accomplish this?

- A. Path
- B. Validation Rule
- C. Flow
- D. Approval Process

Answer: C

Explanation:

For a customer service representative to collect information through a series of question prompts:

B. Flow. Salesforce Flows allow for the creation of guided interactions that can prompt users for information in a step-by-step manner.

Steps to create a flow for this purpose:

Navigate to Setup → Flows.

Click on 'New Flow' and select a Screen Flow to interactively prompt users.

Design the flow with Screen elements for each question.

Add logic to process responses as necessary.

Save and activate the flow.

Embed or link the flow in a relevant location accessible to the service representative, such as on a record page or in the utility bar.

Flows provide a flexible and powerful way to interactively gather and process customer data in real time.

For detailed guidance on creating Flows, see Salesforce's Flow Builder documentation.

NEW QUESTION # 106

A Cloud Kicks employee submitted an opportunity for approval by their manager.

What would happen if the employee attempts to edit the description field after submission?

- A. User will be able to edit the name, but unable to edit the description.
- **B. User will be presented with a 'Record Lock' notification.**
- C. User will see the record is now owned by their manager.
- D. User will be able to edit the description field only.

Answer: B

Explanation:

If an employee attempts to edit the description field after submitting an opportunity for approval, they will be presented with a 'Record Lock' notification. This means that the record is locked for editing while it is in the approval process and only users with the "Modify All" permission or users above them in the role hierarchy can edit it. [Source]

NEW QUESTION # 107

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