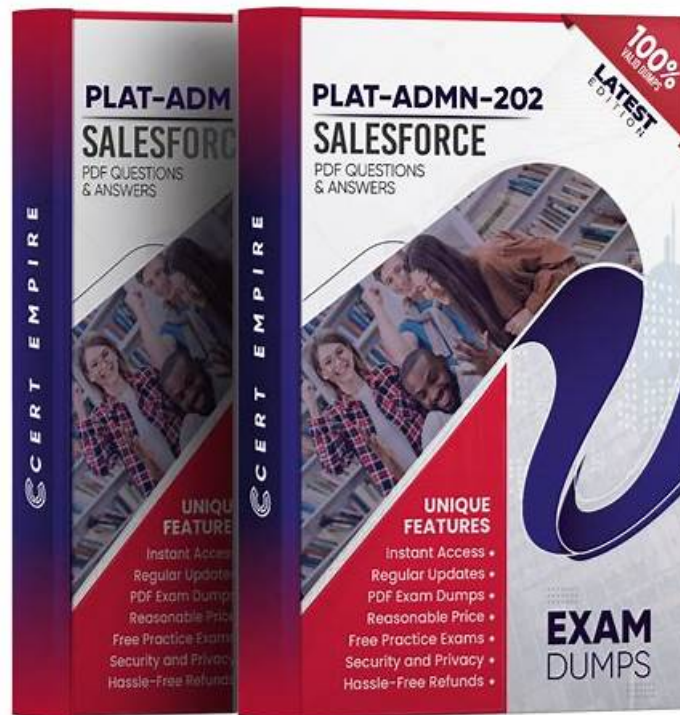


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Salesforce Plat-Admn-202 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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"> • 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 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.

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Salesforce Certified Platform App Builder Sample Questions (Q109-Q114):

NEW QUESTION # 109

Ursa Major Solar's service department gets requests for several types of services, such as installation, repair, and maintenance. Service managers need to be able to tell when maintenance was last done on an asset to help determine if they are meeting contract agreements, but the last maintenance date can be difficult to determine when there are many work orders related to the asset. They think it would be helpful to have a field auto-populated on the Asset record when a maintenance work order gets closed. Which tool should an app builder recommend to help meet this requirement?

- **A. Flow**
- B. Einstein Next Best Action
- C. Apex Trigger
- D. Roll-up Summary

Answer: A

Explanation:

The requirement is to auto-populate the "Last Maintenance Date" field on the Asset record whenever a Maintenance-type Work Order is closed. This can be achieved declaratively using Flow - specifically, a Record-Triggered Flow that updates the parent record (Asset).

Why D (Flow) is correct:Exact Extract:"Record-triggered flows can update related records when specific changes occur, such as when a Work Order's status is updated to Closed." - Salesforce Help | Record-Triggered FlowsIn this scenario, the flow can:
Why D (Flow) is correct:Exact Extract:"Record-triggered flows can update related records when specific changes occur, such as

when a Work Order's status is updated to Closed." - Salesforce Help | Record-Triggered Flows
In this scenario, the flow can:
Trigger when a Work Order is updated to "Closed."

Check if Type = "Maintenance."

Update the related Asset record's Last Maintenance Date field with the Work Order's Closed Date.

Why not B (Roll-up Summary): Roll-up summary fields can only summarize numeric or date values using MIN, MAX, COUNT, or SUM, but only on Master-Detail relationships. Work Order → Asset is a Lookup relationship, so roll-up summaries are not supported natively.

Why not A (Einstein Next Best Action): NBA provides recommendations, not field updates.

Why not C (Apex Trigger): Apex could achieve this, but Salesforce recommends Flow first as a best practice.

Reference:

Salesforce Help | Record-Triggered Flows

Salesforce Help | Flow Builder Overview

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

NEW QUESTION # 110

Cloud Kicks's management team frequently travels and wants to approve requests from their team on the go via Chatter.

Where would an app builder enable this ability?

- A. Approval Process Settings
- B. Object Settings
- C. Chatter Feed Tracking
- **D. Chatter Settings**

Answer: D

Explanation:

The app builder would enable this ability in Chatter Settings. Chatter Settings is a setup menu that allows an app builder to configure various aspects of Chatter functionality, such as feeds, groups, email notifications, and more. One of the options in Chatter Settings is Enable Approvals via Chatter, which allows users to approve or reject requests from their team via Chatter posts or comments. Option A, B, and D are not places where an app builder would enable this ability.

NEW QUESTION # 111

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

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

Answer: B,C

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 # 112

Cloud Kicks wants to summarize the number of open Cases related to an Account, as well as the number of closed Cases to indicate whether customer support utilization is high, medium, or low. Two number fields have been created:

NUM_Open_Cases__c and NUM_Closed_Cases__c Which two automation solutions would meet these business requirements?

Choose 2 answers

- **A. Apex**
- B. Approval Process
- C. Validation Rule
- **D. AppExchange**

Answer: A,D

Explanation:

To meet the requirement of summarizing the number of open and closed cases on an Account, two potential automation solutions can be used:

Option A (AppExchange): Salesforce AppExchange offers various pre-built apps and components, including those for case management, which could provide the functionality to summarize cases and categorize customer support utilization. Many apps can handle complex business requirements like case summary roll-ups and could meet the needs without custom development.

Salesforce AppExchange

Option D (Apex): Apex is Salesforce's programming language that allows developers to implement custom logic. In this scenario, Apex could be used to create a trigger or scheduled job that calculates the number of open and closed cases and updates the Account record accordingly. Apex would allow full customization of how the open/closed case numbers are calculated and how customer support utilization (high, medium, low) is determined.

Reference:

Option B (Validation Rule): Validation Rules enforce data quality by ensuring that certain conditions are met before saving a record. They are not suitable for summarizing data or performing calculations across related records, so this option is not appropriate.

Option C (Approval Process): Approval Processes are used for managing approval workflows, which is unrelated to the case summarization requirement. Therefore, it is not a relevant option here.

In summary, using AppExchange for a pre-built solution or Apex for a custom automation are the best approaches for summarizing open and closed cases on the Account object.

NEW QUESTION # 113

Where can an app builder edit an existing app to add components to the utility bar?

- A. App Menu
- **B. App Manager**
- C. Lightning App Builder
- D. Lightning Record Page

Answer: B

Explanation:

To add components to the utility bar of an existing app:

C . App Manager. This is where Salesforce apps are configured, including the utility bar which can house components like a chat tool, recent items list, or custom Lightning components.

Steps to edit an app's utility bar:

Navigate to Setup → App Manager.

Locate the desired app and click on the dropdown next to it → select Edit.

In the App Builder, navigate to the Utility Items tab.

Click 'Add' to include new components to the utility bar.

Configure the properties of the utility item as needed.

Save the app configuration.

For step-by-step instructions on modifying apps, see Salesforce's guide on [Managing Apps in Lightning Experience](#).

NEW QUESTION # 114

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