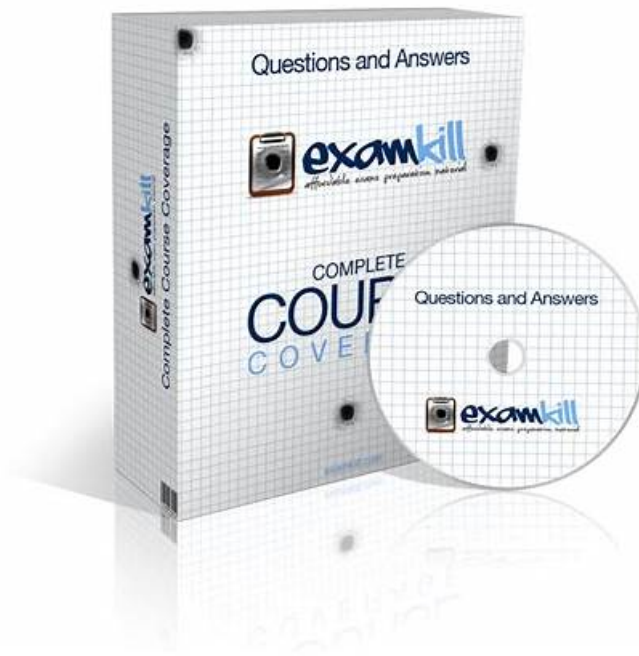


# Plat-Admn-201 Prüfungsfrage, Plat-Admn-201 Zertifikatsfragen



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## Salesforce Plat-Admn-201 Prüfungsplan:

| Thema   | Einzelheiten                                                                                                                                                                                                                                                                                                                               |
|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Thema 1 | <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>                                                                                                 |
| Thema 2 | <ul style="list-style-type: none"><li>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.</li></ul>                               |
| Thema 3 | <ul style="list-style-type: none"><li>Configuration and Setup: This domain covers foundational administrative tasks including company settings, user interface configuration, user management with licenses and access controls, and implementing security measures through login restrictions and the Salesforce sharing model.</li></ul> |
| Thema 4 | <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>                                   |
| Thema 5 | <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>                                                                                      |

|         |                                                                                                                                                                                                                                                                                          |
|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Thema 6 | <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>                        |
| Thema 7 | <ul style="list-style-type: none"> <li>• 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.</li> </ul> |

>> Plat-Admn-201 Prüfungsfrage <<

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## Salesforce Certified Platform Administrator Plat-Admn-201 Prüfungsfragen mit Lösungen (Q143-Q148):

### 143. Frage

A Platform Administrator wants to limit the kinds of reports their users can create. Which tool should the administrator use?

- A. Hide Report Types
- B. Joined Report
- C. Standard Report Types
- D. Report Folder Sharing

**Antwort: A**

Begründung:

When users click the "New Report" button, they are presented with a list of Report Types, which act as templates determining which objects and fields are available for the report. Often, an org has many standard report types that are irrelevant or confusing to the average user. To "limit the kinds of reports" and simplify the user experience, a Platform Administrator can use the Select Report Types to Hide feature in the Report and Dashboard Settings. By hiding unnecessary or redundant report types, the admin ensures that users only see the specific templates that align with company reporting standards. This reduces the risk of users creating inaccurate reports using the wrong data models. Report Folder Sharing (Option B) controls who can view or edit existing reports, but it does not restrict the creation of new ones from specific templates. While creating Custom Report Types is a way to define what data is available, the specific act of "limiting" the visible list is handled by the "Hide" functionality.

### 144. Frage

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

**Antwort: B**

Begründung:

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<sup>17</sup>.

#### 145. Frage

The VP of sales at Cloud Kicks has a standard sales profile and is receiving an error message that prevents them from saving an opportunity. A Platform Administrator attempted the same edit without receiving an error. How should the administrator troubleshoot this issue?

- A. Ask the user for their password so the admin can log in as the user.
- B. Use an AppExchange product to troubleshoot.
- C. Log in as a system administrator to troubleshoot.
- **D. Use 'Login as' to log in as the user.**

**Antwort: D**

Begründung:

When a specific user encounters an error that an administrator cannot replicate, the most effective troubleshooting technique is to "Login as" that user. This feature, which must be enabled in the organization's login policies, allows the administrator to see exactly what the user sees and experience the system through their specific profile, role, and sharing permissions<sup>22</sup>. This is vital for identifying issues related to Validation Rules, Field-Level Security, or Record-Triggered Flows that might only trigger under specific user contexts. Logging in as a system administrator (Option A) is ineffective because administrators often bypass certain restrictions that apply to standard users<sup>4</sup>. Asking for a password (Option D) is a major security violation and is never required in Salesforce<sup>5</sup>. By using the "Login as" feature, the admin can pinpoint whether the error is caused by the user's data input or a specific permission conflict assigned to their profile.

#### 146. Frage

Users at Cloud Kicks want to see information that is more useful for their role on the Case page. How should a Platform Administrator make the pages more dynamic and easier to use?

- A. Remove fields from the record details component.
- B. Delete the extra components from the page.
- **C. Add component visibility filters to the components.**
- D. Include more tab components with filters.

**Antwort: C**

Begründung:

In the Lightning App Builder, Component Visibility Filters allow an administrator to show or hide parts of a record page based on specific criteria, such as the user's profile, a field value, or the record type. This is the best way to make pages "dynamic." For example, the administrator can configure a "Financial Details" component to only appear when the user viewing the case has the "Finance User" profile, or hide a "Recall Instructions" component unless the "Case Reason" is set to "Product Defect." This prevents "information overload" by ensuring that users only see the tools and data relevant to their specific role or the current state of the record. Simply deleting components (Option D) or removing fields (Option C) would affect all users equally, failing to provide role-specific utility. Component visibility creates a personalized, streamlined experience that improves user productivity and reduces clutter on complex record pages.

#### 147. Frage

Which Salesforce feature allows a Platform Administrator to automate<sup>3</sup> 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**

**Antwort: D**

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 D) 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.

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