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## 2026 Salesforce Plat-Admn-201: Unparalleled Salesforce Certified Platform Administrator Exam Questions Answers

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### Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<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>
Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<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>

Topic 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>
Topic 5	<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>
Topic 6	<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>

## Salesforce Certified Platform Administrator Sample Questions (Q62-Q67):

### NEW QUESTION # 62

Ursa Major Solar's Platform Administrator is editing the page layout for a new custom object. A text area field is accidentally removed from the page layout, and it needs to be restored to the page layout. What are two methods for achieving this goal?

- A. Clone the layout from a different profile and use save as.
- B. Restore from the recycle bin within 15 days.
- C. Restore original page layout from a sandbox.
- D. From the fields palette, drag the field into the same position.

**Answer: C,D**

Explanation:

When a field is removed from a page layout, the field itself is not deleted from the database; it is simply no longer displayed to the user. To restore it, the most direct method is to use the Page Layout Editor, find the field in the Fields Palette at the top of the editor, and drag it back onto the layout (Option D). This is the standard "undo" action for layout changes. Alternatively, if the layout has undergone many complex changes and the admin wants to revert to a known good state, they could restore it from a Sandbox (Option B) by redeploying the layout metadata. Option C is incorrect because the Recycle Bin is for deleted records or fields, not for layout configurations.

Option A is a workaround that involves creating a new layout based on another, but it is not a direct way to "restore" the specific layout being edited.

### NEW QUESTION # 63

A Platform Administrator at Cloud Kicks has a request from the finance team that all won opportunities over a certain value must be checked for accuracy before the deal can be considered fully closed. The assigned finance team member, as well as the sellers' manager, both must sign off on the deal, with the manager doing so first. Then, the finance team member must sign off, for a total of up to three sign-offs per opportunity. How should the administrator address this request?

- A. Create a quick action to send emails to both the manager and the finance team member.
- B. Create a screen flow that runs anytime an opportunity is closed.
- C. Create an approval process with specific steps.
- D. Add a Lightning web component to the opportunity page to capture the details in an approval record.

**Answer: C**

Explanation:

To manage a structured, multi-step sign-off requirement like the one described by the finance team, the Approval Process is the standard and most effective tool. An approval process allows an administrator to define a sequence of "Approval Steps." In this scenario, Step 1 would be configured to route the request to the Seller's Manager. Only after the manager approves does the record move to Step 2, which would be configured to route the request to the specific Finance Team member. This ensures the "manager first" logic is strictly enforced. Approval processes also provide a native "Approval History" related list, which serves as a vital audit trail for the finance team to verify that all necessary signatures were obtained before the deal was finalized.

Using a screen flow (Option A) or quick actions (Option C) would lack the built-in locking mechanism and formal status tracking that the Approval engine provides. A Lightning Web Component (Option B) would require significant custom coding for a process that is easily handled by standard "click-not-code" configuration.

#### NEW QUESTION # 64

A Platform Administrator at Cloud Kicks is trying to set up a new user but receives an error about a duplicate username when trying to save the user record. What is causing this error to happen?

- A. The email address and username must be unique across all Salesforce orgs.
- **B. The username must be unique across all Salesforce orgs.**
- C. The username was not configured in the format of an email address.
- D. The username has a restricted domain name within it.

**Answer: B**

Explanation:

In the Salesforce architecture, the Username is a globally unique identifier<sup>49</sup>. This means that once a username (e.g., admin@cloudkicks.com) is used in any Salesforce organization (including production, sandboxes, and developer editions), it cannot be used again in any other organization worldwide. This often causes confusion because while an Email Address can be reused across multiple Salesforce users and orgs, the Username must remain distinct<sup>51</sup>. If an administrator receives a duplicate username error, it means the desired username is already taken by a user in another instance of Salesforce. <sup>54</sup>Option A is incorrect because usernames must be in email format, but they don't have to be a valid functioning email. Option B is incorrect because only the username has this global uniqueness requirement, not the email address.

#### NEW QUESTION # 65

The administrator at Universal Containers is creating a flow with several steps. How can the administrator check their work as they are developing the flow?

- **A. Use the Debug tool in the flow builder**
- B. Use debug logs in the Developer Console
- C. Perform the same steps manually via the UI
- D. Use debug logs found in Setup

**Answer: A**

#### NEW QUESTION # 66

Which action should a Platform Administrator configure to reverse a submitted approval request and unlock the associated record when setting up an approval process? <sup>99</sup>

- A. Initial Submission Actions
- B. Final Approval Actions
- **C. Recall Actions**
- D. Final Rejection Actions

**Answer: C**

Explanation:

An Approval Process consists of several stages, each with its own set of automated actions. When a record is first submitted, it is typically locked to prevent further edits. If a user needs to "reverse" that submission—perhaps because they realized they made a mistake or the deal terms changed—the administrator must configure Recall Actions<sup>12</sup>. A recall action is specifically designed to allow the submitter or an administrator to pull the record back out of the approval queue. Common recall actions include a Field Update to change the status back to "Draft" and, most importantly, an action to unlock the record so it can be edited again. Final Rejection Actions (Option A) occur when an approver denies the request, and Final Approval Actions (Option C) occur when the request is fully granted. Initial Submission Actions (Option D) are what lock the record and start the process in the first place.

#### NEW QUESTION # 67

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