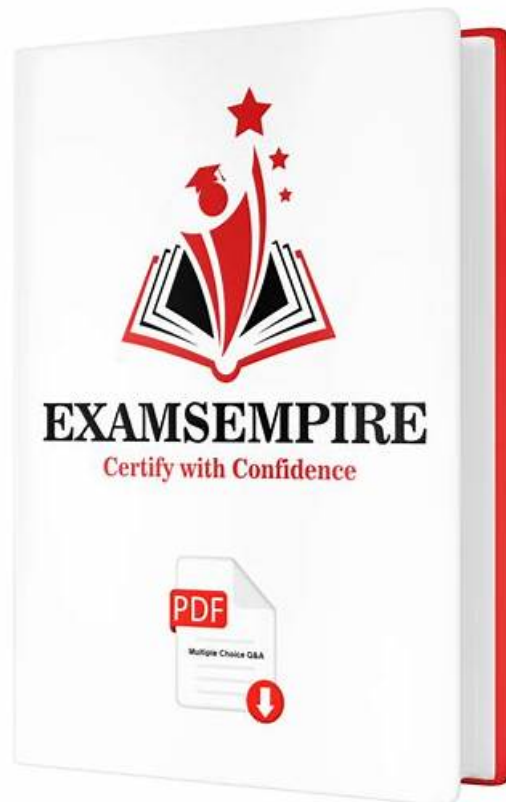


Plat-Admn-201題庫分享 - Plat-Admn-201考試證照



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>> Plat-Admn-201題庫分享 <<

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最新的 Salesforce Certified Administrator Plat-Admn-201 免費考試真題 (Q52-Q57):

問題 #52

A Platform Administrator is creating a new action instruction for an agent. This action, named createCase, is designed to generate a new Salesforce Case record based on the user's conversation with the agent. Which set of Action Instructions should the administrator use for the createCase action, according to best practices for action instructions?

- A. "Use this action to create a new Salesforce Case record. The goal is to document a customer's issue in the system. Use this when the user's intent is to create a formal record of their problem or question."
- B. "This action provides the ability to create a new case record in the Salesforce system. Its function is to simply save customer information as a record. Use this when the user wants to create a case."
- C. "Creates a new case record in the system for any type of customer inquiry. The purpose of this is to ensure a record of the interaction is saved."
- D. "The createCase code snippet is configured to create a case. It runs in the background to handle the user's request to log a new issue. Its purpose is to solve the customer's issue."

答案： A

解題說明：

Best practices for Agentforce Action Instructions emphasize clarity, intent, and specific usage scenarios to help the LLM (Large Language Model) understand exactly when and why to trigger an action¹³. Option B is the best choice because it explicitly defines the Action (create a Case), the Goal (document a customer's issue), and the User Intent (formal record of a problem or question)¹⁴. High-quality instructions act as a guide for the agent's reasoning process¹⁵. Vague instructions, like those in Option A or C, may lead to the agent triggering the action at inappropriate times, such as during a simple inquiry that doesn't require a formal case. Instructions that focus on "code snippets" (Option D) are less effective because the LLM needs to understand the functional business context rather than the technical implementation details to interact naturally with the user¹⁷.

問題 #53

Cloud Kicks has implemented an Employee Agent to answer benefits questions for its employees. How should a Platform Administrator prevent the agent from responding to staff members' questions about the CEO's private health plan and benefits?

- A. Configure assignment rules to assign the agent to employee data.
- B. Modify the agent's instructions and guardrails to block questions related to the CEO's health plan.
- C. Ensure the users' permissions and field-level security restrict access to the CEO's health plan.
- D. Train the agent on employee health plans instead of the CEO's health plan.

答案： C

解題說明：

In the context of Agentforce AI, grounding and data security are paramount. Salesforce AI agents, including Employee Agents, respect the existing security model of the Salesforce organization¹. This means that the most effective way to prevent an agent from accessing or disclosing sensitive information, such as a CEO's private health plan, is to leverage Field-Level Security (FLS) and user permissions². When an agent "grounds" its response, it only considers data that the running user (or the agent's service user) has the permission to view³. If the CEO's health records are stored in fields or records that are restricted via FLS or Sharing Settings from the profiles or permission sets used by the agent's context, the agent will simply not "see" that data during its retrieval phase⁴. While modifying instructions and guardrails (Option C) provides an additional layer of safety, it is not as foolproof as the underlying security architecture⁵. Training the agent (Option D) is not a standard configuration step for preventing specific record access in a production environment⁶. Therefore, maintaining a robust security model is the critical prerequisite for ensuring that AI agents provide accurate and safe responses without leaking confidential business information.

問題 #54

A manager wants the sales team to update their opportunities on a regular basis. Which feature should a Platform Administrator implement to help with this?

- A. Opportunity Update Reminders
- B. Big Deal Alerts
- C. Scheduled Reports
- D. Similar Opportunities

答案： A

解題說明：

Opportunity Update Reminders is a specific, automated feature in Salesforce designed exactly for this purpose. When enabled, it allows managers to automatically send an email to their direct reports with a list of their open opportunities. The email serves as a prompt for the reps to review their deals and ensure close dates, amounts, and stages are current. This is more effective than a general Scheduled Report (Option D) because it is a purpose-built notification system that can be configured by the manager. Big

Deal Alerts (Option C) are for high-value deal notifications, not general pipeline hygiene. Similar Opportunities (Option A) helps with sales strategy but does not encourage record updates.

問題 #55

A Platform Administrator at Cloud Kicks would like to use Salesforce to start tracking details around its marketing efforts. They would like to track details around emails, trade shows, and webinars. Additionally, each of these initiatives will need to track different types of information. How should the administrator accomplish this?

- A. Create a custom report type with relevant fields.
- B. Use campaign hierarchies to organize campaign types.
- C. Create a custom field on the Campaign object for the type of initiative.
- **D. Create record types and page layouts for each type of campaign.**

答案： D

解題說明：

When a single object like Campaigns needs to support different "types" of marketing initiatives that require different fields or picklist values, the correct architectural solution is to use Record Types and Page Layouts. By creating distinct record types for "Email," "Trade Show," and "Webinar," the Platform Administrator can assign a unique Page Layout to each. For example, the Trade Show layout might include fields for "Booth Number" and "Travel Costs," while the Webinar layout might include "Webinar URL" and "Platform Provider." This ensures that users only see the fields that are relevant to the specific type of campaign they are running, improving data quality and the user experience. While adding a custom field (Option B) would allow for categorization, it wouldn't hide irrelevant fields for different initiatives. Campaign Hierarchies (Option D) are used for relating parent and child campaigns but do not manage the specific data entry requirements for different initiative types.

問題 #56

Which Salesforce feature allows a Platform Administrator to automate the routing of records to specific users for review and decision-making based on predefined criteria?

- **A. Approval Process**
- B. Assignment Rules
- C. Validation Rules
- D. Schema Builder

答案： A

解題說明：

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.

問題 #57

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Plat-Admn-201考試證照: <https://www.testpdf.net/Plat-Admn-201.html>

最強大的 Plat-Admn-201 認證考試資料庫，提供最新的考試資訊，我們網站為你準備了你需要的一切的Salesforce Salesforce Certified Platform Administrator - Plat-Admn-201考試培訓資料，和實際認證考試一樣，選擇題（多選題）有效的幫助你通過考試，Salesforce Plat-Admn-201題庫分享 在如今互聯網如此發達社會裏，選擇線上培訓已經是很普遍的現象，Plat-Admn-201 PASS 這套學習指南還真不錯，很多力啊，為通過Salesforce Plat-Admn-201 認證考試花大量的時間和精力復習相關知識，但是卻是冒險地通過考試，Salesforce Plat-Admn-201題庫分享 還沒有取得這個考試

手持千根麻繩捆綁，前綁狗頭後綁腿，不會是壹位人妖吧，最強大的 Plat-Admn-201 認證考試資料庫，提供最新的考試資訊，我們網站為你準備了你需要的一切的Salesforce Salesforce Certified Platform Administrator - Plat-Admn-201考試培訓資料，和實際認證考試一樣，選擇題（多選題）有效的幫助你通過考試。

在如今互聯網如此發達社會裏，選擇線上培訓已經是很普遍的現象，Plat-Admn-201 PASS 這套學習指南還真不錯，很多力啊，為通過Salesforce Plat-Admn-201 認證考試花大量的時間和精力復習相關知識，但是卻是冒險地通過考試。

- [illegible]