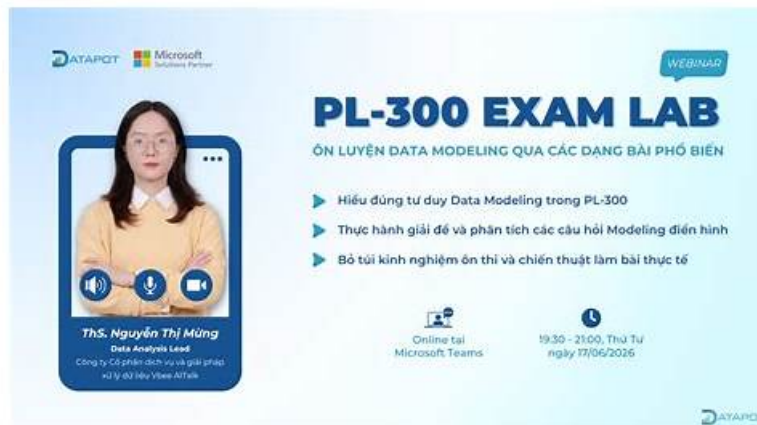


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Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> 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.
Topic 2	<ul style="list-style-type: none"> Automation: This domain covers automation tools for streamlining business processes, including assignment and escalation rules, Flow configuration for various scenarios, and approval process setup.
Topic 3	<ul style="list-style-type: none"> 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.
Topic 4	<ul style="list-style-type: none"> Agentforce AI: This domain introduces AI-powered agents in Salesforce, covering use cases, configuration in Agent Builder, security considerations, and troubleshooting agent permissions.

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New Plat-Admn-201 Test Pdf & Plat-Admn-201 Free Sample Questions

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Salesforce Certified Platform Administrator Sample Questions (Q44-Q49):

NEW QUESTION # 44

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. Train the agent on employee health plans instead of the CEO's health plan.
- D. Ensure the users' permissions and field-level security restrict access to the CEO's health plan.

Answer: D

Explanation:

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.

NEW QUESTION # 45

Which two data loss considerations should a Platform Administrator keep in mind when changing a custom field type from Text to Picklist?

- A. Assignment and escalation rules may be affected.
- B. There will be no data loss with use of a global value set.
- C. Auto updates will be made to Visualforce references to prevent data loss.
- D. Any list view based on the custom field is deleted.

Answer: A,D

Explanation:

Changing a field type is a significant configuration change that can have downstream impacts. When converting from Text to Picklist, a Platform Administrator must be aware of two critical consequences:

List View Deletion: Any list views that use that specific custom field as a filter will be automatically deleted or the filter will be removed. This happens because the filter logic for a text field (which uses operators like "contains") is fundamentally different from a picklist (which uses "equals").

Automation Impact: Assignment rules, escalation rules, and validation rules that reference the field may be disabled or function incorrectly. Because these automations rely on specific text strings, changing the field to a picklist requires the administrator to manually review and update the logic to ensure it aligns with the new picklist values.

Option A is incorrect because Salesforce does not automatically update code references. Option C is incorrect because data loss can still occur if existing text values do not exactly match the new picklist entries.

NEW QUESTION # 46

Management at Universal Containers would like to share dashboard components with their team in Chatter but currently does not have access to this capability. How should a Platform Administrator make this functionality available to management?

- A. Select Download Chart on the component.
- B. Set View Dashboard As to the dashboard viewer.
- C. Enable reporting snapshots.
- D. Enable dashboard feed tracking.

Answer: D

Explanation:

To allow users to post snapshots of dashboard components and engage in discussions about data directly on the dashboard, the Platform Administrator must enable Feed Tracking for dashboards. In Salesforce, Chatter Feed Tracking allows changes to records and interactions to be tracked and shared in the Chatter feed. For dashboards specifically, enabling this feature allows users to "Follow" a dashboard and use the "Post to Feed" functionality on individual dashboard components. This is highly effective for management teams who want to call out specific successes or areas of concern by tagging team members in a post that includes the

visual chart. Reporting snapshots (Option A) are used for historical trend reporting, not social sharing. Downloading charts (Option B) is a manual file-handling process rather than an integrated social feature. Setting the "View Dashboard As" (Option C) determines data visibility but does not control Chatter functionality.

NEW QUESTION # 47

The VP of sales at AW Computing would like sales reps to check in with their top account every Monday. The VP would like a dashboard component to show the status of the check-ins. What should a Platform Administrator configure to remind the reps to contact their top account?

- A. Use a process email alert on the account.
- **B. Enable the creation of recurring tasks.**
- C. Add the email action to the page layout.
- D. Create a time-based workflow task.

Answer: B

Explanation:

To ensure a consistent, weekly "check-in" occurs, the Platform Administrator should enable the creation of recurring tasks. This feature allows a sales rep to create a single task (e.g., "Monday Check-in") and set a recurring frequency of "Weekly" on "Mondays." Salesforce then automatically generates the next task in the series once the current one is completed. This is the most effective way to provide reps with a constant reminder in their task list. Additionally, because these are standard Task records, the administrator can easily build a report and a dashboard component to track the completion status of these check-ins for the VP. Time-based workflow (Option A) is typically for one-off alerts based on a date field, not for a permanent weekly habit. Email actions (Option C) and alerts (Option D) notify users but do not create the trackable task record required for the dashboard component.

NEW QUESTION # 48

A sales manager at Cloud Kicks would like a dashboard to emphasize some important data and tell a more compelling data story to the sales reps. How should a Platform Administrator achieve this for the sales manager?

- A. Assign a new Task to each rep.
- B. Use the Highlights Panel.
- **C. Use a Text Widget.**
- D. Send out a mass email.

Answer: C

Explanation:

In Salesforce Lightning Dashboards, Text Widgets allow administrators to add descriptive text, titles, and custom narratives directly alongside data visualizations. This is a key feature for "telling a compelling data story" because it allows the admin to provide context, explain the significance of certain charts, or provide instructions and motivational messages to the team. By adding text widgets, a dashboard moves from being a collection of raw charts to a guided analytical experience. The Highlights Panel (Option C) is a feature of Record Pages, not Dashboards.

Assigning tasks (Option B) or sending mass emails (Option D) are communication methods but do not enhance the visual or narrative quality of the dashboard itself. Text widgets empower administrators to highlight trends and call out specific goals, making the data more actionable and easier to interpret for the sales reps.

NEW QUESTION # 49

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