

New Salesforce Plat-Admn-201 Exam Notes, Plat-Admn-201 Braindumps Torrent



As we mentioned above that the Salesforce Certified Platform Administrator (Plat-Admn-201) exam questions is provided to students in three different formats. The first format is Salesforce Certified Platform Administrator PDF dumps which is printable and portable. It means students can save it on their smart devices like smartphones, tablets, and laptops. The Salesforce Certified Platform Administrator (Plat-Admn-201) PDF dumps format can be printed so that candidates don't face any issues while preparing for the Salesforce Certified Platform Administrator exam.

Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Productivity and Collaboration: This domain addresses activity management, Chatter collaboration, Salesforce mobile app customization, and AppExchange applications including managed and unmanaged packages.
Topic 2	<ul style="list-style-type: none">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.
Topic 3	<ul style="list-style-type: none">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.
Topic 4	<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 5	<ul style="list-style-type: none"> • 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.
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Salesforce Certified Platform Administrator Sample Questions (Q148-Q153):

NEW QUESTION # 148

Ursa Major Solar (UMS) wants a place within Salesforce to discuss sensitive records. UMS would like to be able to add new members but does not want non-members to be able to see any information about the forum. What should a Platform Administrator configure to achieve this?

- A. Chatter Public Group
- B. Chatter Private Group
- C. Private Chatter Channel
- D. Chatter Unlisted Group

Answer: D

Explanation:

To facilitate the discussion of "sensitive records" where even the existence of the group must be hidden from non-members, a Chatter Unlisted Group is the appropriate solution. Unlike a Private Group (Option B), which can be seen in searches and lists even if the content is hidden, an Unlisted Group does not appear in search results and requires an explicit invitation to join. This ensures that only members know the forum exists, meeting the highest privacy requirement. Public Groups (Option C) are visible to everyone and are not suitable for sensitive discussions⁴². "Private Chatter Channel" (Option D) is not a standard term for this type of collaboration group. Unlisted groups must be enabled in Chatter Settings before they can be created by administrators.

NEW QUESTION # 149

DreamHouse Realty has an approval process. A manager attempts to approve a record but receives an error. What should a Platform Administrator do to troubleshoot this issue?

- A. Add a delegated approver for the next approver in the process.
- B. Review the page layout to ensure the fields updated in the process are visible.
- C. Check if the user in the next approver is inactive or missing.
- D. Update the field-level security to view on fields that are updated in the process.

Answer: C

Explanation:

A common cause of errors in an Approval Process is a breakdown in the "Approver" chain. If an approval step is configured to route to a specific user or a manager who has been deactivated, Salesforce will throw an error when the current step tries to advance. The Platform Administrator should check the "Next Approver" field on the record or the step definition in Setup to ensure the target user is active and has a valid Salesforce license. While field visibility (Options B and C) is important for the user experience, missing field access typically doesn't "error out" the approval engine itself; it just prevents the user from seeing the data. Checking for inactive users is the first step in troubleshooting runtime errors in automated routing processes.

NEW QUESTION # 150

Universal Containers wants to track all stakeholders involved in its sales opportunities to ensure proper relationship management. Sales reps need to identify who has decision-making authority, who influences the buying process, and who serves as the primary contact for each deal. Which feature should a Platform Administrator configure to meet this requirement?

- A. Set up account teams to track stakeholders across multiple opportunities.
- B. Use standard fields on opportunities to track stakeholder information.
- C. Configure opportunity team members to track internal and external stakeholders.
- D. Use contact roles on opportunities to identify stakeholder involvement and influence.

Answer: D

Explanation:

Opportunity Contact Roles allow sales reps to link multiple Contacts to a single Opportunity and assign a specific "Role" to each, such as "Decision Maker," "Influencer," or "Economic Buyer." This provides the visibility needed to understand the "buying committee" for a deal. It also allows for the designation of a "Primary Contact." Opportunity Teams (Option A) are used to track internal staff working the deal. Account Teams (Option B) track collaboration at the account level but are not deal-specific. Standard fields (Option C) are insufficient for tracking a "one-to-many" relationship between an opportunity and multiple contacts with unique roles. Contact Roles are the standard feature designed exactly for stakeholder management in the sales process.

NEW QUESTION # 151

A Platform Administrator deactivates an agent to add a new topic and action. What happens to any ongoing user conversations with the agent?

- A. The agent window automatically closes to prevent new messages.
- B. The agent will send a system error message as a response to any new messages.
- C. The agent will continue conversations using the deactivated agent until reactivated.
- D. The agent will pause the conversation and resume once reactivated.

Answer: C

Explanation:

In the Agentforce environment, deactivating an agent to make configuration changes (like adding a Topic or Action) does not immediately terminate existing sessions. To ensure a smooth user experience, Salesforce allows ongoing conversations to continue using the version of the agent that was active when the session started. The "deactivation" simply prevents new sessions from being initiated. Once the administrator reactivates the agent, new sessions will utilize the updated configuration, while current users finish their interactions without interruption or "system errors". The window does not automatically close, and the conversation is not "paused" in a way that requires the user to wait for reactivation

NEW QUESTION # 152

Cloud Kicks has been seeing exponential growth and will be hiring an additional 10 sales reps and 15 support reps to its teams. The support team will need access to the Service Console to manage cases. A Platform Administrator will be assigning the users to existing custom sales and support profiles. How should the administrator ensure the support reps have the appropriate access to the console?

- A. Create a permission set for the Service Console and assign it to the support reps.
- B. Assign the Salesforce Platform User License to the support reps.
- C. Build a Service Console using Lightning App Builder for the custom service profile.
- D. Enable the Service Cloud User feature license for the support reps on the User Detail page.

Answer: D

Explanation:

Access to the Service Console and other advanced Service Cloud features (like Entitlements or Knowledge) requires a specific Feature License called the Service Cloud User. Even if a user's profile has the "Manage Cases" permission, they will not be able to access the specialized Console app unless the "Service Cloud User" checkbox is selected on their individual User record. This is a common administrative step when onboarding new support staff. Permission sets (Option B) grant functional permissions but cannot grant feature licenses. Assigning a "Platform User License" (Option D) would actually restrict them, as that license type does not include access to standard CRM objects like Cases or the Service Console.

NEW QUESTION # 153

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