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## Salesforce Certified Platform Administrator Sample Questions (Q96-Q101):

### NEW QUESTION # 96

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

- **D. Create an approval process with specific steps.**

**Answer: D**

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 # 97**

Cloud Kicks is concerned that not everyone on the sales team is entering key data into accounts and opportunities that they own. Also, the team is concerned that if the key information changes, it does not get updated in Salesforce. A Platform Administrator wants to get a better understanding of their data quality and record completeness. What should the administrator do to accomplish this?

- A. Explore AppExchange for data quality and record completeness solutions.
- B. Configure the key fields as required fields on the page layout.
- C. Subscribe the sales reps to a monthly report for accounts and opportunities.
- **D. Create a report for Accounts and Opportunities highlighting missing data.**

**Answer: D**

Explanation:

The administrator's goal is to gain a better understanding of current data quality and record completeness issues in Accounts and Opportunities. Creating reports (or dashboards) that highlight blank or missing key fields—using filters like "Field equals (blank)" or formula fields to flag incompleteness—directly assesses the existing data by showing which records lack required information.

Why B is correct: Salesforce Trailhead modules on data quality emphasize using reports and dashboards (e.g., Account, Contact & Opportunity Data Quality Dashboard) to identify missing fields and measure completeness before implementing fixes.

Why not the others:

A: Exploring AppExchange apps is useful for advanced or ongoing solutions but skips the initial assessment step.

C: Subscribing reps to reports helps with awareness but doesn't provide the admin with an overview of data quality.

D: Making fields required prevents future issues but doesn't reveal current missing data or outdated records.

This approach aligns with Salesforce best practices: assess data quality first through reporting, then enforce improvements.

#### **NEW QUESTION # 98**

In an approval process, what happens when a queue is selected as the approver?

- A. The queue requires unanimous approval from all of its members before the record is approved.
- B. The queue can only be used for objects that do not support individual user approvals.
- C. Only the queue owner is notified about the approval request, not its members.
- **D. Any member of the queue can approve or reject the record and the queue is treated as a single entity.**

**Answer: D**

Explanation:

Salesforce allows Queues to be designated as assigned approvers in an approval process. When a record is submitted for approval and routed to a queue, an email notification is sent to all queue members (depending on queue settings). The core behavior is that any member of the queue can "claim" the request and either approve or reject it. Once one member takes action, the step is considered complete, and the queue is treated as a single decision-making entity. Unanimous approval (Option A) is a specific setting for multiple individual assigned approvers, but it does not apply to queues in this way. Option C is incorrect because the purpose of a queue is to notify all members to ensure a timely response. Queues are supported for most standard and all custom objects (negating Option D).

### NEW QUESTION # 99

Marketing users at Cloud Kicks have been completing the Lead Source field inconsistently, with values like Web, Website, and Online. To ensure data quality, a Platform Administrator needs to standardize these records. Which Flow should the administrator use to clean up these inconsistent Lead Source values?

- A. Screen flow
- B. Segment triggered flow
- C. Schedule-triggered flow
- D. Record triggered flow

**Answer: C**

Explanation:

When an administrator needs to perform a "cleanup" of existing data in bulk, a Schedule-triggered flow is the most efficient choice. This type of flow can be configured to run once (or on a recurring schedule) and process all Lead records that meet the "inconsistent" criteria (e.g., Lead Source equals 'Website' or 'Online')<sup>46</sup>. The flow can then automatically update those records to the standard "Web" value. A Record-triggered flow (Option B) only works on records as they are being created or updated, so it would not fix historical data unless every record was manually touched. Screen flows (Option D) require manual user interaction for each record. Segment-triggered flows (Option A) are used in Data Cloud marketing contexts rather than standard core record cleanup.

### NEW QUESTION # 100

A VP of sales needs to report on records owned by individuals in various parts of the role hierarchy. The organization-wide default is set to Private. What should a Platform Administrator configure to achieve this?

- A. Field-Level Security
- B. Sharing Rules
- C. Restriction Rules
- D. Permission Sets

**Answer: B**

Explanation:

When the Organization-Wide Default (OWD) for an object is set to Private, users can only see records they own or those shared with them. While the Role Hierarchy automatically grants "upward" visibility (managers see what subordinates own), it does not naturally allow for "lateral" visibility or visibility across different branches of the hierarchy. To solve this, a Platform Administrator should use Sharing Rules. Sharing Rules allow the admin to create exceptions to the Private OWD based on record ownership or specific criteria. For example, the admin can create an "Owner-based Sharing Rule" that shares all records owned by the "East Coast Sales" role with the VP of Sales (or a Public Group the VP belongs to). This provides a scalable way to grant the necessary visibility for reporting without making the data public to the entire company. Sharing Rules are a core security feature that ensures the right people have access to the right data while maintaining the principle of least privilege.

### NEW QUESTION # 101

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