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Salesforce Certified Platform Administrator Sample Questions (Q87-Q92):

NEW QUESTION # 87
There are multiple system administrators at Cloud Kicks that make configuration changes. Which tool gives the system administrators the ability to track these changes?

- A. Setup Audit Trail
- B. History Tracking
- C. Health Check
- D. Feed Tracking

Answer: A

Explanation:
The Setup Audit Trail is the primary tool for tracking administrative and configuration changes within a Salesforce organization. It records a history of modifications made by any administrator, including the date and time of the change, which user made it, and exactly what was altered (e.g., creating a new field, changing a profile permission, or modifying a workflow rule). The history is available for the last six months of activity. Health Check (Option A) is a security tool that compares your settings against Salesforce standards. History Tracking (Option C) and Feed Tracking (Option D) are used to track changes to records (like an Account's

phone number), whereas the Setup Audit Trail is dedicated to tracking metadata and system configuration.

NEW QUESTION # 88
A Platform Administrator needs to enable Agentforce for the service team. What is the most critical prerequisite for ensuring the Service Agents have a complete and accurate view of their customers?

- A. Configure a new Service Console layout.
- B. Create new user profiles for the agent.
- C. Verify Data Cloud is implemented.
- D. Activate Email-to-Case for the agent.

Answer: C

Explanation:
For an AI agent to provide "complete and accurate" support, it needs access to a unified, 360-degree view of the customer data. Data Cloud is the critical prerequisite because it ingests, harmonizes, and unifies data from multiple sources (Salesforce, external databases, legacy systems) into a single "Unified Profile." When Agentforce is "grounded" in Data Cloud, it can reference real-time customer interactions, purchase history, and cross-channel behavior that might not exist in a single Case or Contact record. Without Data Cloud, the agent's knowledge is limited to siloed data, which increases the risk of providing incomplete or irrelevant answers. While Console layouts (Option B) and intake methods (Option A) are important for the UI, they do not provide the data foundation necessary for advanced AI reasoning.

NEW QUESTION # 89
Which action should a Platform Administrator configure to reverse a submitted approval request and unlock the associated record when setting up an approval process? 99

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

Answer: A

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 Actions12. 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 # 90
Ursa Major Solar wants to assist users with a guided expense report process to simplify submissions, routing, and authorizations. Which two tools should a Platform Administrator use to build this solution?

- A. Validation Rule
- B. Flow Builder
- C. Approval Process
- D. Quick Action

Answer: B,C

Explanation:
To create a "guided" experience combined with "routing and authorizations," a Platform Administrator should leverage the power of Flow Builder and the Approval Process engine. Flow Builder is used to create the user-facing interface (Screen Flow) that guides the employee through the expense report submission, ensuring all necessary data is collected in a structured way. This replaces a static page layout with a dynamic, step-by-step wizard. Once the data is captured and the record is created, the Flow can

automatically submit the record into an Approval Process. The Approval Process then handles the "routing and authorizations" by sending the report to the appropriate manager or director for sign-off. While Quick Actions (Option B) can launch flows, they are a entry point rather than the logic engine itself. Validation Rules (Option A) only prevent errors but do not guide users or route records. Together, Flow and Approvals provide a seamless end-to-end automation for complex business requirements like expense management.

NEW QUESTION # 91
A sales manager at DreamHouse Realty wants sales users to have a quick way to view and update the opportunities in their pipeline expected to close in the next 90 days. What should a Platform Administrator do to accomplish this request?

- A. Create a custom report and schedule the sales users to receive it each day as a reminder to update their opportunities.
- B. Make a new Sales dashboard and add a component that shows all opportunities that meet the criteria.
- C. Enable Sales Console and show users how to open a tab for each opportunity in the pipeline that meets the requirements.
- D. Create a list view on the Opportunity object and recommend users switch the view to Kanban to edit by drag and drop.

Answer: D

Explanation:
To provide both a "quick view" and a way to "update" records efficiently, a List View combined with the Kanban view is the most effective solution. The Platform Administrator can create a public list view with the filter "Close Date equals NEXT 90 DAYS." By switching this list view to the Kanban display, sales reps can see their deals organized by stage. The Kanban view allows for rapid updates via drag-and-drop, which automatically changes the Stage field, and provides side-panel editing for other key fields. While reports (Option A) and dashboards (Option B) are good for visualization, they are not optimized for the rapid, bulk record updates the manager is requesting. The Kanban view is a native productivity feature designed specifically to streamline pipeline management for sales users.

NEW QUESTION # 92
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