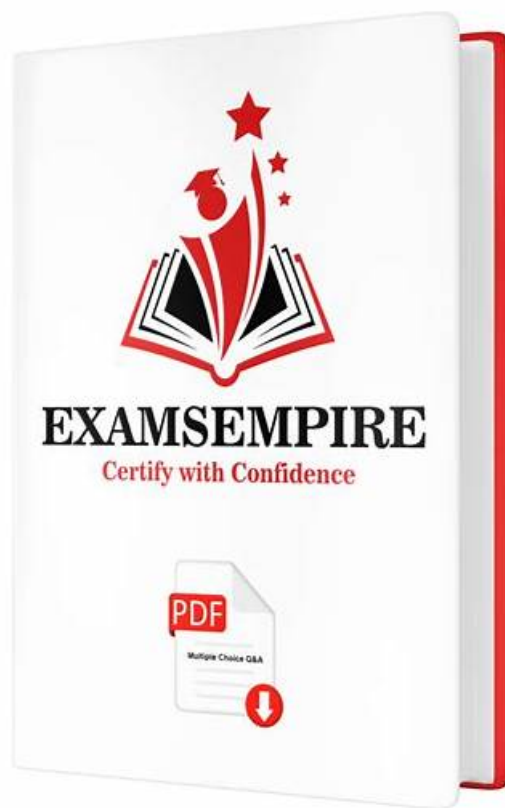


# Exam Plat-Admn-201 Learning - Exam Plat-Admn-201 Practice



Whether you prefer web-based practice exam, desktop-based exam, or PDF real questions, we've got you covered. We believe that variety is key when it comes to Salesforce Plat-Admn-201 Exam Preparation, and that's why we offer three formats that cater to different learning styles and preferences.

## Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• Productivity and Collaboration: This domain addresses activity management, Chatter collaboration, Salesforce mobile app customization, and AppExchange applications including managed and unmanaged packages.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>• Automation: This domain covers automation tools for streamlining business processes, including assignment and escalation rules, Flow configuration for various scenarios, and approval process setup.</li></ul>
Topic 5	<ul style="list-style-type: none"><li>• 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.</li></ul>

## Exam Plat-Admn-201 Practice | Exam Plat-Admn-201 Course

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### Salesforce Certified Platform Administrator Sample Questions (Q23-Q28):

#### NEW QUESTION # 23

A Platform Administrator at Cloud Kicks received a request from the head of sales operations to create a process in which opportunities must be validated by specific team leaders based on a mix of criteria. When the administrator analysed the list of criteria, they found that there were 30 potential sets of criteria that would identify the proper person to route the request to. How should the administrator fulfill this request?

- A. Create a button on the opportunity that brings up an email template to send to the correct leader.
- **B. Create an approval process with specific entry criteria and approval steps for each of the sets of criteria specified.**
- C. Use a screen flow to allow the seller to input the criteria in a form that is then sent to the appropriate leader.
- D. Create a record triggered flow orchestration to properly route the requests.

**Answer: B**

Explanation:

While modern tools like Flow Orchestration exist, the standard and most robust way to handle complex, criteria-based routing for record sign-offs is an Approval Process. An approval process can handle many different "Approval Steps," and each step can have its own "Step Entry Criteria." For instance, Step 1 could route to Leader A if the region is "North," while Step 2 routes to Leader B if the region is "South" and the discount is >20%. With 30 potential sets of criteria, the administrator can build a comprehensive process that automatically identifies the correct approver without user intervention. Using an email button (Option A) or a manual form (Option D) is prone to human error, as the salesperson might select the wrong leader. A record-triggered flow (Option C) can launch an approval process, but the complex multi-step routing logic is best managed within the Approval engine itself to maintain a clear audit trail of who approved what and why.

#### NEW QUESTION # 24

Northern Trail Outfitters has the Case object set to private. The support manager raised a concern that reps have a broader view of data than expected and can see all cases on their group's dashboards. What is causing reps to have inappropriate access to data on dashboards?

- A. Dashboard Subscriptions
- **B. Dashboard's running user**
- C. Public Dashboards
- D. Dashboard Filters

**Answer: B**

Explanation:

In Salesforce, a dashboard's running user determines which data is displayed to anyone viewing the dashboard. If a dashboard is configured with a "Static" running user (e.g., a Support Manager who has "View All" permissions), every user who views that dashboard will see the manager's level of data, regardless of their own personal sharing permissions. This bypasses the Organization-Wide Default (OWD) of "Private" for the Case object. When the support manager observes that reps can see all cases on a group dashboard, it is almost certainly because the dashboard is "running" as a user with high-level access. To correct this and ensure users only see data they are entitled to, the Platform Administrator should convert it into a Dynamic Dashboard. A dynamic dashboard is set to "Run as the logged-in user," meaning the data reflected in the components will automatically filter based on the individual viewer's specific sharing rules and record ownership. This ensures that the dashboard remains a useful tool for the team while strictly adhering to the company's data privacy and security requirements.

### NEW QUESTION # 25

Universal Containers' Platform Administrator has been asked to create a many-to-many relationship between two existing custom objects. Which two steps should the administrator take when enabling the many-to-many relationship?

- A. Create two lookup relationships on the new object.
- B. Create URL fields on a custom object.
- C. Create two master-detail relationships on the new object.
- D. Create a junction with a custom object.

**Answer: C,D**

Explanation:

In Salesforce, a many-to-many relationship allows each record of one object to be linked to multiple records of another object and vice versa. This is achieved by using a Junction Object. A junction object is a custom object that sits between the two objects you want to relate. To implement this correctly, the administrator must follow two specific steps: first, create the custom object to serve as the "junction"; second, create two Master-Detail relationship fields on that new junction object. One master-detail field points to the first custom object, and the second points to the other. Because these are master-detail relationships, the junction record's visibility and deletion behavior are controlled by its parents. This structure allows for powerful reporting and roll-up summaries on both parent objects. Using simple lookup relationships (Option D) would not enforce the strict data integrity or the specific roll-up capabilities that define a true many-to-many relationship in the Salesforce architecture.

### NEW QUESTION # 26

Cloud Kicks (CK) has a new Platform Administrator who is asked to put together a memo detailing Salesforce usage to budget for upcoming license purchases. Where should the administrator go to find out what type of licenses CK has purchased and how many are available?

- A. User management settings in setup
- B. User licenses related list in company information
- C. Usage-based entitlements related list in company information
- D. Search for licenses types in setup

**Answer: B**

Explanation:

The Company Information page in the Setup menu is the "source of truth" for an organization's high-level metadata and licensing. In the User Licenses related list on this page, the administrator can see every license type purchased (e.g., Salesforce, Salesforce Platform, Force.com), the total number of seats allocated, the number of seats currently in use, and the number of remaining available licenses. This is the first place an administrator should look for budgeting and capacity planning. "Usage-based entitlements" (Option A) tracks limited-resource features like Login minutes or Data Cloud credits, but not standard seat-based user licenses. Searching for license types (Option B) or checking user management settings (Option D) will not provide a consolidated summary of the total license pool.

### NEW QUESTION # 27

At Cloud Kicks, when a rep needs to seek additional support help, there's a series of actions the company wants to ensure are taken. The steps include sending an email and changing the status and owner of the case. What should a Platform Administrator use to give the reps an easy way to make these updates?

- A. Quick Text with Email Templates
- B. Case Assignment Rules
- C. Macros with Quick Actions
- D. Autolaunched Flows with Email Alerts

**Answer: C**

Explanation:

To provide reps with an "easy way" to perform a repetitive sequence of manual tasks, Macros are the ideal solution. A Macro allows a user to perform multiple steps-such as changing a Case Status, reassigning the Case Owner, and sending a pre-written email-with a single click. When combined with Quick Actions, Macros can navigate the user interface, populate fields, and submit changes automatically. This significantly reduces manual data entry and ensures that the company's required support process is

- [illegible]