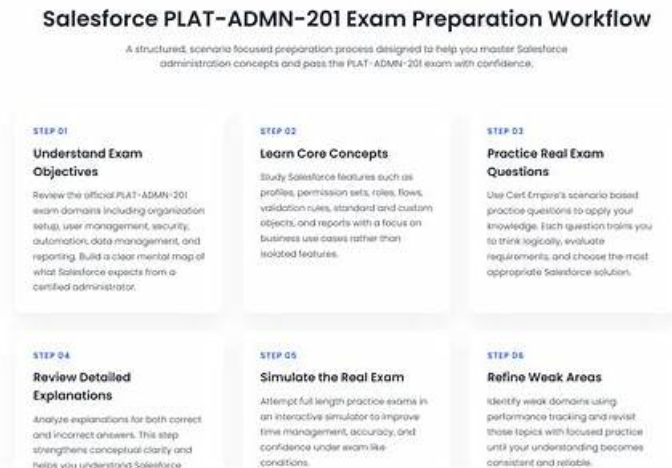


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## Salesforce Certified Platform Administrator Sample Questions (Q52-Q57):

### NEW QUESTION # 52

When a qualified lead is converted, what happens to its related records?

- **A. All activities are attached to the resulting contact, account, and opportunity records.**
- B. Records from custom objects are attached to the resulting contact, account, and opportunity records.
- C. Open activities only are attached to the resulting contact, account, and opportunity records.
- D. Campaign history is attached to the resulting contact, account, and opportunity records.

**Answer: A**

Explanation:

During the Lead Conversion process, Salesforce automatically transfers the history and interaction data associated with the Lead to the newly created Account, Contact, and Opportunity. This includes all activities, meaning both Open Activities (like upcoming tasks or events) and Activity History (like past emails or logged calls) are attached to the resulting records to maintain a complete

customer timeline. Campaign history is also typically associated with the resulting Contact, but the question specifically asks about "related records" in a broader sense, and the transfer of all activities is a primary mechanical function of the conversion. Option A is incorrect because custom object records do not automatically move unless specific custom mapping or code is in place. Option B is incorrect because the system does not limit the transfer to only open activities.

### NEW QUESTION # 53

An agent is being developed with several actions that all retrieve information from different databases. A Platform Administrator has named the actions as follows: GetCustomerInfo, GetOrderDetails, GetShippingStatus. Which best practice should the administrator follow to improve these names?

- A. Use additional related verbs, such as Find, Retrieve, or Identify.
- **B. Use a consistent naming convention by starting each action with the verb "Get".**
- C. Add the word "Salesforce" to the beginning of each action name to improve context for the large language model.
- D. Remove all verbs and use only nouns, such as CustomerInfo, OrderDetails, and ShippingStatus.

**Answer: B**

Explanation:

When naming actions for an AI agent, consistency is key to helping the Large Language Model (LLM) categorize and understand the available tools. Following a consistent naming convention, such as starting all retrieval actions with the verb "Get," allows the agent to more easily map user intent (e.g., "I need information about...") to the appropriate action. This reduces ambiguity during the reasoning phase of the agentic loop. Using inconsistent verbs like Find, Retrieve, or Identify (Option D) can confuse the model regarding which action is most appropriate for a given task. Removing verbs entirely (Option A) makes it harder for the model to distinguish between an action (doing something) and a data object (a thing). Adding "Salesforce" (Option B) is generally redundant as the agent's context is already within the Salesforce environment.

### NEW QUESTION # 54

In an approval process, which feature allows a user to temporarily assign their approval responsibilities to another user for a predefined time period?

- A. Manager
- B. Queue
- **C. Delegated Approver**
- D. Approval Rule

**Answer: C**

Explanation:

A Delegated Approver is a user designated by an individual or an administrator to act on their behalf when an approval request is received. This is particularly useful for planned absences, such as vacations. While the delegated approver has the power to approve or reject a record, they cannot reassign the request to someone else. This is a temporary manual assignment and is different from a Manager (Option D), who is part of the permanent role hierarchy, or a Queue (Option B), which allows a group of people to share approval tasks. There is no feature called an "Approval Rule" (Option A) that handles temporary user reassignment in this manner.

### NEW QUESTION # 55

A new agent is being developed to help customer service reps process customer requests for a replacement product. The agent needs to call an action that takes two inputs:

productId: An 18 character ID for the product being replaced

reasonCode: A three-digit code representing the reason for the replacement

Which set of agent instructions should a Platform Administrator use for these inputs, according to best practices for Agentforce instructions?

- A. Instructions for productId: "The product ID. Retrieve this from the conversation history or the user's input." Instructions for reasonCode: "The three-digit replacement reason. This is required when the product ID is present."
- **B. Instructions for productId: "The 18 character ID of the product. Retrieve this from the conversation history or the user's input. Required." Instructions for reasonCode: "A three-digit code that specifies the reason for replacement. This is required**

only when the product ID is present."

- C. Instructions for productId: "The 18 character ID of the product." Instructions for reasonCode: "A numerical code."
- D. Instructions for productId: "ID from the product record." Instructions for reasonCode: "Code for the reason."

**Answer: B**

Explanation:

Effective Agentforce instructions must be explicit about the data format, the source of the data, and the requirements for the input. Option D is the best choice because it provides the most detail for the Large Language Model (LLM). It specifies the format (18 character ID / three-digit code), the source (conversation history or user input), and the logic/dependency (required only when the product ID is present). This level of detail prevents the agent from guessing or providing incomplete data to the underlying Salesforce action. Options A and C are too vague and could lead to errors. Option B is better but lacks the explicit "Required" tag and format details found in Option D. High-quality instructions act as a contract between the agent's natural language understanding and the structured data requirements of the Salesforce system.

#### NEW QUESTION # 56

A Platform Administrator created a new prompt template and is testing it. Every time the administrator tests the template, it gives a different response. Why is the prompt template giving different responses each time it's run?

- **A. Every time the administrator runs a prompt template in Prompt Builder, it creates a unique call to the large language model.**
- B. Prompt Builder runs a simulated call to the large language model to save on costs, so the prompt is never sent to the actual model.
- C. The prompt is only sent to the large language model after the administrator deploys the template to a live agent, not when the prompt is run in the builder.
- D. Prompt Builder caches the large language model's response, so the prompt is only sent once for every template the administrator creates.

**Answer: A**

Explanation:

Generative AI models are inherently probabilistic, meaning they do not produce the exact same output every time, even when given the same input. When a Platform Administrator uses the Prompt Builder to test a template, each "Preview" or "Test" execution initiates a fresh, unique call to the Large Language Model (LLM). Because the LLM considers a range of linguistic possibilities and probabilities for each word it generates, the resulting text will vary slightly (or significantly) with each iteration. This behavior is expected and is a core characteristic of generative AI. To ensure consistent and high-quality results, administrators must refine their instructions to be as specific as possible, narrowing the LLM's range of creative interpretation. Options A, C, and D are incorrect because the Prompt Builder is designed to provide real-time feedback from the actual LLM to help administrators debug and perfect the prompt's logic before it is deployed to end-users or agents.

#### NEW QUESTION # 57

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