

Contains actual Salesforce Certified Platform Administrator Plat-Admn-201 Salesforce Certified Platform Administrator questions to facilitate preparation



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Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Automation: This domain covers automation tools for streamlining business processes, including assignment and escalation rules, Flow configuration for various scenarios, and approval process setup.
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">Productivity and Collaboration: This domain addresses activity management, Chatter collaboration, Salesforce mobile app customization, and AppExchange applications including managed and unmanaged packages.
Topic 4	<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 (Q38-Q43):

NEW QUESTION # 38

Once an opportunity reaches the negotiation stage at Cloud Kicks, the Amount field becomes required for sales users. Sales managers need to be able to move opportunities into this stage without knowing the amount. How should a Platform Administrator require this field during the negotiation stage for sales users but allow their managers to make changes?

- A. Make the field required for all users.
- B. Assign the Administrator profile to the managers.
- C. Create a formula field to fill in the field for managers.
- **D. Configure a validation rule to meet the criteria.**

Answer: D

Explanation:

A Validation Rule is the only way to enforce conditional requirement logic based on both record data (the stage) and user data (the user's profile or role). To achieve this, the Platform Administrator would write a formula that checks three things: if the Stage is "Negotiation," if the Amount field is blank, and if the user is not a manager. The formula would look something like: `AND(ISPICKVAL(StageName, "Negotiation"), ISBLANK(Amount), $Profile.Name <> "Sales Manager")`. This allows the system to block standard sales users from saving the record without an amount, while the exception for the manager's profile allows them to bypass the requirement. Making the field required on the page layout (Option A) would affect all users equally, failing to meet the requirement for managers. Assigning the Admin profile to managers (Option B) is a major security risk and violates the principle of least privilege.¹

NEW QUESTION # 39

A Platform Administrator is designing a prompt template for a new agent. The agent's purpose is to help service reps troubleshoot technical issues by providing concise, step-by-step instructions. Based on best practices for creating effective prompts, which approach should the administrator use when writing this prompt? ¹⁶

- A. Use specific technical terms and abbreviations to ensure the AI understands the specialised domain.
- **B. Use natural, easy-to-understand language and clear, concise instructions to guide the AI's behavior.**
- C. Write a detailed prompt with multiple nested conditions to cover all the major troubleshooting scenarios.
- D. Focus on providing high-level, theoretical concepts so the AI has the flexibility to respond creatively.

Answer: B

Explanation:

Creating effective Agentforce prompts requires a focus on clarity and simplicity to ensure the Large Language Model (LLM) follows instructions accurately. According to Salesforce best practices, administrators should use natural, easy-to-understand language and provide clear, concise instructions¹⁹. This approach helps the AI accurately reason through the task without becoming confused by overly complex or nested logic (Option A). While technical accuracy is important, relying heavily on jargon or abbreviations (Option B) can sometimes lead to unexpected results if the LLM interprets those terms differently in various contexts. Furthermore, providing high-level theoretical concepts (Option C) often results in vague or "creative" answers that may not be helpful for technical troubleshooting, which requires specific and actionable steps²². Using direct instructions like "Summarize the issue in three bullet points" is more effective than broad guidelines.

NEW QUESTION # 40

Management at Universal Containers would like to share dashboard components with their team in Chatter but currently does not have access to this capability. How should a Platform Administrator make this functionality available to management?

- A. Enable reporting snapshots.
- **B. Enable dashboard feed tracking.**
- C. Set View Dashboard As to the dashboard viewer.
- D. Select Download Chart on the component.

Answer: B

Explanation:

To allow users to post snapshots of dashboard components and engage in discussions about data directly on the dashboard, the Platform Administrator must enable Feed Tracking for dashboards. In Salesforce, Chatter Feed Tracking allows changes to records and interactions to be tracked and shared in the Chatter feed. For dashboards specifically, enabling this feature allows users to

"Follow" a dashboard and use the "Post to Feed" functionality on individual dashboard components. This is highly effective for management teams who want to call out specific successes or areas of concern by tagging team members in a post that includes the visual chart. Reporting snapshots (Option A) are used for historical trend reporting, not social sharing. Downloading charts (Option B) is a manual file-handling process rather than an integrated social feature. Setting the "View Dashboard As" (Option C) determines data visibility but does not control Chatter functionality.

NEW QUESTION # 41

Sales reps miss key fields when filling out an opportunity record through the sales process. Reps need to move forward in stages but are unable to enter a previous stage. Which three options should a Platform Administrator use to address this need?

- A. Enable guided selling.
- B. Use Flow to mark fields required.
- C. Mark fields required on the page layout.
- D. Use validation rules.
- E. Configure Opportunity Path.

Answer: C,D,E

Explanation:

To ensure data integrity and guide sales reps through a structured process, a Platform Administrator should use a combination of tools. Opportunity Path (Option C) provides a visual representation of the stages and allows the admin to highlight "Key Fields" and "Guidance for Success" for each stage, making it clear what information is needed to progress. To enforce the entry of that data, Validation Rules (Option D) are used to prevent a user from moving to the next stage if specific fields are blank (e.g., AND(IsChanged(StageName), IsBlank(Discovery_Notes__c))). Additionally, marking fields as required on the Page Layout (Option A) ensures that the most fundamental data points are always captured. While Flow (Option B) can perform many tasks, it is not the primary way to mark fields as "required" in the UI. "Guided Selling" (Option E) is a specific term often associated with Salesforce CPQ rather than standard Opportunity management. Using Path, Validation Rules, and Page Layout requirements provides a robust framework for managing the sales lifecycle effectively.

NEW QUESTION # 42

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

Answer: C,D

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 an 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 # 43

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