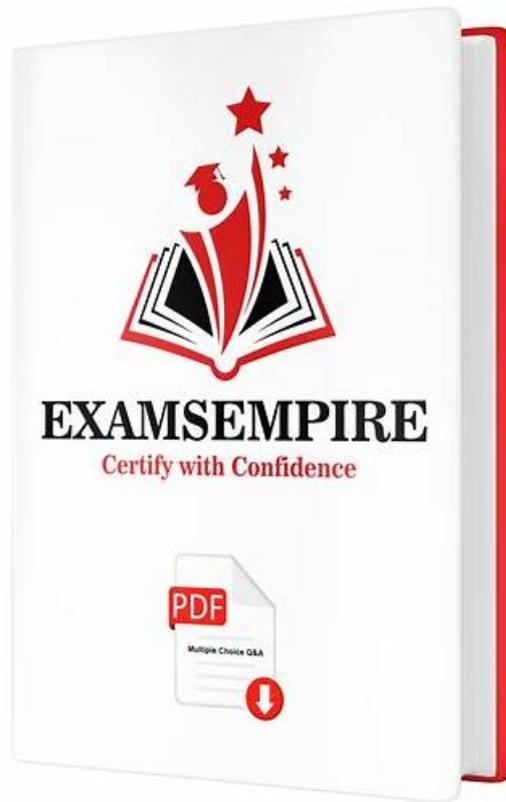


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Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details
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Topic 1	<ul style="list-style-type: none"> • Agentforce AI: This domain introduces AI-powered agents in Salesforce, covering use cases, configuration in Agent Builder, security considerations, and troubleshooting agent permissions.
Topic 2	<ul style="list-style-type: none"> • Sales and Marketing Applications: This domain addresses sales cycle management from leads to opportunities, including productivity features, lead automation, campaign management, forecasting, and Einstein for Sales capabilities.
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"> • 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.

Salesforce Certified Platform Administrator Sample Questions (Q62-Q67):

NEW QUESTION # 62

An administrator at DreamHouse Realty needs to create customized pages for the Salesforce mobile app. Which two types of pages should a Platform Administrator build and customize using the Lightning App Builder?

- A. Dashboard page
- B. User page
- C. App page
- D. Record page

Answer: C,D

Explanation:

The Lightning App Builder is the primary tool for creating custom user interfaces in both the desktop and mobile versions of Salesforce. For mobile customization, administrators primarily focus on two page types:

App Page: These are custom "landing pages" or "home pages" for an app. They can contain a mix of components like lists, charts, and flows, and they appear as items in the mobile navigation menu.

Record Page: These allow administrators to customize the layout of a specific object (like an Account or a custom Property record) for mobile users. Admins can use "Component Visibility Rules" to show or hide specific sections when the record is viewed on a mobile device, ensuring a streamlined experience on smaller screens.

There is no such thing as a "User Page" (Option B) in the App Builder. While dashboards can be viewed on mobile, they are created in the Dashboard Builder, not the Lightning App Builder (Option D).

NEW QUESTION # 63

A Platform Administrator needs to create a new prompt template to automatically summarize customer cases for a sales team. The administrator wants to dynamically populate the response with data from the case record. What should the administrator use to display real Salesforce data in an agent response from a prompt template?

- A. Flow
- B. Merge Fields
- C. Picklists
- D. Agent Instructions

Answer: B

Explanation:

When building prompt templates within the Prompt Builder, the most direct way to inject specific record data into the AI's instructions is through Merge Fields. Much like an email template or a mail merge, merge fields allow the administrator to reference specific fields from the object in context—in this case, the Case object. For example, an administrator might use `{!$Input:Case.Subject}` or `{!$Input:Case.Description}` within the prompt template. When the agent runs, it replaces these placeholders with the actual data from the specific case record being viewed. This ensures that the AI has the "grounding" information it needs to generate an accurate and relevant summary. While Flows (Option A) can be used for more complex data

retrieval, Merge Fields are the standard, low-code tool for simple record-to-prompt data population. Agent Instructions (Option C) provide the "how-to" logic for the AI but do not themselves represent the dynamic data points from the Salesforce database.

NEW QUESTION # 64

Ursa Major Solar wants to see collaboration and updates across various Chatter groups, records, and announcements from the CEO in a single place. What should a Platform Administrator configure to achieve this?

- A. Chatter Group
- B. Chatter Feed
- C. Chatter Daily Digest
- **D. Chatter Stream**

Answer: D

Explanation:

A Chatter Stream is a custom feed that users (or administrators) can create to consolidate updates from multiple sources. You can combine feeds from specific groups, individual people (like the CEO), and specific records into a single view. This allows users to stay organized and monitor diverse sets of information in one place without having to navigate between different groups or records. A Chatter Group (Option A) is for a specific set of members. A Daily Digest (Option B) is an email summary. A Chatter Feed (Option C) is a general term for the individual lists of updates but does not natively allow for the targeted "multi-source" consolidation that a Stream provides.

NEW QUESTION # 65

A sales rep typically has several open opportunities for each of their accounts. Which tool should a Platform Administrator suggest to the sales rep to obtain the total number of accounts associated with open opportunities in a report?

- A. Report Filter
- B. Group Rows
- C. Bucket Column
- **D. Unique Count**

Answer: D

Explanation:

When a report contains many rows where the same Account name appears multiple times (due to having several opportunities), a simple count of rows will not accurately represent the number of distinct accounts. To find the specific number of individual accounts, the Platform Administrator should use the Unique Count feature on the Account Name or Account ID column in the report builder. Selecting "Show Unique Count" provides a total at the bottom of the report (and in summary groupings) that counts each unique value only once, regardless of how many times it appears in the list. Bucket Columns (Option A) group data into categories⁴⁶. Report Filters (Option B) exclude records⁴⁷. Grouping Rows (Option D) visually organizes the report by Account but does not inherently provide a single summary number for the count of distinct accounts in the way that Unique Count does.

NEW QUESTION # 66

How should a Platform Administrator view Currencies, Fiscal Year settings, and Business Hours in Salesforce?

- A. User Management Settings
- B. Feature Settings
- **C. Company Settings**
- D. Custom Settings

Answer: C

Explanation:

In the Salesforce Setup menu, Company Settings (formerly Company Profile) is the central location where global organizational parameters are managed. This section contains several key settings. Under Company Information, the admin can view the Org ID, default time zone, and primary currency. The Fiscal Year settings allow the admin to define whether the organization follows a standard Gregorian calendar or a custom fiscal cycle. Business Hours are used to define the working times for the organization, which is critical for calculating milestones in Service Cloud or escalation rules. If Multi-Currency is enabled, this is also where

exchange rates and active currencies are managed. Viewing and configuring these settings is a foundational task for any Platform Administrator, as they establish the baseline for how data is interpreted and how time-based automation functions across the entire instance. Ensuring these are correct is vital for accurate financial reporting and maintaining service level agreements (SLAs).

NEW QUESTION # 67

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