

New Plat-Admn-201 Test Syllabus & Plat-Admn-201 Certification Exam



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Competition appear everywhere in modern society. There are many way to improve ourselves and learning methods of Plat-Admn-201 exams come in different forms. Economy rejuvenation and social development carry out the blossom of technology; some Plat-Admn-201 Learning Materials are announced which have a good quality. Certification qualification exam materials are a big industry and many companies are set up for furnish a variety of services for it.

Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> 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.
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"> 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 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.
Topic 5	<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.
Topic 6	<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.

>> New Plat-Admn-201 Test Syllabus <<

Pass Guaranteed Quiz 2026 Salesforce Plat-Admn-201: Accurate New Salesforce Certified Platform Administrator Test Syllabus

According to different kinds of questionnaires based on study condition among different age groups, our Plat-Admn-201 test prep is totally designed for these study groups to improve their capability and efficiency when preparing for Salesforce Certified Platform Administrator Plat-Admn-201 Exams, thus inspiring them obtain the targeted Salesforce Plat-Admn-201 certificate successfully.

Salesforce Certified Platform Administrator Sample Questions (Q144-Q149):

NEW QUESTION # 144

Cloud Kicks has a custom object called Shipments. The company wants to see all the shipment items from an Account page. When an Account is deleted, the shipments should remain. Which type of relationship should a Platform Administrator make between Shipments and Accounts?

- A. Shipments should have a master detail to Accounts.
- B. Accounts should have a lookup to Shipments.
- C. Shipments should have a lookup to Account.
- D. Accounts should have a master detail to Shipments.

Answer: C

Explanation:

When relating two objects where the child records must persist even if the parent record is deleted, a Lookup Relationship is the correct choice¹⁸. In this scenario, the Shipment object should have a lookup field pointing to the Account. Unlike a Master-Detail relationship (Option B), which automatically deletes child records (cascade delete) when the master is deleted, a Lookup relationship allows the child record to remain in the system, either by clearing the lookup field or simply leaving it as is. Option A and D are architecturally incorrect because the relationship field is always created on the "child" or "many" side of the relationship (Shipments) to point to the "parent" (Account). Using a Lookup relationship ensures data retention for historical shipment tracking while still allowing the shipment items to be visible via a related list on the Account page.

NEW QUESTION # 145

A Platform Administrator at Universal Containers needs an automated way to delete records based on field values. Which automated solution should the administrator use?

- A. Flow Orchestration
- B. Mass Delete Records
- C. Flow Builder
- D. Automation Studio

Answer: C

Explanation:

Flow Builder is the standard and most versatile tool for performing automated data maintenance, including the deletion of records. A "Schedule-Triggered Flow" can be configured to run at specific intervals (e.g., daily at midnight) to find records that meet certain criteria—such as Leads that have been "Unqualified" for over a year—and use the "Delete Records" element to remove them from the system. While the "Mass Delete Records" tool (Option C) exists in the Setup menu, it is a manual administrative tool and cannot be scheduled or fully automated based on complex field-level logic. Automation Studio (Option B) is a Marketing Cloud tool, not a core Salesforce platform feature for record management. Flow Orchestration (Option D) is used for complex, multi-user business processes rather than simple data cleanup tasks. Therefore, for recurring, criteria-based record deletion, Flow Builder is the recommended solution.

NEW QUESTION # 146

At Cloud Kicks, cases are being assigned a default Case Owner and showing a Created By and Last Modified By that is not expected. The company wants to change this to an integration user to alleviate confusion with the business. What should a Platform Administrator edit to change this in Salesforce?

- A. Support Processes
- B. Process Automation Settings
- C. Debug Logs
- D. Support Settings

Answer: D

Explanation:

In Salesforce, Support Settings is the primary configuration page for determining how the Service Cloud handles automated case updates. This section allows a Platform Administrator to define the "Default Case Owner" and the "Automated Case User." The Automated Case User is the user listed in the Case History for automated actions, such as those triggered by assignment rules, escalation rules, or Email-to-Case. If the business sees an "unexpected" user name in the Created By or Last Modified By fields during these automated processes, it is usually because this setting is pointing to a specific administrator or a system user. By updating the Automated Case User to a dedicated "Integration User," the admin ensures that the audit trail clearly distinguishes between manual edits made by staff and automated updates made by the system. This provides better clarity for the support team and prevents confusion regarding who is responsible for specific record changes.

NEW QUESTION # 147

A Platform Administrator wants to customize the navigation menu for users in the Salesforce mobile app. The organization has not yet implemented any Lightning apps for mobile use. Which statement about the Mobile Only app navigation is correct?

- A. Lightning pages and Visualforce pages automatically appear in the Mobile Only navigation menu without requiring tabs to be created first.
- B. The Mobile Only app can be customized to show different navigation menus for different user profiles and permission sets.
- C. The Mobile Only app automatically includes all standard Salesforce objects in the navigation menu based on user permissions.
- **D. The first four items in the Mobile Only navigation menu appear both in the navigation menu and in the navigation bar at the bottom of the screen.**

Answer: D

Explanation:

The Mobile Only app is the default navigation experience in the Salesforce mobile app when no other Lightning apps have been assigned to a user for mobile use⁶⁴. In this configuration, the navigation menu is controlled globally via the "Salesforce Navigation" setup page⁶⁵. A key behavior of this interface is that the first four items placed in the navigation list become the "persistent" icons that appear in the navigation bar at the bottom of the mobile screen for quick access⁶⁶. These same items also appear at the top of the "Menu" tab⁶⁷. Option A is incorrect because pages must have a corresponding Tab created before they can be added to the navigation menu⁶⁸. Option B is incorrect because the "Mobile Only" navigation is a single global setting for the entire org; if you need different menus for different profiles, you must create and deploy specific Lightning Apps⁶⁹. Option D is incorrect because standard objects do not appear automatically; the administrator must explicitly add them to the navigation list in Setup⁷⁰. Understanding this behavior is essential for ensuring mobile users have a streamlined and intuitive interface

NEW QUESTION # 148

Users at Cloud Kicks want to see information that is more useful for their role on the Case page. How should a Platform Administrator make the pages more dynamic and easier to use?

- A. Delete the extra components from the page.
- B. Remove fields from the record details component.
- **C. Add component visibility filters to the components.**
- D. Include more tab components with filters.

Answer: C

Explanation:

In the Lightning App Builder, Component Visibility Filters allow an administrator to show or hide parts of a record page based on specific criteria, such as the user's profile, a field value, or the record type. This is the best way to make pages "dynamic." For example, the administrator can configure a "Financial Details" component to only appear when the user viewing the case has the "Finance User" profile, or hide a "Recall Instructions" component unless the "Case Reason" is set to "Product Defect." This prevents "information overload" by ensuring that users only see the tools and data relevant to their specific role or the current state of the record. Simply deleting components (Option D) or removing fields (Option C) would affect all users equally, failing to provide role-specific utility. Component visibility creates a personalized, streamlined experience that improves user productivity and reduces clutter on complex record pages.

NEW QUESTION # 149

