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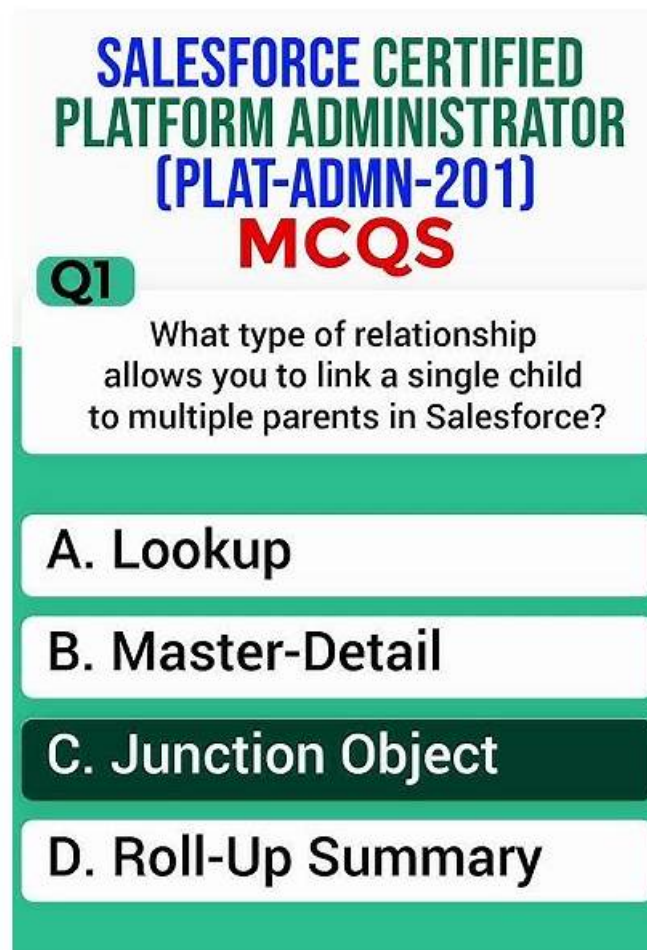
## SALESFORCE CERTIFIED PLATFORM ADMINISTRATOR (PLAT-ADMN-201) MCQS

**Q1**

What type of relationship allows you to link a single child to multiple parents in Salesforce?

A. Lookup

B. Master-Detail

C. Junction Object

D. Roll-Up Summary

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

| Topic | Details |
|-------|---------|
| Topic 1 | • 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 | • 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 3 | • 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 4 | • 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. |

## Salesforce Certified Platform Administrator Sample Questions (Q26-Q31):

**NEW QUESTION # 26**
Universal Containers wants to track all stakeholders involved in its sales opportunities to ensure proper relationship management. Sales reps need to identify who has decision-making authority, who influences the buying process, and who serves as the primary contact for each deal. Which feature should a Platform Administrator configure to meet this requirement?

- A. Configure opportunity team members to track internal and external stakeholders.
- B. Use standard fields on opportunities to track stakeholder information.
- C. Set up account teams to track stakeholders across multiple opportunities.
- D. Use contact roles on opportunities to identify stakeholder involvement and influence.

**Answer: D**

Explanation:
Opportunity Contact Roles allow sales reps to link multiple Contacts to a single Opportunity and assign a specific "Role" to each, such as "Decision Maker," "Influencer," or "Economic Buyer." This provides the visibility needed to understand the "buying committee" for a deal. It also allows for the designation of a "Primary Contact." Opportunity Teams (Option A) are used to track internal staff working the deal. Account Teams (Option B) track collaboration at the account level but are not deal-specific. Standard fields (Option C) are insufficient for tracking a "one-to-many" relationship between an opportunity and multiple contacts with unique roles. Contact Roles are the standard feature designed exactly for stakeholder management in the sales process.

**NEW QUESTION # 27**

The Activity Timeline is missing from the Account record page. What should a Platform Administrator do to correct this?

- A. Update the user's permission to allow Edit access to the Activity Timeline.
- B. Run a report to verify whether any activities have been logged for that Account.
- C. Add the standard Activities component to the Account Lightning record page.
- D. Add a button for the Activity Timeline in the Object Manager for the Account object.

**Answer: C**

Explanation:
The Activity Timeline is a standard Lightning component that displays open tasks, upcoming events, and past activities (like logged calls or sent emails) in a chronological view. If this timeline is missing from an Account page, it is usually because the component has been removed from the Lightning Record Page layout. To fix this, the Platform Administrator should open the Account record in the Lightning App Builder. From the list of standard components on the left, the admin must drag the Activities component onto the page canvas-typically in the right-hand column or a dedicated tab. Once the page is saved and activated, the timeline will be visible to users. Visibility of the timeline is a layout configuration, not a specific "Edit access" permission (Option B). Running a report (Option C) might confirm if data exists, but it won't fix the UI issue. There is no "button" for the Activity Timeline in the Object Manager (Option D); it is managed strictly as a component within the App Builder.

**NEW QUESTION # 28**

The sales and service teams at Cloud Kicks would like to have more visibility into their pipeline and stay on top of every case. A Platform Administrator needs to quickly create dashboards for each of the teams but does not know where to start. What should the administrator do?

- A. Use the Salesforce Labs Field Service Dashboards for service teams from AppExchange.
- B. Manually create dashboards without using any prebuilt templates or packages.
- C. Use the Salesforce Labs CRM Dashboards for sales teams from AppExchange.
- D. Enable Einstein Analytics and build custom dashboards using advanced analytics tools.

**Answer: C**

Explanation:
For an administrator who needs to deliver high-quality dashboards "quickly" and "doesn't know where to start," the AppExchange is the best resource. Salesforce Labs provides several free, pre-configured dashboard packages (like the "CRM Dashboards") that include standard components for sales pipeline, lead tracking, and case management. These packages serve as an excellent baseline that can be installed in minutes and then customized to fit the specific needs of Cloud Kicks. Manually creating everything (Option D) is time-consuming. Einstein Analytics (Option B) is a separate, more complex product that requires extra licensing and setup. Option A is too narrow, as it focuses specifically on "Field Service" rather than general sales and service visibility.

**NEW QUESTION # 29**

When Agentforce performs its grounding check, it examines source information, the topic instructions, and scope. Which additional information does the agent look for during its grounding check? 39

- A. The web for information verification
- B. Encrypted fields
- C. Prompt injection risks
- D. Incompatible data types

**Answer: C**

Explanation:
Grounding is the process by which an AI agent retrieves and uses specific, trusted data to ensure its responses are accurate and relevant41. During this process, Salesforce's Einstein Trust Layer performs several critical checks, including identifying Prompt Injection risks424242. Prompt injection refers to attempts by a user to "trick" the AI into ignoring its instructions or revealing sensitive data by entering malicious commands into the chat interface43. By checking for these risks during the grounding phase, the agent can ensure that the instructions it uses to generate a response remain secure and aligned with company policies44. While the agent respects field security, "Encrypted fields" (Option C) are handled at the data access layer rather than as part of the linguistic

grounding check45. Standard Agentforce agents do not browse the open web for verification (Option D) as they are intended to remain grounded strictly in the company's verified internal data46.

## NEW QUESTION # 30

The call center manager at Ursa Major Solar wants to provide agents with a case dashboard that can be drilled down by case origin, status, and owner. What should a Platform Administrator add to the dashboard to fulfill the request?

- A. Combination Chart
- B. Bucket Column
- C. Dashboard Filter
- D. Dashboard Widget

**Answer: C**

Explanation:
To provide a single dashboard that allows users to "drill down" or toggle between different data subsets, the administrator should add Dashboard Filters. A dashboard filter allows the manager or agent to select a value (e.g., "Origin = Phone" or "Status = New"), and all components on the dashboard will instantly refresh to show only the data matching that criteria. Salesforce allows up to three filters per dashboard, which perfectly accommodates the request for origin, status, and owner. While a Bucket Column (Option D) can group data within a report, it does not provide the interactive "drill down" capability on the dashboard itself. Widgets (Option B) are the components themselves, and Combination Charts (Option C) display multiple data sets in one visual but do not offer filtering functionality.

## NEW QUESTION # 31

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