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## Salesforce Certified Platform Foundations Sample Questions (Q28-Q33):

### NEW QUESTION # 28

Where can a Salesforce associate find information that provides a view of interactions with a contact?

- A. Contact History
- B. Details Tab
- C. **Activity Timeline**

**Answer: C**

Explanation:

The Activity Timeline in Salesforce provides a chronological view of all past and upcoming interactions with a contact. This includes logged calls, emails, meetings, and tasks. It is a central feature to track engagement and manage customer relationships effectively.

- \* B. Details Tab: Displays static information about the contact, such as name, email, and address, but not interaction history.
- \* C. Contact History: Refers to changes made to a contact's field values over time, not interaction logs.

References from Salesforce Documentation:

- \* Activity Timeline Overview
- \* Working with Contacts

**NEW QUESTION # 29**

Get Cloudy Consulting trains its new employee in a partial sandbox named New Employee; An employee competes the training in the sandbox and is ready to sign in to the production org. However, an error message pops up indicating an invalid username or password. The employee is using their sandbox username and password to sign in to production.

What is needed to solve this error?

- A. Creating a new username for the production org
- B. **Removing New Employee appendix from the sandbox username**
- C. Creating a different password for the production org

**Answer: B**

Explanation:

The solution to the error is to remove New Employee appendix from the sandbox username. When you create a sandbox, Salesforce appends the sandbox name to all usernames in the sandbox copy, so that they don't conflict with usernames in the production org. To sign in to the production org, the employee needs to use their original username without the sandbox name.

**NEW QUESTION # 30**

A Salesforce associate at Get Cloudy Consulting is given a list of opportunities to work through. The associate asks for an easier way to change the opportunity stage.

What should be recommended?

- A. Create multiple list views.
- B. **Switch to the Kanban View.**
- C. Use a Dynamic Dashboard View.

**Answer: B**

Explanation:

The recommendation for the associate to change the opportunity stage more easily is to switch to the Kanban View. The Kanban View is a visual representation of the records in a list view, organized by stages or other categories. The associate can drag and drop the records from one column to another to update the stage or other fields. The Kanban View also shows key metrics and alerts for each column, such as the total amount, number of records, and overdue tasks. Creating multiple list views or using a Dynamic Dashboard View are not as convenient and efficient as using the Kanban View.

**NEW QUESTION # 31**

Get Cloudy Consulting wants to implement AI Agents to assist with customer service.

Where can Agents be deployed?

- A. Chatter
- B. **Slack**
- C. Queues

## Answer: B

Explanation:

Salesforce offers AI-powered tools like Einstein Bots and AI-powered agents to assist with customer service.

These tools can integrate into communication platforms to enhance user interactions. Slack, a Salesforce product, allows businesses to deploy AI Agents to streamline communication and provide instant support within customer workflows. This integration leverages Slack's powerful collaboration features combined with Salesforce's AI capabilities to resolve issues more efficiently.

Here is how the other options are incorrect:

\* A. Queues: While Salesforce Queues manage workloads and assign cases, they are not a place where AI Agents can be deployed. Queues are primarily for task or case assignments.

\* B. Chatter: Salesforce Chatter is a collaboration tool within Salesforce for internal communication. It does not support the deployment of AI Agents for customer service purposes.

References from Salesforce Documentation:

\* Slack and Salesforce Integration Overview

\* Einstein Bots Deployment Options

\* Salesforce Associate Exam Guide

## NEW QUESTION # 32

Get Cloudy Consulting (GCC) needs an environment to onboard new hires as well as develop, implement, and test new requirements.

Which type of environment should OCC use?

- A. Sandbox
- B. Production
- C. Trailhead Playground

## Answer: A

Explanation:

A sandbox is the type of environment that GCC should use to onboard new hires as well as develop, implement, and test new requirements. A sandbox is a copy of the production environment that allows the user to create and test changes without affecting the live data and users. A sandbox can have different types and sizes, depending on the purpose and scope of the changes. For example, a developer sandbox can be used to create and test code, a partial copy sandbox can be used to test large data sets, and a full sandbox can be used to perform performance testing and user acceptance testing. A production environment is the live environment that contains the real data and users. A production environment should not be used to onboard new hires or develop, implement, and test new requirements, because it could compromise the data quality and security, and disrupt the user experience. A Trailhead Playground is a type of environment that allows the user to learn and practice Salesforce skills using Trailhead. A Trailhead Playground is not connected to the production environment, and it does not have the same features and functionality as a sandbox.

## NEW QUESTION # 33

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