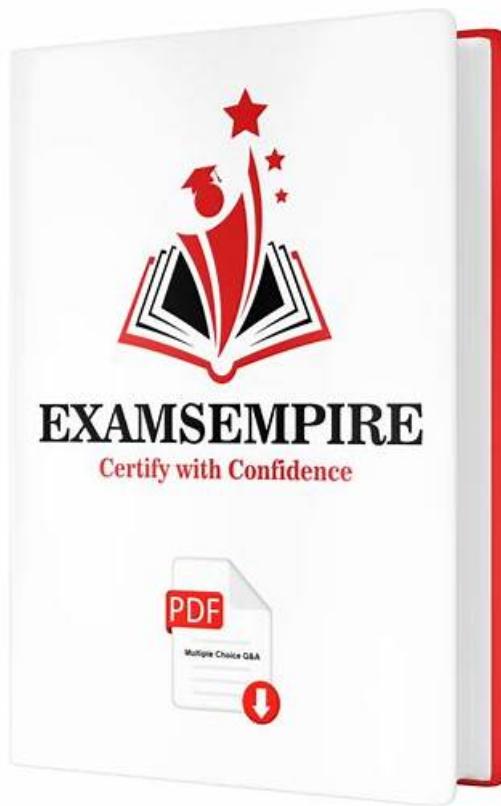# Plat-Admn-201 Exam Topics Pdf & Valid Plat-Admn-201 Exam Vce

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Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details

Topic 1	• Productivity and Collaboration: This domain addresses activity management, Chatter collaboration, Salesforce mobile app customization, and AppExchange applications including managed and unmanaged packages.
Topic 2	• 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 3	• 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	• 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 5	• 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 6	• Object Manager and Lightning App Builder: This domain focuses on Salesforce data architecture, including object relationships, field customization, page layout management, and understanding the implications of field deletions on dependent features.

Salesforce Certified Platform Administrator Sample Questions (Q37-Q42):

NEW QUESTION # 37
Cloud Kicks has been seeing exponential growth and will be hiring an additional 10 sales reps and 15 support reps to its teams. The support team will need access to the Service Console to manage cases. A Platform Administrator will be assigning the users to existing custom sales and support profiles. How should the administrator ensure the support reps have the appropriate access to the console?

- A. Build a Service Console using Lightning App Builder for the custom service profile.
- B. Assign the Salesforce Platform User License to the support reps.
- C. Enable the Service Cloud User feature license for the support reps on the User Detail page.
- D. Create a permission set for the Service Console and assign it to the support reps.

Answer: C

Explanation:
Access to the Service Console and other advanced Service Cloud features (like Entitlements or Knowledge) requires a specific Feature License called the Service Cloud User. Even if a user's profile has the "Manage Cases" permission, they will not be able to access the specialized Console app unless the "Service Cloud User" checkbox is selected on their individual User record. This is a common administrative step when onboarding new support staff. Permission sets (Option B) grant functional permissions but cannot grant feature licenses. Assigning a "Platform User License" (Option D) would actually restrict them, as that license type does not include access to standard CRM objects like Cases or the Service Console.

NEW QUESTION # 38
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 automatically includes all standard Salesforce objects in the navigation menu based on user permissions.
- C. The Mobile Only app can be customized to show different navigation menus for different user profiles and permission sets.
- 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 page6565. 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 # 39
Northern Trail Outfitters uses a custom Invoice object to collect customer payment information from an external billing system. The Billing System field needs to be filled in on every Invoice record. How should a Platform Administrator ensure this requirement?

- A. Create a flow to update the field.
- B. Require the field on the record type.
- C. Define an approval process for the field.
- D. Make the field universally required.

Answer: D

Explanation:
To ensure that a field is populated on every single record, regardless of how it is created (manually, via API, or through an integration), the best method is to make the field universally required at the field definition level. When a field is marked as "Required" in the Object Manager, the Salesforce database will reject any attempt to save a record if that field is empty. While requiring a field on a Page Layout or Record Type (Option B) provides a good user experience for manual entry, it does not prevent records from being created without that data via the API or background processes25. Using a flow (Option A) to update the field is reactive rather than preventative26. Universal requirement is the most robust way to maintain data integrity for critical fields like "Billing System" that are essential for reporting and external system alignment.

NEW QUESTION # 40
Cloud Kicks has an administrator team that manages the org. The company has asked for a small subset of leadership users to have Modify All access, like the administrators have. How should the administrator team accomplish this?

- A. Assign the standard Platform User profile to the leadership users and edit the permissions to Modify All access.
- B. Clone the standard User profile to the leadership users and assign a Modify All role to grant access.
- C. Assign the standard User profile to the leadership users and add a custom permission set with Modify All access.
- D. Assign the standard System Administrator profile to the leadership users that includes the Modify All access.

Answer: C

Explanation:
Salesforce best practices dictate the Principle of Least Privilege, which means users should only be given the minimum level of access required to do their jobs. Assigning leadership users the "System Administrator" profile (Option B) is dangerous because it grants them the ability to change the system configuration, delete fields, and manage users. Instead, the administrator should keep the leadership users on their standard functional profile and grant the "Modify All Data" permission via a Permission Set. This approach provides the users with the data visibility they need (the ability to view and edit all records across the org) without giving them administrative control over the backend setup. Option A is incorrect because you cannot edit standard profiles directly. Option D is incorrect because "Roles" control record visibility and hierarchy, but they do not grant administrative permissions like "Modify All Data." Using a Permission Set is the most secure and flexible way to elevate data access for a specific group.

NEW QUESTION # 41
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 lookup to Account.
- B. Shipments should have a master detail to Accounts.
- C. Accounts should have a lookup to Shipments.
- D. Accounts should have a master detail to Shipments.

Answer: A

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 # 42

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