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

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>Productivity and Collaboration: This domain addresses activity management, Chatter collaboration, Salesforce mobile app customization, and AppExchange applications including managed and unmanaged packages.</li> </ul>

Topic 2	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• Agentforce AI: This domain introduces AI-powered agents in Salesforce, covering use cases, configuration in Agent Builder, security considerations, and troubleshooting agent permissions.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

## Salesforce Certified Platform Administrator Sample Questions (Q102-Q107):

### NEW QUESTION # 102

A Platform Administrator at Universal Containers has a screen flow that helps users create new leads. When Lead Source is "Search Engine", the administrator needs to require the user to choose a specific search engine from a picklist. If Lead Source is not "Search Engine", this picklist should be hidden. What is the most efficient way for the administrator to complete this requirement?

- A. Configure a picklist for Specific Search Engine, and use a validation rule to conditionally show only when Lead Source is "Search Engine".
- **B. Create a picklist for Specific Search Engine, and set conditional visibility so that it is only shown when Lead Source is "Search Engine".**
- C. Use Assignment elements; one for when Lead Source is "Search Engine" and one for everything else.
- D. Use a conditional filter in the screen element to only show the Specific Search Engine field only when Lead Source is "Search Engine".

**Answer: B**

Explanation:

In Flow Builder, the most efficient and user-friendly way to handle dynamic user interfaces is through Component Visibility. This feature allows an administrator to set logic on individual screen components (like a picklist) so they only appear when specific criteria are met. In this scenario, the administrator would select the "Specific Search Engine" picklist component within the Flow Screen and configure its visibility to show only when the "Lead Source" screen component equals "Search Engine." This provides a "clean" user experience where the form adapts in real-time to the user's input without requiring the user to navigate to a new screen or trigger a validation error. Validation rules (Option D) are reactive and only tell the user they made a mistake after they try to save, whereas conditional visibility is proactive. Option B is inefficient as it would require multiple screens and complex branching logic, whereas component visibility handles everything within a single screen element.

### NEW QUESTION # 103

Universal Containers (UC) customers have provided feedback that their support cases are not being responded to quickly enough. UC wants to send all unassigned cases that have been open for more than 2 hours to an urgent Case queue and alert the support manager. Which feature should a Platform Administrator configure to meet this requirement?

- **A. Case Escalation Rules**
- B. Case Scheduled Reports
- C. Case Assignment Rules
- D. Case Dashboard Refreshes

**Answer: A**

Explanation:

Case Escalation Rules are specifically designed to automate actions when a case has remained in a certain state for a defined period of time. In this scenario, the requirement involves two specific time-based triggers: moving the case after 2 hours and alerting a manager. Escalation rules allow the administrator to define "Escalation Actions" that execute when the time threshold is reached, such as "Reassign to Queue" and "Notify Manager". Case Assignment Rules (Option D) only fire when a case is first created or manually triggered, not after a time delay. Reports (Option A) and Dashboards (Option B) provide information but do not physically move records or perform automated reassignments.

#### NEW QUESTION # 104

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. Define an approval process for the field.
- C. Make the field universally required.
- D. Require the field on the record type.

**Answer: C**

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 processes. Using a flow (Option A) to update the field is reactive rather than preventative. 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 # 105

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

- A. Run a report to verify whether any activities have been logged for that Account.
- B. Update the user's permission to allow Edit access to the Activity Timeline.
- 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 # 106

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

**Answer: A**

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 # 107

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