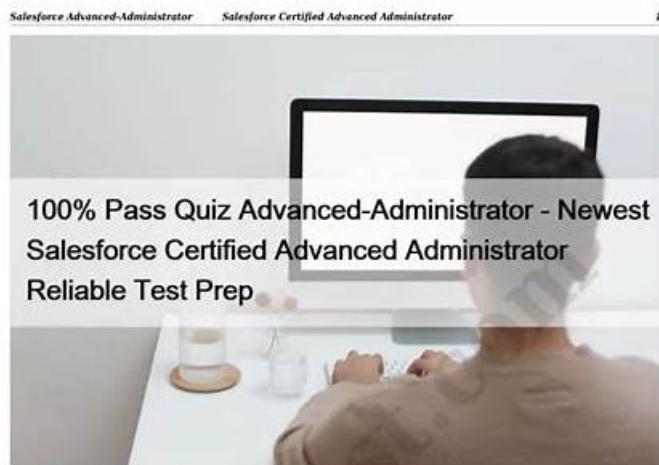


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Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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.
Topic 2	<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 3	<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.
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"> 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 6	<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.

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Salesforce Certified Platform Administrator Sample Questions (Q141-Q146):

NEW QUESTION # 141

Users at DreamHouse Realty are only allowed to see opportunities they own. Leadership wants an enterprise-wide dashboard of all open opportunities in the pipeline so that users can see how the company is performing at any point in time. How should a Platform Administrator create the dashboard without changing any sharing settings?

- A. Build individual dashboards for profiles that need to see the enterprise results.
- B. Update the dashboard folder settings to manager for the sales reps role.
- C. Add a filter to the dashboard to filter the opportunities by owner role.
- D. Create a dashboard with the running user set as someone who can see all opportunities.**

Answer: D

Explanation:

In Salesforce, dashboards can be configured to run as a specific user, known as the Running User. This user's security settings determine which data is visible to anyone viewing the dashboard. To allow users with restricted record access (due to a Private sharing model) to see company-wide totals, the Platform Administrator should set the dashboard to "Run as a specified user" who has "View All" permissions or is high enough in the role hierarchy to see all records. This creates a "Static Dashboard." While the viewers cannot click into individual records they don't own, they can see the summarized totals and charts for the entire organization. Using a Dynamic Dashboard or filtering by role (Option B) would still respect individual sharing and hide data. Changing folder settings (Option D) only affects who can open the dashboard, not the data displayed within it.

NEW QUESTION # 142

A salesperson complains that the Log a Call button is missing from the highlights panel of an Opportunity page. What is the reason for this?

- A. The Log a Call action has not been added to the Salesforce Mobile and Lightning Experience Actions section of the page layout.**
- B. The Log a Call action will appear within the Activity Component as a standard behavior rather than the highlights panel.
- C. The custom Log a Call permission has been disabled at the org level in Setup.

- D. The custom Log a Call permission is missing from the user's profile and assigned permission sets.

Answer: A

Explanation:

In the Salesforce Lightning Experience, the buttons and actions that appear in the header (Highlights Panel) of a record are controlled by the Salesforce Mobile and Lightning Experience Actions section of the Page Layout. If a specific action like "Log a Call" is missing, it is usually because it has not been dragged into this specific section in the Page Layout editor. While standard actions sometimes appear in the Activity component (Option A), they are explicitly configured for the header via the Page Layout. There is no specific "Log a Call permission" (Options C and D) that would hide only that button; if a user has permission to create Tasks, they generally have the ability to use the Log a Call feature if it is present on the layout.

NEW QUESTION # 143

Universal Containers requires that when an opportunity is closed won, all other open opportunities on the same account must be rendered as Closed Lost. Which automation solution should a Platform Administrator use to implement this request?

- A. Flow Orchestration
- B. **Flow Builder**
- C. Outbound Message
- D. Quick Action

Answer: B

Explanation:

Flow Builder is the recommended tool for automating updates to multiple related records based on a change to a single record. A "Record-Triggered Flow" can be configured to execute whenever an Opportunity is updated to "Closed Won". The flow can then find all other Opportunities related to the same Account where the "IsClosed" field is false, and use an Update Records element to set their stage to "Closed Lost". Outbound Messages (Option B) are used for notifying external systems, not for internal data updates³¹. Flow Orchestration (Option C) is designed for multi-user, complex business processes and would be overly complicated for this simple record update³². Quick Actions (Option D) require a user to click a button, which does not meet the requirement for automatic rendering upon the stage change³³.

NEW QUESTION # 144

There are multiple system administrators at Cloud Kicks that make configuration changes. Which tool gives the system administrators the ability to track these changes?

- A. History Tracking
- B. Health Check
- C. Feed Tracking
- D. **Setup Audit Trail**

Answer: D

Explanation:

The Setup Audit Trail is the primary tool for tracking administrative and configuration changes within a Salesforce organization. It records a history of modifications made by any administrator, including the date and time of the change, which user made it, and exactly what was altered (e.g., creating a new field, changing a profile permission, or modifying a workflow rule). The history is available for the last six months of activity. Health Check (Option A) is a security tool that compares your settings against Salesforce standards. History Tracking (Option C) and Feed Tracking (Option D) are used to track changes to records (like an Account's phone number), whereas the Setup Audit Trail is dedicated to tracking metadata and system configuration.

NEW QUESTION # 145

In an approval process, what happens when a queue is selected as the approver?

- A. Only the queue owner is notified about the approval request, not its members.
- B. **Any member of the queue can approve or reject the record and the queue is treated as a single entity.**
- C. The queue can only be used for objects that do not support individual user approvals.
- D. The queue requires unanimous approval from all of its members before the record is approved.

Answer: B

Explanation:

Salesforce allows Queues to be designated as assigned approvers in an approval process. When a record is submitted for approval and routed to a queue, an email notification is sent to all queue members (depending on queue settings). The core behavior is that any member of the queue can "claim" the request and either approve or reject it. Once one member takes action, the step is considered complete, and the queue is treated as a single decision-making entity. Unanimous approval (Option A) is a specific setting for multiple individual assigned approvers, but it does not apply to queues in this way. Option C is incorrect because the purpose of a queue is to notify all members to ensure a timely response. Queues are supported for most standard and all custom objects (negating Option D).

NEW QUESTION # 146

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