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Course Outline	
This Workplace Conflict Resolution Training Course covers the following:	
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Through a large number of simulation tests, you can rationally arrange your own Plat-Admn-201 exam time, adjust your mentality in the examination room, find your own weak points and carry out targeted exercises. But I am so sorry to say that Plat-Admn-201 test answers can only run on Windows operating systems and our engineers are stepping up to improve this. In fact, many people only spent 20-30 hours practicing our Plat-Admn-201 Guide Torrent and passed the exam. This sounds incredible, but we did, helping them save a lot of time.

Salesforce Certified Platform Administrator Sample Questions (Q143-Q148):

NEW QUESTION # 143

Ursa Major Solar is adding objects to a custom report type. How many objects, maximum, can be added to this report type?

- A. Two as long as the objects have associations
- **B. Four as long as the objects have associations**
- C. One as long as the object has a master-child relationship
- D. Unlimited as long as the objects have associations

Answer: B

NEW QUESTION # 144

Ursa Major Solar has its business hours set from 9:00 AM to 5:00 PM for the reps that are on Pacific Time. The reps on Eastern Time need business hours set to start 3 hours earlier to cover for support. How should a Platform Administrator solve for this issue?

- A. Allow the reps to set business hours manually.
- **B. Create one set of business hours per time zone.**
- C. Adjust the current business hours to accommodate the Eastern time zone.
- D. Set temporary business hours for each time zone.

Answer: B

Explanation:

Salesforce allows for the creation of multiple Business Hours records to support global teams working in different time zones. To solve the requirement for Ursa Major Solar, the Platform Administrator should create two distinct sets of business hours: one for "Pacific Support" (9 AM - 5 PM PT) and one for "Eastern Support" (9 AM - 5 PM ET). This is essential because Business Hours are used by the system to calculate escalation rules and milestones correctly. For example, an escalation rule for an Eastern-based case should start counting at 9 AM ET, not 9 AM PT. Adjusting the current record to "accommodate" both (Option A) would result in a 12-hour window that doesn't accurately reflect either team's true availability. Users cannot manually set their own business hours (Option B) in a way that affects system automation. Creating one set per time zone ensures that the support team's performance metrics and automated routing are accurate and localized.

NEW QUESTION # 145

DreamHouse Realty (DHR) wants a templated process with a mortgage calculator that generates leads for loans. DHR needs to complete the project within 30 days and has maxed out its budget for the year. Which AppExchange item should help a Platform Administrator meet the request?

- A. Flow Solutions
- B. Lightning Community
- C. Bolt Solutions
- D. Lightning Data

Answer: A

Explanation:

When a business needs a specific, complex functional tool (like a mortgage calculator) on a tight timeline and zero budget, Flow Solutions on the AppExchange are the best resource. Many Flow Solutions are provided for free by Salesforce Labs or other partners. These are pre-built, "installable" flows that an administrator can download and customize. Because they are built using standard Flow Builder logic, they can be easily integrated into a website or Experience Cloud site to capture user input and generate Lead records automatically. Bolt Solutions (Option A) are full industry templates that often require more setup and licensing. Lightning Data (Option C) is for data enrichment, not functional calculators. Flow Solutions empower administrators to deliver complex automation and specialized UI components quickly and cost-effectively.

NEW QUESTION # 146

Which action should a Platform Administrator configure to reverse a submitted approval request and unlock the associated record when setting up an approval process?

- A. Initial Submission Actions
- B. Final Rejection Actions
- C. Recall Actions
- D. Final Approval Actions

Answer: C

Explanation:

An Approval Process consists of several stages, each with its own set of automated actions.

When a record is first submitted, it is typically locked to prevent further edits. If a user needs to "reverse" that submission--perhaps because they realized they made a mistake or the deal terms changed--the administrator must configure Recall Actions. A recall action is specifically designed to allow the submitter or an administrator to pull the record back out of the approval queue.

Common recall actions include a Field Update to change the status back to "Draft" and, most importantly, an action to unlock the record so it can be edited again. Final Rejection Actions (Option A) occur when an approver denies the request, and Final Approval Actions (Option C) occur when the request is fully granted. Initial Submission Actions (Option D) are what lock the record and start the process in the first place.

NEW QUESTION # 147

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. Assign the Salesforce Platform User License to the support reps.
- B. Build a Service Console using Lightning App Builder for the custom service profile.
- **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 # 148

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