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Salesforce Certified Platform Administrator Sample Questions (Q90-Q95):

NEW QUESTION # 90

At Cloud Kicks, sales reps use discounts on the opportunity record to help win sales on particular products. When an opportunity is won, they then have to manually apply the discount to the related opportunity products. The sales manager has asked if there is a way to automate this time-consuming task. What should a Platform Administrator use to deliver this requirement?

- A. Flow Builder³
- B. Prebuilt Macro⁴
- C. Formula Field²
- D. Approval Process¹

Answer: A

Explanation:

To automate the update of related records (Opportunity Products) based on a change to a parent record (the Opportunity), Flow Builder is the most powerful and appropriate tool. Specifically, a "Record-Triggered Flow" can be configured to fire whenever an Opportunity is updated to the "Closed Won" stage. The flow can then use a "Get Records" element to find all Opportunity Product records associated with that specific Opportunity and an "Update Records" element to apply the discount value from the parent to each line item. Formula Fields are insufficient here because they are "read-only" and cannot physically push data into other records for permanent storage. Approval Processes manage status changes but are not designed for bulk child-record updates. Flow Builder provides the logic necessary to handle this "one-to-many" update scenario, significantly reducing manual data entry for sales reps and ensuring that the financial data on the products accurately reflects the agreed-upon deal terms.

NEW QUESTION # 91

A Platform Administrator at Cloud Kicks has set up a junior administrator as a delegated administrator in Salesforce. What should the Platform Administrator consider regarding delegated administrators?

- A. Delegated administrators cannot assign users to profiles.
- B. Delegated administrators cannot modify permission sets.
- C. Delegated administrators can unlock users but cannot reset passwords.
- D. Delegated administrators can update field-level security on standard objects.

Answer: B

Explanation:

Delegated Administration is a powerful feature that allows a System Administrator to pass off specific administrative tasks to non-admin users without granting them the full "Modify All Data" permission. However, there are strict security boundaries to what a delegated admin can do. One of the most critical limitations is that delegated administrators cannot modify permission sets. They are primarily intended to manage users within specific roles, reset passwords, and manage specific custom objects. While they can assign users to certain profiles that have been explicitly allowed in the Delegated Administration group configuration, they are not permitted to manage the broader security architecture of the org, such as Permission Sets or Field-Level Security (Option B). This ensures that while junior staff can handle day-to-day user maintenance (like unlocking users, contrary to Option A), they cannot inadvertently elevate their own permissions or those of others through permission set manipulation.

NEW QUESTION # 92

A Platform Administrator is building an agent to nurture leads. How does Agentforce SDR help?

- A. Generate a dynamic call script and talking points for the human sales reps to use.
- B. Answer the lead's questions with responses that are grounded in company data.
- C. Autonomously negotiate pricing with the lead and close the final deal.
- D. Analyze the performance of human sales reps and provide coaching tips.

Answer: B

Explanation:

Agentforce SDR (Sales Development Representative) is an AI agent designed to autonomously engage with prospects to nurture leads and accelerate the sales pipeline. A core functionality of this agent is its ability to interact with potential customers by answering their specific questions about products or services. Crucially, these responses are grounded in company data, meaning the agent retrieves relevant information from the Salesforce Knowledge base, product catalogs, or other internal resources to provide accurate, brand-aligned answers. This ensures that the agent provides high-quality, trustworthy information without the "hallucinations" common in non-grounded AI. While the agent helps in lead qualification and nurturing, its primary value in an ecommerce or sales support context is providing immediate, context-aware assistance. It is not intended to replace humans in complex price negotiations (Option B) or serve purely as a coaching tool (Option C), but rather to act as a front-line digital worker that scales the sales team's reach by handling information-seeking queries autonomously.

NEW QUESTION # 93

What is the next step an agent performs when the tasks within an agentic loop are all unsatisfactory?

- A. Provides the best answer possible with caveats
- B. Gives an error message
- C. Asks for additional information
- D. Routes to a live agent

Answer: C

Explanation:

In an agentic loop, the AI agent iteratively tries to solve a user's request by calling actions and evaluating the results. If the results of those actions are unsatisfactory (e.g., the data returned doesn't answer the prompt or a required input is missing), the agent's next logical step is to ask for additional information. By clarifying the user's intent or requesting the missing data point, the agent can initiate a new loop with better inputs. Giving up with an error message (Option B) or providing a "best guess" (Option A) are considered failures of the reasoning process. Routing to a live agent (Option C) is an escalation step that typically happens after the agent has failed to resolve the issue even after clarification, or if the user explicitly asks for human help.

NEW QUESTION # 94

A Platform Administrator at Ursa Major Solar wants to add prepopulated subjects for Tasks and Events. Tasks should have the subjects "Schedule Site Visit" and "Send Contract", while Events should have the subjects "Site Visit" and "Ride Along". What should the administrator configure to achieve this requirement?

- A. Add Schedule Site Visit and Send Contract picklist values for the Task subject field. Add Site Visit and Ride Along picklist values for the Event subject field.
- B. Add the new values to the predefined field values for the global actions New Event and New Task.
- C. Create a new custom Subject picklist field on Activity and add the field values.
- D. Include Schedule Site Visit, Send Contract, Site Visit, and Ride Along picklist values for the Activity subject field.

Answer: A

Explanation:

Tasks and Events are both part of the Activity object, but they often require different picklist values for the standard Subject field. To achieve this, the Platform Administrator must manage the picklist values for the Subject field specifically for each record type or activity type. In the Object Manager, under the Activity object (or Task/Event objects individually in some setups), the admin should edit the Subject field. Because Task and Event are distinct entities with their own picklist value sets for the Subject field, the admin can add "Schedule Site Visit" and "Send Contract" to the Task Subject list and "Site Visit" and "Ride Along" to the Event Subject list. This ensures that when a user creates a Task, they only see task-related subjects, and when they create an Event, they see event-related subjects. Option D is incorrect because it would mix all values together, causing confusion for the users. Option A (Predefined Field Values) is used to set a single default value for a field when an action is clicked, but it does not manage the available list of options in a picklist.

NEW QUESTION # 95

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