

Quiz 2026 Plat-Admn-201: Professional Reliable Salesforce Certified Platform Administrator Dumps Book



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Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<ul style="list-style-type: none"> • 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 4	<ul style="list-style-type: none"> • Agentforce AI: This domain introduces AI-powered agents in Salesforce, covering use cases, configuration in Agent Builder, security considerations, and troubleshooting agent permissions.
Topic 5	<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.
Topic 6	<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 7	<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.

Salesforce Certified Platform Administrator Sample Questions (Q69-Q74):

NEW QUESTION # 69

Cloud Kicks has implemented an Employee Agent to answer benefits questions for its employees. How should a Platform Administrator prevent the agent from responding to staff members' questions about the CEO's private health plan and benefits?

- A. Ensure the users' permissions and field-level security restrict access to the CEO's health plan.
- B. Configure assignment rules to assign the agent to employee data.
- C. Modify the agent's instructions and guardrails to block questions related to the CEO's health plan.
- D. Train the agent on employee health plans instead of the CEO's health plan.

Answer: A

Explanation:

In the context of Agentforce AI, grounding and data security are paramount. Salesforce AI agents, including Employee Agents, respect the existing security model of the Salesforce organization¹. This means that the most effective way to prevent an agent from accessing or disclosing sensitive information, such as a CEO's private health plan, is to leverage Field-Level Security (FLS) and user permissions². When an agent "grounds" its response, it only considers data that the running user (or the agent's service user) has the permission to view³. If the CEO's health records are stored in fields or records that are restricted via FLS or Sharing Settings from the profiles or permission sets used by the agent's context, the agent will simply not "see" that data during its retrieval phase⁴. While modifying instructions and guardrails (Option C) provides an additional layer of safety, it is not as foolproof as the underlying security architecture⁵. Training the agent (Option D) is not a standard configuration step for preventing specific record access in a production environment⁶. Therefore, maintaining a robust security model is the critical prerequisite for ensuring that AI agents provide accurate and safe responses without leaking confidential business information.

NEW QUESTION # 70

Cloud Kicks wants to leverage roll-up summaries on the Account object. Which standard object supports this roll-up summary natively?

- A. Opportunity
- B. Case

- C. Campaigns
- D. Contact

Answer: A

Explanation:

A Roll-up Summary Field is a powerful feature that calculates values from related records and displays them on a master record. However, this functionality is natively available only on the "Master" side of a Master-Detail relationship. For standard objects, Salesforce provides a built-in Master-Detail-like relationship between Accounts and Opportunities. Specifically, the Account object acts as the master, and the Opportunity object acts as the detail. This relationship allows a Platform Administrator to create roll-up summary fields on the Account to calculate the sum of "Total Opportunity Amount," the "Minimum Close Date," or a "Count" of all related opportunities. Other standard objects like Contacts (Option B) and Cases (Option C) have a lookup relationship to Accounts rather than a master-detail relationship, and therefore do not support native roll-up summaries²⁰. Campaigns (Option D) also do not share this specific relationship with Accounts²¹. If an administrator needs to roll up data from these other objects, they would typically need to use a custom solution like Flow Builder or a third-party app, whereas Opportunities are supported natively out of the box.

NEW QUESTION # 71

Which two data loss considerations should a Platform Administrator keep in mind when changing a custom field type from Text to Picklist?

- A. There will be no data loss with use of a global value set.
- B. Auto updates will be made to Visualforce references to prevent data loss.
- C. Any list view based on the custom field is deleted.
- D. Assignment and escalation rules may be affected.

Answer: C,D

Explanation:

Changing a field type is a significant configuration change that can have downstream impacts. When converting from Text to Picklist, a Platform Administrator must be aware of two critical consequences:

List View Deletion: Any list views that use that specific custom field as a filter will be automatically deleted or the filter will be removed. This happens because the filter logic for a text field (which uses operators like "contains") is fundamentally different from a picklist (which uses "equals").

Automation Impact: Assignment rules, escalation rules, and validation rules that reference the field may be disabled or function incorrectly. Because these automations rely on specific text strings, changing the field to a picklist requires the administrator to manually review and update the logic to ensure it aligns with the new picklist values.

Option A is incorrect because Salesforce does not automatically update code references. Option C is incorrect because data loss can still occur if existing text values do not exactly match the new picklist entries.

NEW QUESTION # 72

Cloud Kicks wants Agentforce to adapt its behavior based on real-time customer input. Which feature directly enables this capability? 1

- A. Data Cloud
- B. Tableau
- C. Custom actions
- D. Screen flow

Answer: C

Explanation:

Agentforce is built to be dynamic, meaning it doesn't just follow a static script but rather "reasons" through a problem using an agentic loop. The feature that directly allows an agent to adapt its behavior and take specific, real-time steps based on customer input is Custom Actions³. When a customer provides information-such as a specific order number or a request to change an address-the agent identifies the user's intent and selects the most relevant action to execute⁴. These actions can be powered by Flows, Apex, or Prompt Templates, giving the agent the ability to interact with Salesforce data in real-time. While Data Cloud (Option A) provides the data foundation for grounding, it is the actions themselves that define the agent's behavioral capabilities⁶. Screen flows (Option C) provide a guided UI for humans, but custom actions are what allow the agent to function autonomously⁷.

Tableau (Option D) is an analytics tool and does not drive real-time agent behavior.

NEW QUESTION # 73

Cloud Kicks wants to ensure that every client has support based on the level of service that has been agreed on in the sales cycle. There are tiers to this support model, Gold, Silver, and Bronze. What should a Platform Administrator create to ensure that this is part of every client's account once they become a client?

- A. Email to Case for each service level
- B. Case Assignment Rules for each client
- **C. A flow to assign Entitlements**
- D. Routing Configuration for each client

Answer: C

Explanation:

To manage different levels of support service (Gold, Silver, Bronze), Salesforce uses the Entitlement Management feature. An "Entitlement" defines the specific type of support a customer is eligible for. To "ensure that this is part of every client's account" automatically, a Platform Administrator should use Flow Builder. A record-triggered flow can be set to run whenever an Account is updated to "Customer" status or when a specific "Service Level" field is populated. The flow can then automatically create or link an Entitlement record to that Account. This ensures that when a new case is opened, the support agent immediately sees the SLA (Service Level Agreement) associated with that customer. Routing Configurations (Option B) and Assignment Rules (Option D) handle who gets the case, but they do not define the level of service. Email-to-Case (Option C) is an intake method, not a service-level tracking tool.

NEW QUESTION # 74

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