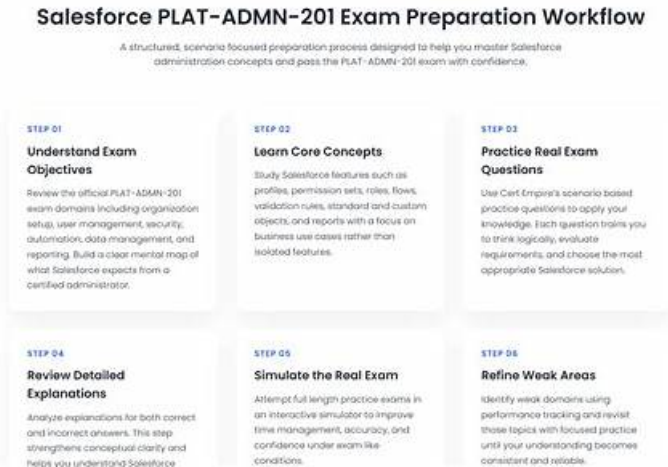


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## Salesforce Plat-Admn-201 Questions: Tips to Get Results Effortlessly [2026]

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

Topic	Details
Topic 1	<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>
Topic 2	<ul style="list-style-type: none"> <li>Automation: This domain covers automation tools for streamlining business processes, including assignment and escalation rules, Flow configuration for various scenarios, and approval process setup.</li> </ul>
Topic 3	<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>

- Agentforce AI: This domain introduces AI-powered agents in Salesforce, covering use cases, configuration in Agent Builder, security considerations, and troubleshooting agent permissions.

## Salesforce Certified Platform Administrator Sample Questions (Q60-Q65):

### NEW QUESTION # 60

At Cloud Kicks, cases are being assigned a default Case Owner and showing a Created By and Last Modified By that is not expected. The company wants to change this to an integration user to alleviate confusion with the business. What should a Platform Administrator edit to change this in Salesforce?

- A. Process Automation Settings
- **B. Support Settings**
- C. Debug Logs
- D. Support Processes

**Answer: B**

Explanation:

In Salesforce, Support Settings is the primary configuration page for determining how the Service Cloud handles automated case updates. This section allows a Platform Administrator to define the "Default Case Owner" and the "Automated Case User." The Automated Case User is the user listed in the Case History for automated actions, such as those triggered by assignment rules, escalation rules, or Email-to-Case. If the business sees an "unexpected" user name in the Created By or Last Modified By fields during these automated processes, it is usually because this setting is pointing to a specific administrator or a system user. By updating the Automated Case User to a dedicated "Integration User," the admin ensures that the audit trail clearly distinguishes between manual edits made by staff and automated updates made by the system.

This provides better clarity for the support team and prevents confusion regarding who is responsible for specific record changes.

### NEW QUESTION # 61

Which action should a Platform Administrator configure to reverse a submitted approval request and unlock the associated record when setting up an approval process? 99

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

**Answer: A**

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<sup>12</sup>. 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 # 62

A Platform Administrator at Universal Containers is asked to restrict login access for users to specific hours and specific IP addresses to help minimize the risk of bad actors getting into the org. Which setting should the administrator update to accomplish this?

- A. Company Settings
- **B. The user's profile**
- C. The user's role
- D. Custom permission sets

**Answer: B**

Explanation:

In Salesforce, security restrictions like Login Hours and Login IP Ranges are managed at the Profile level. When these are configured on a profile, they are strictly enforced; if a user attempts to log in outside of the allowed hours or from an unauthorized IP address, the system will deny access entirely. This is one of the most robust ways to secure an organization against unauthorized access. Company Settings (Option A) can set "Trusted IP Ranges" for the whole org, but these only bypass multi-factor authentication; they do not restrict login. Roles (Option B) control record visibility, not system access. While Permission Sets (Option D) can grant many permissions, Login Hours and IP Ranges remain a core profile-level security setting.

#### **NEW QUESTION # 63**

Cloud Kicks has hired a new sales executive who wants to implement a document merge solution in Salesforce. How should a Platform Administrator implement this solution?

- **A. Download the solution from AppExchange.**
- B. Create a managed package in AppExchange.
- C. Configure the package from Salesforce Setup.
- D. Install a package from the Partner Portal.

**Answer: A**

Explanation:

Salesforce does not provide a robust, native "document merge" engine that can handle complex templates, headers, and advanced formatting out of the box. Therefore, the standard practice for implementing such a solution is to download a third-party application from the AppExchange. The AppExchange is the primary marketplace for Salesforce-integrated solutions, offering popular document generation tools like Conga Composer, Nintex DocGen, or S-Docs. These tools allow administrators to create professional-grade documents (like quotes, contracts, and invoices) by merging Salesforce record data into Word, PDF, or Excel templates. As a Platform Administrator, the process involves researching the best-fit app for the requirements, installing the package into a Sandbox for testing, and then deploying it to Production. This approach is highly efficient because it leverages existing, vetted technology that is specifically designed to handle the complexities of document generation, saving the organization from trying to build a costly and difficult-to-maintain custom solution using code or complex automation.

#### **NEW QUESTION # 64**

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

**Answer: A**

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 # 65**

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