

Examcollection Plat-101 Vce - Plat-101 Valid Exam Sims



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Salesforce Plat-101 Exam Syllabus Topics:

| Topic | Details |
|---------|---|
| Topic 1 | <ul style="list-style-type: none">• Salesforce Ecosystem: This section of the exam measures skills of Marketing Cloud Administrators and covers the overall Salesforce ecosystem. It focuses on understanding the different resources available for learning and skill development, recognizing how Salesforce Customer 360 products can be applied in real business use cases, and explaining how organizations make use of Salesforce in daily operations. It also highlights awareness of job roles and career opportunities within the Salesforce ecosystem. |
| Topic 2 | <ul style="list-style-type: none">• Reports & Dashboards: This section of the exam measures skills of Marketing Specialists and covers reporting and visualization in Salesforce. It includes describing how reports are built, how dashboards present insights, and how these tools help organizations monitor performance and make informed marketing decisions. |
| Topic 3 | <ul style="list-style-type: none">• Navigation: This section of the exam measures the skills of Marketing Specialists and covers how users navigate Salesforce. It tests the ability to locate and access necessary information in given scenarios and to identify where different types of Salesforce customizations take place. The emphasis is on practical system navigation that supports marketing operations. |
| Topic 4 | <ul style="list-style-type: none">• Data Model: This section of the exam measures skills of Marketing Cloud Administrators and covers Salesforce's data model. It involves understanding the relationship between core standard objects such as Accounts, Contacts, Leads, Opportunities, and Cases. The section also evaluates knowledge of ensuring data visibility through features and maintaining data integrity using the right tools in different business scenarios. |

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Hence, memorizing them will help you get prepared for the Salesforce Plat-101 examination in a short time. The product of Fast2test comes in PDF, desktop practice exam software, and Salesforce Certified Platform Foundations (Plat-101) web-based practice test. To give you a complete understanding of these formats, we have discussed their features below.

Salesforce Certified Platform Foundations Sample Questions (Q102-Q107):

NEW QUESTION # 102

A salesforce associate at get Cloudy Consulting has been asked to analyze Service Cloud data to determine how many individuals have called in to the support center.

Which relationship on Case should the associate use?

- A. Owner
- B. Account
- **C. Contact**

Answer: C

Explanation:

The contact relationship on case is used to indicate the individual who has called in to the support center. The contact field on case is a lookup field that allows the user to select a contact from the related account or any other account. The owner relationship on case is used to indicate the user who is responsible for working on the case. The account relationship on case is used to indicate the company or organization that the case is related to.

NEW QUESTION # 103

Where can a new user set up an email signature in Salesforce?

- A. User Profile
- **B. Email Setup**
- C. Personal Settings

Answer: B

Explanation:

The place where the new user can set up an email signature in Salesforce is the Personal Settings. The Personal Settings are where the user can customize their preferences, such as language, locale, time zone, display, security, and email. The user can access the Personal Settings by clicking on their profile icon and then clicking Settings. Then, they can click on Email under My Personal Information and then click on My Email Settings. There, they can enter their email signature in the Email Signature field and click Save. The User Profile and the Email Setup are not the correct places to set up an email signature in Salesforce.

NEW QUESTION # 104

Get Cloudy Consulting (GCC) provides consulting services to small and medium-sized business in the financial services space. GCC wants a solution for customer service where complaints can be logged through a web form and email.

Which Salesforce solution should GCC use?

- A. Experience Cloud
- **B. Service cloud**
- C. Commerce Cloud

Answer: B

Explanation:

The Salesforce solution that GCC should use for customer service where complaints can be logged through a web form and email is Service Cloud. Service Cloud is a product that helps companies deliver fast and personalized customer service across multiple channels, such as phone, email, web, chat, and social media. Service Cloud allows GCC to create cases from web forms and emails, assign them to agents, track their status, and resolve them efficiently

NEW QUESTION # 105

Get Cloudy Consulting gets 90% of its leads from trade shows. Sales reps create many lead records during these events, but they often forget to change the Lead Source field to Trade Show*.

What approach would improve data integrity for the Lead Source field?

- A. Create a validation rule requiring the Lead Source field to equal Trade Show'.
- B. Make an assignment rule named Trade Show' to only assign leads to sales reps.
- **C. Set the default value of the Lead Source field to Trade Show'.**

Answer: C

Explanation:

Setting the default value of the Lead Source field to Trade Show' is the best approach to improve data integrity for the Lead Source field. A default value is a value that is automatically populated in a field when a new record is created, unless the user enters a different value. Setting the default value to Trade Show' would save the sales reps time and ensure that most of the leads have the correct value for the Lead Source field.

Creating a validation rule requiring the Lead Source field to equal Trade Show' would not work, because it would prevent the user from entering any other value, such as Web, Phone, or Referral, which may not be accurate for all leads. Making an assignment rule named Trade Show' to only assign leads to sales reps would not work, because it would not affect the Lead Source field, and it would not allow the user to assign leads based on other criteria, such as territory, industry, or product.

NEW QUESTION # 106

To which Team should a Salesforce associate be added to gain access to an Account and its related opportunities?

- **A. Account Team**
- B. Opportunity Team
- C. Lead Team

Answer: A

Explanation:

The account team is the team that a Salesforce associate should be added to gain access to an account and its related opportunities. The account team is a feature that allows the user to share an account and its related records, such as contacts, opportunities, and cases, with other users who play a role in the account. The account team can include different team members with different roles and access levels. For example, the account team could include a sales rep, a sales manager, a product specialist, and a customer service agent.

The opportunity team is a feature that allows the user to share an opportunity and its related records, such as products, quotes, and activities, with other users who work on the opportunity. The opportunity team does not grant access to the account or its other related records, such as contacts or cases. The lead team is a feature that allows the user to share a lead and its related records, such as tasks, events, and notes, with other users who work on the lead. The lead team does not grant access to the account or its related records, such as contacts or opportunities.

NEW QUESTION # 107

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