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Contending for the success fruit of Plat-Admn-201 practice exam, many customers have been figuring out the effective ways to pass it. Due to the shortage of useful practice materials or being scanty for them, we listed these traits of our Plat-Admn-201 practice materials. Actually, some practice materials are shooting the breeze about their effectiveness, but our Plat-Admn-201 practice materials are real high quality Plat-Admn-201 practice materials with passing rate up to 98 to 100 percent.

Salesforce Certified Platform Administrator Sample Questions (Q54-Q59):

NEW QUESTION # 54
A Platform Administrator is building an agent to help an ecommerce support team. The agent needs to call an action, named

updateShippingAddress, that modifies a customer's shipping address in the system. Which set of Action Instructions should the administrator use for the updateShippingAddress action, according to best practices?

- A. "This action allows for the changing of a shipping address, and the goal is to make sure the address is current and accurate."
- B. "This action updates the customer's shipping address. It is to be used when a user wants to change their address. Only use this when a customer does not have an active order in the system."
- C. "Updates the shipping address for a customer order. The goal of the action is to modify the address on a customer's record. The agent should only use this action when the user explicitly requests to change their address."
- D. "Use this to update shipping information. It's used for any changes to a customer's address in the system."

Answer: C

Explanation:
According to Agentforce best practices, action instructions must be highly specific regarding the action's purpose, the expected goal, and the conditions under which it should be triggered. Option D is the strongest set of instructions because it defines the Action (Update shipping address), the Goal (Modify address on a record), and a clear Constraint/Guardrail (Only use when the user explicitly requests it). This prevents the AI from accidentally triggering a data change based on a vague inquiry. Option B is also good but more restrictive than necessary unless the business logic specifically forbids updates during active orders. Option D provides the best balance of context and intent, ensuring the Large Language Model (LLM) understands the "why" and "when" of the action.

NEW QUESTION # 55
What is the next step an agent performs when the tasks within an agentic loop are all unsatisfactory?

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

Answer: D

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 # 56
In an approval process, which feature allows a user to temporarily assign their approval responsibilities to another user for a predefined time period?

- A. Approval Rule
- B. Manager
- C. Delegated Approver
- D. Queue

Answer: C

Explanation:
A Delegated Approver is a user designated by an individual or an administrator to act on their behalf when an approval request is received. This is particularly useful for planned absences, such as vacations. While the delegated approver has the power to approve or reject a record, they cannot reassign the request to someone else. This is a temporary manual assignment and is different from a Manager (Option D), who is part of the permanent role hierarchy, or a Queue (Option B), which allows a group of people to share approval tasks. There is no feature called an "Approval Rule" (Option A) that handles temporary user reassignment in this manner.

NEW QUESTION # 57

Cloud Kicks' management team is hoping to increase user productivity by switching to consoles instead of the current traditional Salesforce user interface. What should a Platform Administrator use to implement this request?

- A. Omni-Channel
- B. Screen Flow
- C. App Builder
- D. App Manager

Answer: D

Explanation:

To transition users from a standard "tab-based" application to a Lightning Console app, the Platform Administrator must use the App Manager in Setup. The App Manager is where all Lightning apps are created, edited, and assigned to user profiles. Within the App Manager, the admin can create a new app and select "Console Navigation" as the navigation style39. Console apps allow users to work on multiple records simultaneously in a workspace tab-based layout, which is highly effective for productivity in fast-paced environments like sales or support40. The Lightning App Builder (Option A) is used to design the pages within the app, but the app's overall structure and navigation style are defined in the App Manager41. Screen Flow (Option B) and Omni-Channel (Option D) are specialized tools that can be used within a console but do not create the console app itself.

NEW QUESTION # 58

A Platform Administrator deactivates an agent to add a new topic and action. What happens to any ongoing user conversations with the agent?

- A. The agent will continue conversations using the deactivated agent until reactivated.
- B. The agent will send a system error message as a response to any new messages.
- C. The agent window automatically closes to prevent new messages.
- D. The agent will pause the conversation and resume once reactivated.

Answer: A

Explanation:

In the Agentforce environment, deactivating an agent to make configuration changes (like adding a Topic or Action) does not immediately terminate existing sessions. To ensure a smooth user experience, Salesforce allows ongoing conversations to continue using the version of the agent that was active when the session started. The "deactivation" simply prevents new sessions from being initiated. Once the administrator reactivates the agent, new sessions will utilize the updated configuration, while current users finish their interactions without interruption or "system errors". The window does not automatically close, and the conversation is not "paused" in a way that requires the user to wait for reactivation

NEW QUESTION # 59

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