

New Test Plat-Admn-201 Free Free PDF | Professional Plat-Admn-201 Study Tool: Salesforce Certified Platform Administrator

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Nghiên cứu các hệ thống tích hợp với Core banking:

1. Bạn thường sử dụng các loại hệ thống tích hợp nào? Liệt kê và mô tả ngắn gọn về chúng.
2. Bạn muốn sử dụng hệ thống tích hợp nào nhất? Tại sao?
3. Theo thực trạng hiện nay, bạn quan ngại vấn đề nào của hệ thống ngân hàng? Tại sao?

Trả lời

Câu 1:

- Tích hợp core banking với NAPAS thông qua chuẩn ISO 8583 / API: Đây là lớp tích hợp cho phép kết nối trực tiếp giữa core banking và hệ thống chuyển mạch tài chính NAPAS. Luồng giao dịch thanh toán thẻ, chuyển khoản 24/7, QR và clearing được truyền và xác thực theo thời gian thực. Việc sử dụng ISO 8583 cho phép đảm bảo tính toàn vẹn message, cấu trúc data field chuẩn hóa và giảm sai lệch dữ liệu trong xử lý liên ngân hàng.

- Middleware/ESB phục vụ điều phối message đến NAPAS: Trong nhiều ngân hàng, lớp tích hợp ESB hoặc API Gateway đóng vai trò routing, transformation và load balancing nhằm giảm áp lực xử lý trực tiếp lên core banking và tránh tình trạng nghẽn giao dịch.

- Hệ thống reconciliation đối soát với NAPAS: Phục vụ đối chiếu file settlement, xử lý tra soát và bù trừ giao dịch, đảm bảo dữ liệu khớp chính xác giữa số cái core và clearing report từ NAPAS. Điều này giúp ngân hàng hạn chế rủi ro kế toán và sai lệch số dư khách hàng.

Câu 2:

- Tối ưu hóa hiệu năng xử lý giao dịch (transaction throughput & latency):

+ Luồng giao dịch kết nối trực tiếp giữa core banking và NAPAS giúp giảm độ trễ (latency) so với mô hình qua nhiều tầng middleware.

+ Message chuẩn ISO 8583 giúp giảm overhead data, tăng tốc độ truyền.

+ Khi kết hợp Gateway middleware, có thể thực hiện load balancing, queue management, giúp hệ thống duy trì throughput ổn định trong giờ cao điểm giao dịch 24/7.

- Chuẩn hóa giao thức tích hợp và nâng cao tính tương thích hệ thống.

Trang 1

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Salesforce Plat-Admn-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
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"> • 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 4	<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 5	<ul style="list-style-type: none"> • 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.
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.

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Salesforce Certified Platform Administrator Sample Questions (Q63-Q68):

NEW QUESTION # 63

A Platform Administrator needs to create a new prompt template to automatically summarize customer cases for a sales team. The administrator wants to dynamically populate the response with data from the case record. What should the administrator use to display real Salesforce data in an agent response from a prompt template?

- A. Picklists
- B. Agent Instructions
- C. Flow
- D. **Merge Fields**

Answer: D

Explanation:

When building prompt templates within the Prompt Builder, the most direct way to inject specific record data into the AI's instructions is through Merge Fields. Much like an email template or a mail merge, merge fields allow the administrator to reference specific fields from the object in context-in this case, the Case object. For example, an administrator might use `{!$Input:Case.Subject}` or `{!$Input:Case.Description}` within the prompt template. When the agent runs, it replaces these placeholders with the actual data from the specific case record being viewed. This ensures that the AI has the "grounding" information it needs to generate an accurate and relevant summary. While Flows (Option A) can be used for more complex data retrieval, Merge Fields are the standard, low-code tool for simple record-to-prompt data population. Agent Instructions (Option C) provide the "how-to" logic for the AI but do not themselves represent the dynamic data points from the Salesforce database.

NEW QUESTION # 64

Sales reps miss key fields when filling out an opportunity record through the sales process. Reps need to move forward in stages but are unable to enter a previous stage. Which three options should a Platform Administrator use to address this need?

- A. Use Flow to mark fields required.
- B. **Use validation rules.**

- C. Configure Opportunity Path.
- D. Enable guided selling.
- E. Mark fields required on the page layout.

Answer: B,C,E

Explanation:

To ensure data integrity and guide sales reps through a structured process, a Platform Administrator should use a combination of tools. Opportunity Path (Option C) provides a visual representation of the stages and allows the admin to highlight "Key Fields" and "Guidance for Success" for each stage, making it clear what information is needed to progress. To enforce the entry of that data, Validation Rules (Option D) are used to prevent a user from moving to the next stage if specific fields are blank (e.g., AND(IsChanged(StageName), IsBlank(Discovery_Notes_c))). Additionally, marking fields as required on the Page Layout (Option A) ensures that the most fundamental data points are always captured. While Flow (Option B) can perform many tasks, it is not the primary way to mark fields as "required" in the UI. "Guided Selling" (Option E) is a specific term often associated with Salesforce CPQ rather than standard Opportunity management. Using Path, Validation Rules, and Page Layout requirements provides a robust framework for managing the sales lifecycle effectively.

NEW QUESTION # 65

The sales reps at Cloud Kicks should be able to report on each other's account and opportunity records with the organization-wide default for Account and Opportunity both set to Private. What should a Platform Administrator do to achieve this?

- A. Create an owner-based sharing rule for Accounts with sharing between a Public Group of Sales Reps and Read Only Opportunity Access.
- B. Create an Account and Opportunity report to show any owned by each member of the Sales Team and save the report into a shared report folder.
- C. Utilize Apex sharing to programmatically share records between a group of Sales Rep users.
- D. Create manual sharing to share specific account and opportunity records between the sales reps.

Answer: A

Explanation:

In a Private sharing model, users cannot see records they do not own unless they are shared. An Owner-based Sharing Rule is the standard way to grant this access at scale. By creating a rule that shares records owned by members of a "Sales Reps" Public Group with that same Public Group, the administrator allows all reps to see each other's accounts. Furthermore, because Account and Opportunity share a relationship, the sharing rule can be configured to grant "Read Only" (or higher) access to the associated Opportunity records simultaneously. Option B is incorrect because simply placing a report in a folder does not bypass record-level security (users will see an empty report). Option C and D are inefficient for granting broad, group-based access that can be handled via standard configuration.

NEW QUESTION # 66

Universal Containers (UC) customers have provided feedback that their support cases are not being responded to quickly enough. UC wants to send all unassigned cases that have been open for more than 2 hours to an urgent Case queue and alert the support manager. Which feature should a Platform Administrator configure to meet this requirement?

- A. Case Escalation Rules
- B. Case Dashboard Refreshes
- C. Case Scheduled Reports
- D. Case Assignment Rules

Answer: A

Explanation:

Case Escalation Rules are specifically designed to automate actions when a case has remained in a certain state for a defined period of time. In this scenario, the requirement involves two specific time-based triggers: moving the case after 2 hours and alerting a manager. Escalation rules allow the administrator to define "Escalation Actions" that execute when the time threshold is reached, such as "Reassign to Queue" and "Notify Manager". Case Assignment Rules (Option D) only fire when a case is first created or manually triggered, not after a time delay. Reports (Option A) and Dashboards (Option B) provide information but do not physically move records or perform automated reassignments.

NEW QUESTION # 67

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

Answer: C

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 # 68

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