

Free PDF Quiz 2025 Salesforce Fantastic Plat-101: Salesforce Certified Platform Foundations Reliable Exam Cram



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Salesforce Plat-101 Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	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	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 4	• 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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Salesforce Certified Platform Foundations Sample Questions (Q111-Q116):

NEW QUESTION # 111

A Salesforce associate wants to add a new related list of cases to the Account.
Where should the associate go to add the related list to Account?

- A. Account Record page
- B. Case Record page
- **C. Page Layout**

Answer: C

Explanation:

The related list of cases can be added to the account page layout, which determines the fields, buttons, and related lists that users see when they view an account record.

NEW QUESTION # 112

Get Cloudy Consulting wants to confirm the data type of the Account Sources field on Account object. Which editing the Account, the Account Sources field has several predefined values that can be selected.
Which type of field is Account Source?

- A. Text.Area
- **B. Picklist**
- C. Formula

Answer: B

Explanation:

The Account Source field is a picklist type of field. A picklist field is a type of field that allows the user to select a value from a predefined list of values, which ensures data consistency and accuracy. For example, the Account Source field could have values such as Web, Phone, Referral, and so on. A formula field is a type of field that calculates a value based on an expression or formula, which can reference other fields, functions, or constants. For example, a formula field could calculate the commission amount based on the opportunity amount and the commission rate. A text area field is a type of field that allows the user to enter up to 255 characters of free-form text, which can include multiple lines and spaces. For example, a text area field could capture the description or notes of an account or an opportunity.

NEW QUESTION # 113

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. Contact**
- C. Account

Answer: B

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 # 114

An insurance call center is experiencing increased policy support calls which has led to long wait times and disappointed customers. Which cloud will decrease the number of incoming calls, empower customers, and increase satisfaction?

- **A. Experience**
- B. CRM Analytics
- C. Cloud Sales Cloud

Answer: A

Explanation:

The cloud that will decrease the number of incoming calls, empower customers, and increase satisfaction for the insurance call center is Experience Cloud. Experience Cloud is a product that allows companies to create digital experiences for their customers, partners, and employees, such as websites, portals, forums, and mobile apps. Experience Cloud helps the insurance call center to provide self-service options, such as FAQs, knowledge articles, chatbots, and case management, to its customers, so that they can find answers and solutions on their own, without having to call the agents. This reduces the call volume and improves the customer satisfaction and loyalty.

NEW QUESTION # 115

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. Commerce Cloud
- **B. Service cloud**
- C. Experience 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 # 116

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