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## Plat-101 Reliable Test Prep | Exam Plat-101 Reviews

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Salesforce Certified Platform Foundations Sample Questions (Q117-Q122):

## **NEW QUESTION #117**

A manager can see all of the records owned by their team, but not records owned by other teams. How is access to the records being controlled?

- A. Permission Sets
- B. Role Hierarchy
- C. Profiles

## Answer: B

#### Explanation:

The role hierarchy is a way of controlling access to records based on the user's position in the organization. A user can see all of the records owned by themselves and the users below them in the hierarchy, but not records owned by users above them or in a different branch.

#### **NEW QUESTION #118**

A Salesforce associate deletes an Account of a company that recently went out of business. Which other related records are automatically deleted?

- A. Any related cases
- B. Any related leads
- C. Any related opportunities

#### Answer: C

#### Explanation:

When an account is deleted, any related opportunities are also deleted, unless they are closed or have a contract associated with them.

## **NEW QUESTION #119**

Get Cloudy Consulting (GCC) will show its data on a dashboard where the data is visualized within a range. Which dashboard component type should GCC use?

- A. Metric
- B. Chart
- C. Gauge

#### Answer: C

## Explanation:

A gauge is a dashboard component type that shows a single value within a range of custom values. A gauge is useful for showing whether a metric, such as revenue or customer satisfaction, is within a desired range. For example, a gauge could show the current revenue as a needle pointing to a green, yellow, or red zone, indicating whether the revenue is above, below, or on target. A metric is a dashboard component type that shows a single value, such as the total number of accounts or the average deal size. A metric does not show a range of values. A chart is a dashboard component type that shows data in a graphical format, such as a pie chart, a bar chart, or a line chart. A chart is useful for showing the distribution or trend of data, but not a single value within a range.

## **NEW QUESTION # 120**

Refer to the screenshot that shows the Home page.



A Salesforce associate wants to reorder items in their instance so the Reports tab appears immediately after Home. What should the associate do to customize the items on the navigation bar?

- A. Use the downward arrow next to each item name, then select Move to move the item left or right.
- B. Select the personalization button (pencil icon), then click and drag the item name up or down to adjust its location.
- C. Click the Setup gear icon at the top right of the page, then select User Interface and then Tabs.

#### Answer: B

#### Explanation:

Selecting the personalization button (pencil icon), then clicking and dragging the item name up or down to adjust its location is the correct way to customize the items on the navigation bar, as shown in the screenshot.

#### **NEW OUESTION # 121**

Get Cloudy Consulting (GCC) currently supports its customers via calls and emails. GCC wants to meet the needs of digitally savvy customers by offering support via web chat as well as SMS, Facebook Messenger, and WhatsApp. Which Salesforce product should meet this need?

- A. Experience Cloud
- B. Sales Cloud
- C. Service Cloud

#### Answer: C

## Explanation:

Service Cloud is the Salesforce product that should meet the need of Get Cloudy Consulting to offer support via web chat and other digital channels. Service Cloud is a cloud-based customer service platform that allows agents to deliver fast and personalized service across multiple channels, such as phone, email, web, social media, and messaging apps. Service Cloud also provides tools for case management, knowledge base, self- service, and analytics.

#### **NEW QUESTION # 122**

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