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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.

Salesforce Certified Platform Foundations Sample Questions (Q32-Q37):

NEW QUESTION # 32

Get Cloudy Consulting wants to group its contacts by Region for reporting.

What data type should the Salesforce associate recommend for this new Region field?

- A. Text
- B. Picklist**
- C. Multi-select picklist

Answer: B

Explanation:

When grouping contacts by a specific category like Region for reporting, the recommended data type is a Picklist. Picklists ensure data consistency by restricting input to predefined values, making it easier to categorize and analyze data in reports.

- * A. Multi-select picklist: While this allows multiple values for a single record, it complicates reporting and grouping.
- * C. Text: A text field lacks standardized input, increasing the risk of inconsistent data and reporting challenges.

References from Salesforce Documentation:

- * Custom Field Types
- * Picklists in Reports

NEW QUESTION # 33

When a sales rep needs to give an additional discount for an opportunity, a manager needs to review and authorize the discount request.

What should be used to lock the record before a decision is made?

- A. Approval process**
- B. Page layout
- C. validation rule

Answer: A

Explanation:

An approval process is a workflow that defines the steps and criteria for approving a record. It can be used to lock the record before a decision is made, and send email alerts and tasks to the approvers.

NEW QUESTION # 34

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 # 35

A nonprofit organization wants to help ensure residents in their area receive health checkups. The nonprofit also wants to ensure resident tracking history and all data are stored in a way that complies with local privacy laws.

Which Salesforce cloud solution should help meet these needs?

- A. Service Cloud
- B. Nonprofit Cloud
- C. **Health Cloud**

Answer: C

Explanation:

Health Cloud is the Salesforce cloud solution that should help meet the needs of a nonprofit organization that wants to ensure residents receive health checkups and comply with local privacy laws. Health Cloud is a cloud-based software solution that allows healthcare providers to manage patient relationships, care coordination, and engagement.

NEW QUESTION # 36

Get Cloudy Consulting (GCC) wants to customize its Sales application's Home tab with additional components.

Outside of the org, where should GCC's Salesforce associate go to collaborate with others on solutions that might resonate with GCC users?

- A. **Ask a question In a Trailblazer Community Group.**
- B. Explore documents In Help and Training.
- C. Search for modules in Trailhead.

Answer: A

Explanation:

The best place for GCC's Salesforce associate to go to collaborate with others on solutions that might resonate with GCC users is to ask a question in a Trailblazer Community Group. A Trailblazer Community Group is a forum where Salesforce users, partners, customers, and employees can connect, share, and learn from each other. There are groups for different topics, regions, industries, and roles. The associate can join a group that is relevant to their needs and interests, and post a question or a discussion to get feedback and ideas from other members. Exploring documents in Help and Training or searching for modules in Trailhead are also useful ways to learn more about Salesforce, but they are not as interactive and collaborative as asking a question in a Trailblazer Community Group.

NEW QUESTION # 37

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