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QUESTIONS & ANSWERS  
**DEMO VERSION**  
*(LIMITED CONTENT)*

# Question 1

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Question Type: MultipleChoice

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The CTO of AW Computing has defined a new policy for cases to improve customer satisfaction. All cases submitted with a Case Reason of Installation must be acknowledged immediately through email and assigned to the appropriate agents. Any cases that are still in the New status after 4 hours must be escalated to support management. A Platform Administrator has implemented auto-response rules. Which additional case management tool is necessary to meet this requirement?

## Options:

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- A- Support Processes
- B- Formulas
- C- Escalation Rules
- D- Entitlements

## Answer:

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C

## Explanation:

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Comprehensive and Detailed 150 to 200 words of Explanation From Salesforce Topics:

Auto-response rules handle the immediate acknowledgment email, but they do not escalate cases after a time-based condition is met. Salesforce documents describe escalation rules as the feature that automatically escalates cases when they meet rule criteria and after the defined elapsed time. In this scenario, the organization needs cases with Case Reason = Installation to be monitored and then escalated if they remain in New status after 4 hours. That is exactly the purpose of escalation rules. Salesforce also documents that case assignment rules determine how cases are routed to users or queues, while auto-response rules send the acknowledgment communication. In the platform's order of execution for service rules, assignment rules and auto-response rules are separate from escalation rules, confirming that escalation is an additional tool rather than something already covered by the existing setup. Support Processes only control status values and page behavior, formulas only calculate values, and entitlements manage service levels and milestones, not this direct timed escalation requirement.

## Question 2

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Question Type: MultipleChoice

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A Platform Administrator at Ursa Major Solar has been asked to change the Work Item and Project custom object relationship from a master-detail to a lookup. Which scenario prevents the administrator from fulfilling this requirement?

### Options:

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- A- A junction object is required to support the lookup.
- B- Roll-up summary fields exist on the master object.
- C- The lookup field in all the records contains a value.
- D- The lookup field is required for saving records.

### Answer:

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B

### Explanation:

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Comprehensive and Detailed 150 to 200 words of Explanation From Salesforce Topics:

A master-detail relationship can be converted to a lookup relationship only when Salesforce dependency rules tied to the master-detail structure are removed first. The key blocker in this scenario is the presence of roll-up summary fields on the master object. Roll-up summary fields depend on a master-detail relationship because they aggregate values from child records to the parent. Once the relationship becomes a lookup, that roll-up behavior is no longer supported, so Salesforce prevents the conversion until those roll-up summary fields are deleted or otherwise replaced. This is why option B is the correct answer. The other options do not block the conversion in the same way. A lookup field can still contain values after conversion, and a required lookup can be configured separately. A junction object is used for many-to-many designs, but it is not required simply to change a master-detail relationship to lookup. Salesforce documentation consistently ties roll-up summary capability to master-detail relationships, which is the decisive rule here.

## Question 3

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Question Type: MultipleChoice

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A sales rep has a list of 300 accounts with contacts that they want to load at one time. Which tool should a Platform Administrator utilize to import the records to Salesforce?

### Options:

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- A- Manual Import
- B- Data Import Wizard
- C- Dataloader.io
- D- Data Loader

### Answer:

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B

### Explanation:

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The Data Import Wizard is the most efficient and user-friendly tool for importing a relatively small number of records (up to 50,000) when those records involve standard objects like Accounts and Contacts simultaneously. A key advantage of this tool is its built-in capability to handle 'Account and Contact' imports in a single pass, which includes automatic matching to prevent duplicates based on name or email. For a volume of 300 records, the browser-based wizard is much faster to set up than the Data Loader, as it does not require a separate installation or complex CSV mapping for simple standard objects. While the Data Loader (Option D) and Dataloader.io (Option C) can handle this volume, they are typically preferred for much larger datasets (up to 5 million records) or more complex custom objects. The 'Wizard' provides a guided experience that is ideal for sales reps or administrators performing routine data entry tasks.

## Question 4

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Question Type: MultipleChoice

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Users have reported that the new Lightning account record page is loading very slowly. Which feature should a Platform Administrator use to determine the cause of the performance issues?

### Options:

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- A- Lightning Analytics
- B- Lightning Usage App
- C- Lightning Page Visibility Rule
- D- Lightning App Builder Analytics

### Answer:

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D

### Explanation:

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The Lightning App Builder includes a built-in Analysis tool (often referred to as Page Analysis or Analytics) that provides administrators with a performance score for a record page. This tool evaluates the page's metadata and components to identify factors that contribute to slow load times, such as having too many fields in a single section, using complex related lists, or including multiple heavy Lightning Web Components. It provides specific suggestions, such as using 'Dynamic Forms' to break up the page or moving less-used components into separate tabs to improve the 'time to interact' for the user. The Lightning Usage App (Option B) provides broad metrics on adoption and browser usage across the whole org but does not offer granular, component-level performance analysis for a single record page. Visibility Rules (Option C) are for showing/hiding content, not for technical performance auditing.

## Question 5

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Question Type: MultipleChoice

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A Platform Administrator is designing a prompt template for a new agent. The agent's purpose is to help service reps troubleshoot technical issues by providing concise, step-by-step instructions. Based on best practices for creating effective prompts, which approach should the administrator use when writing this prompt? 16

### Options:

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- A- Write a detailed prompt with multiple nested conditions to cover all the major troubleshooting scenarios.
- B- Use specific technical terms and abbreviations to ensure the AI understands the specialised domain.
- C- Focus on providing high-level, theoretical concepts so the AI has the flexibility to respond creatively.
- D- Use natural, easy-to understand language and clear, concise instructions to guide the AI's behavior.

### Answer:

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D

### Explanation:

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Creating effective Agentforce prompts requires a focus on clarity and simplicity to ensure the Large Language Model (LLM) follows instructions accurately. According to Salesforce best practices, administrators should use natural, easy-to-understand language and provide clear, concise instructions<sup>1919</sup>. This approach helps the AI accurately reason through the task without becoming confused by overly complex or nested logic (Option A). While technical accuracy is important, relying heavily on jargon or abbreviations (Option B) can sometimes lead to unexpected results if the LLM

interprets those terms differently in various contexts. Furthermore, providing high-level theoretical concepts (Option C) often results in vague or 'creative' answers that may not be helpful for technical troubleshooting, which requires specific and actionable steps<sup>22</sup>. Using direct instructions like 'Summarize the issue in three bullet points' is more effective than broad guidelines.

## Question 6

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Question Type: MultipleChoice

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A Platform Administrator has been asked to change the data type of an auto number to a text field. What should the administrator be aware of before changing the field? 99

### Options:

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- A- Existing field values will remain unchanged.
- B- Changing Auto Number field to Text is prevented.
- C- Existing field values will be deleted.
- D- Existing field values will be converted.

### Answer:

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A

### Explanation:

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In Salesforce, when a Platform Administrator changes a field's data type from Auto Number to Text, the operation is considered 'safe' regarding data retention. The existing values that were automatically generated by the system (e.g., 'INV-1001') will remain unchanged and stay within the field as static text strings<sup>12</sup>. However, once the change is saved, the system will no longer increment or automatically generate new numbers for future records; users will have to enter data manually. It is important to note that the reverse operation---changing a Text field to an Auto Number---is different, as it would require the administrator to decide whether to overwrite existing data or only number new records<sup>14</sup>. Options B, C, and D are incorrect because Salesforce explicitly supports this specific conversion without deleting or fundamentally transforming the existing data into a different format other than plain text.

## Question 7

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Question Type: MultipleChoice

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Cloud Kicks wants to make sure clients are getting the attention they need and cases are not sitting longer than the Service Level Agreement (SLA) it has with its clients. Which standard feature helps route cases to a Tier 2 team if they have not been addressed in a specific amount of time? 11

### Options:

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- A- Milestone and Entitlements
- B- Omni Channel Routing
- C- Auto Response Rules
- D- Escalation Rules

### Answer:

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D

### Explanation:

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Escalation Rules are specifically designed to ensure that cases do not violate a company's Service Level Agreements (SLAs). When a case meets predefined criteria and remains open for a specific duration---such as two hours or seven days---the escalation rule automatically triggers. A Platform Administrator can configure these rules to perform two primary actions: reassigning the case to a different user or queue (such as a Tier 2 support team) and sending notification emails to managers or the new owner to ensure the delay is addressed. While Milestones and Entitlements (Option A) are used to track and display SLA compliance on a record, Escalation Rules are the functional engine used to physically 'route' or move the record based on time-based triggers. Omni-Channel (Option B) handles real-time routing based on agent availability rather than time-elapsd thresholds. Auto-Response Rules (Option C) are used only to send initial confirmation emails to customers upon case creation.

## Question 8

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Question Type: MultipleChoice

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Cloud Kicks (CK) is partnering with a used shoe store and second-hand bicycle emporium. CK has an automated business process it wants to run once a week to count the number of open cases related to an Account. Which flow should a Platform Administrator recommend automating within Flow Builder for this business process?

### Options:

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- A- Scheduled flow
- B- Record triggered flow
- C- Autolaunched flow
- D- Automation event triggered flow

### Answer:

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A

### Explanation:

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For any business process that needs to run at a specific time interval (in this case, 'once a week'), a Scheduled flow is the standard tool. A scheduled flow allows the Platform Administrator to define a frequency (Daily, Weekly, or Once) and a start time<sup>57</sup>. The flow can then query all relevant Account records and perform the logic of counting open cases and updating the parent record autonomously<sup>58</sup>. Record-triggered flows (Option B) are inappropriate here because the count needs to happen on a schedule rather than being triggered by an individual record edit<sup>59</sup>. Autolaunched flows (Option C) must be called by another process, such as a button or Apex, and do not have their own timing mechanism<sup>60</sup>. 'Automation event triggered flow' (Option D) is not a standard type of flow used for recurring batch processing

## Question 9

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Question Type: MultipleChoice

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Marketing users at Cloud Kicks have been completing the Lead Source field inconsistently, with values like Web, Website, and Online. To ensure data quality, a Platform Administrator needs to standardize these records. Which Flow should the administrator use to clean up these inconsistent Lead Source values?

### Options:

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- A- Segment triggered flow
- B- Record triggered flow
- C- Schedule-triggered flow
- D- Screen flow

## Answer:

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C

## Explanation:

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When an administrator needs to perform a 'cleanup' of existing data in bulk, a Schedule-triggered flow is the most efficient choice. This type of flow can be configured to run once (or on a recurring schedule) and process all Lead records that meet the 'inconsistent' criteria (e.g., Lead Source equals 'Website' or 'Online')<sup>46</sup>. The flow can then automatically update those records to the standard 'Web' value. A Record-triggered flow (Option B) only works on records as they are being created or updated, so it would not fix historical data unless every record was manually touched. Screen flows (Option D) require manual user interaction for each record. Segment-triggered flows (Option A) are used in Data Cloud marketing contexts rather than standard core record cleanup.

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