



Free Salesforce Plat-101 Practice Questions

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Question 1

Question Type: MultipleChoice

The salesforce account executive for Get Cloudy Consulting (GCC) advises the company to use United Clouds to assist with its transition to using Salesforce as its CRM. GCC also plans to add an app in Salesforce from Connected Mail.

What is the role of each of these companies?

Options:

- A- Get Cloudy Consulting - Customer Connected Mail -independent Software Vendor (ISV)United Clouds - Partner
- B- Get Cloudy Consulting - CustomerConnected Mail - Consultant -United Clouds -Partner
- C- Get Cloudy Consulting -CustomerConnected Mail - Product United Clouds -partner Independent Software Vendor (ISV)

Answer:

A

Explanation:

The role of each of these companies is as follows:

Get Cloudy Consulting - Customer: GCC is the customer of Salesforce, which means it uses Salesforce products and services to run its business.

Connected Mail - Independent Software Vendor (ISV): Connected Mail is an ISV, which means it develops and sells applications that are built on the Salesforce platform and are available on the AppExchange.

United Clouds - Partner: United Clouds is a partner of Salesforce, which means it provides consulting, implementation, integration, or training services to help customers succeed with Salesforce.

Question 2

Question Type: MultipleChoice

Get Cloudy Consulting wants to implement AI Agents to assist with customer service.

Where can Agents be deployed?

Options:

- A- Queues
- B- Chatter
- C- Slack

Answer:

C

Explanation:

Salesforce offers AI-powered tools like Einstein Bots and AI-powered agents to assist with customer service. These tools can integrate into communication platforms to enhance user interactions. Slack, a Salesforce product, allows businesses to deploy AI Agents to streamline communication and provide instant support within customer workflows. This integration leverages Slack's powerful collaboration features combined with Salesforce's AI capabilities to resolve issues more efficiently.

Here is how the other options are incorrect:

A . Queues: While Salesforce Queues manage workloads and assign cases, they are not a place where AI Agents can be deployed. Queues are primarily for task or case assignments.

B . Chatter: Salesforce Chatter is a collaboration tool within Salesforce for internal communication. It does not support the deployment of AI Agents for customer service purposes.

Reference from Salesforce Documentation:

Slack and Salesforce Integration Overview

Einstein Bots Deployment Options

Salesforce Associate Exam Guide

Question 3

Question Type: MultipleChoice

Which sharing type shares a single, common infrastructure and code base?

Options:

- A- Metadata
- B- Multitenant
- C- Trust

Answer:

B

Explanation:

Multitenant is the sharing type that shares a single, common infrastructure and code base. Multitenant means that multiple customers (tenants) share the same hardware, software, and infrastructure resources, but their data and configurations are isolated and secure. This allows Salesforce to deliver high performance, scalability, and availability to its customers⁴

Question 4

Question Type: MultipleChoice

How should a Salesforce associate ensure a dashboard has the most current data?

Options:

- A- By refreshing the browser
- B- By clicking refresh
- C- By opening the dashboard

Answer:

B

Explanation:

To ensure a dashboard has the most current data, you need to click refresh on the dashboard page. Refreshing the browser or opening the dashboard will not update the data in the dashboard components³. You can also schedule a dashboard to refresh automatically at regular intervals

Question 5

Question Type: MultipleChoice

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?

Options:

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

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.

Reference from Salesforce Documentation:

Custom Field Types

Picklists in Reports

Question 6

Question Type: MultipleChoice

The Health Department wants to gain more insight into its patient data than what Salesforce Dashboards can provide.

Which Salesforce product should the department use?

Options:

- A- Experience Cloud
- B- CRM Analytics
- C- Health Cloud

Answer:

B

Explanation:

CRM Analytics is the Salesforce product that the Health Department should use to gain more insight into its patient data than what Salesforce Dashboards can provide. CRM Analytics is a cloud-based analytics platform that allows users to explore data, discover insights, and make data-driven decisions. CRM Analytics can connect to various data sources, including Salesforce and external systems, and provide interactive visualizations, AI-powered insights, and predictive modeling

Question 7

Question Type: MultipleChoice

A salesforce associate is excited to find they can combine the challenge of learning new skills with the chance of winning prizes?

Options:

- A- Super badges
- B- Quests
- C- Ranks

Answer:

C

Explanation:

The Salesforce feature that allows an associate to combine the challenge of learning new skills with the chance of winning prizes is Ranks. Ranks are a way to measure your progress and compare it with other learners on Trailhead. You can earn ranks by completing modules, projects, superbadges, and trails. Each rank has a minimum number of points and badges required to achieve it. You can also win prizes by participating in quests, which are time-limited challenges that reward you with swag, certifications, or other goodies¹. Superbadges are not a feature that offers prizes, but they are a way to showcase your advanced skills and earn real-world scenario credentials².

Question 8

Question Type: MultipleChoice

Get Cloudy Consulting gets 90% of its leads from trade shows. Sales reps create many lead records during these events, but they often forget to change the Lead Source field to Trade Show*.

What approach would improve data integrity for the Lead Source field?

Options:

- A- Create a validation rule requiring the Lead Source field to equal Trade Show'.
- B- Make an assignment rule named Trade Show' to only assign leads to sales reps.
- C- Set the default value of the Lead Source field to Trade Show'.

Answer:

C

Explanation:

Setting the default value of the Lead Source field to Trade Show' is the best approach to improve data integrity for the Lead Source field. A default value is a value that is automatically populated in a field when a new record is created, unless the user enters a different value. Setting the default value to Trade Show' would save the sales reps time and ensure that most of the leads have the correct value for the Lead Source field. Creating a validation rule requiring the Lead Source field to equal Trade Show' would not work, because it would prevent the user from entering any other value, such as Web, Phone, or Referral, which may not be accurate for all leads. Making an assignment rule named Trade Show' to only assign leads to sales reps would not work, because it would not affect the Lead Source field, and it would not allow the

user to assign leads based on other criteria, such as territory, industry, or product.

Question 9

Question Type: MultipleChoice

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?

Options:

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

Answer:

A

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.

Question 10

Question Type: MultipleChoice

Get Cloudy Consulting (GCC) needs an environment to onboard new hires as well as develop,

implement, and test new requirements.

Which type of environment should OCC use?

Options:

- A- Sandbox
- B- Production
- C- Trailhead Playground

Answer:

A

Explanation:

A sandbox is the type of environment that GCC should use to onboard new hires as well as develop, implement, and test new requirements. A sandbox is a copy of the production environment that allows the user to create and test changes without affecting the live data and users. A sandbox can have different types and sizes, depending on the purpose and scope of the changes. For example, a developer sandbox can be used to create and test code, a partial copy sandbox can be used to test large data sets, and a full sandbox can be used to perform performance testing and user acceptance testing. A production environment is the live environment that contains the real data and users. A production environment should not be used to onboard new hires or develop, implement, and test new requirements, because it could compromise the data quality and security, and disrupt the user experience. A Trailhead Playground is a type of environment that allows the user to learn and practice Salesforce skills using Trailhead. A Trailhead Playground is not connected to the production environment, and it does not have the same features and functionality as a sandbox.

Question 11

Question Type: MultipleChoice

Get Cloudy Consulting trains its new employee in a partial sandbox named New Employee; An employee completes the training in the sandbox and is ready to sign in to the production org. However, an error message pops up indicating an invalid username or password. The employee is using their sandbox username and password to sign in to production.

What is needed to solve this error?

Options:

- A- Creating a new username for the production org
- B- Removing. New Employee appendix from the sandbox username
- C- Creating a different password for the production org

Answer:

B

Explanation:

The solution to the error is to remove. New Employee appendix from the sandbox username. When you create a sandbox, Salesforce appends the sandbox name to all usernames in the sandbox copy, so that they don't conflict with usernames in the production org. To sign in to the production org, the employee needs to use their original username without the sandbox name.



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