Free Salesforce Plat-Admn-201 Practice Questions

Shared by Scott on 13-08-2026

For More Free Questions and Preparation Resources

Check the Links on Last Page

Question 1

Question Type: MultipleChoice

Which feature gives a sales team the ability to prioritize deals with recent updates in the List view and Kanban view?

Options:

A- Big Deal Alerts
B- Report Filters
C- Deal Change Highlights
D- Opportunity Path

Answer:

C

Explanation:

Deal Change Highlights is a feature in Lightning Experience that helps sales teams quickly identify recent changes to opportunities. In list views and the Kanban view, changes to the 'Amount' or 'Close Date' fields are highlighted with green (for positive changes) or red (for negative changes) arrows and text for seven days. This allows reps and managers to visually prioritize deals that have recently shifted in value or timing without having to open each record. Big Deal Alerts (Option A) send emails for high-value deals. Report Filters (Option B) are for general data analysis. The Opportunity Path (Option D) helps guide users through stages but does not highlight recent field-level data changes in a list format.

Question 2

Question Type: MultipleChoice

Ursa Major Solar classifies its accounts as Silver, Gold, or Platinum Level. When a new case is created for a Silver or Gold partner, it should go to the Regular Support Queue. When an account is Platinum Level, it should automatically go to the Priority Support Queue. What should a Platform Administrator use to achieve this?

Options:

A- Escalation Rules
B- Assignment Rules
C- Case Rules
D- Workflow Rules

Answer:

B

Explanation:

Case Assignment Rules are the standard Salesforce tool for automatically routing cases to specific users or queues based on record criteria. A single assignment rule can contain multiple 'Rule Entries' processed in a specific order. To meet this requirement, the Platform Administrator would create a rule with two entries: one that checks if the Account's 'Level' field equals 'Platinum' and routes it to the Priority Support Queue, and another that checks if the level is 'Silver' or 'Gold' and routes it to the Regular Support Queue. This automation happens the moment the case is created, ensuring that high-value customers receive immediate attention from the appropriate team. Escalation Rules (Option A) are used to move a case after it has been sitting for a period of time, not for initial routing. Workflow Rules (Option D) are a legacy tool that cannot natively assign cases to queues in the same direct manner as Assignment Rules.

Question 3

Question Type: MultipleChoice

A Platform Administrator at Cloud Kicks has a custom picklist field on Lead, which is missing on the Contact when leads are converted. Which two steps should the administrator take to ensure these values are populated?

Options:

A- Update the picklist value with a validation rule.
B- Create a custom picklist field on Contact.
C- Map the picklist field on the Lead to the Contact.
D- Set the picklist field to be required on the Lead object.

Answer:

B, C

Explanation:

2

When a Lead is converted into an Account, Contact, and Opportunity, standard fields are mapped automatically. However, custom fields require manual configuration to ensure d3ata flows through the conversion process. First, the Platform Administrator must create a corresponding custom picklist field on the Contact object (Option B) with the same values as the Lead field. Second, the administrator must go to the Lead Object Manager, select 'Fields & Relationships,' and click Map Lead Fields (Option C). Here, the admin explicitly maps the Lead custom picklist to the newly created Contact custom picklist. Without this mapping, the data will be lost during conversion. Validation rules (Option A) and making the field required (Option D) ensure data exists on the Lead but do not facilitate the transfer of that data to the Contact.

Question 4

Question Type: MultipleChoice

A sales manager at DreamHouse Realty wants sales users to have a quick way to view and update the opportunities in their pipeline expected to close in the next 90 days. What should a Platform Administrator do to accomplish this request?

Options:

A- Create a custom report and schedule the sales users to receive it each day as a reminder to update their opportunities.
B- Make a new Sales dashboard and add a component that shows all opportunities that meet the criteria.
C- Enable Sales Console and show users how to open a tab for each opportunity in the pipeline that meets the requirements.
D- Create a list view on the Opportunity object and recommend users switch the view to Kanban to edit by drag and drop.

Answer:

D

Explanation:

To provide both a 'quick view' and a way to 'update' records efficiently, a List View combined with the Kanban view is the most effective solution. The Platform Administrator can create a public list view with the filter 'Close Date equals NEXT 90 DAYS.' By switching this list view to the Kanban display, sales reps can see their deals organized by stage. The Kanban view allows for rapid updates via drag-and-drop, which automatically changes the Stage field, and provides side-panel editing for other key fields. While reports (Option A) and dashboards (Option B) are good for visualization, they are not optimized for the rapid, bulk record updates the manager is requesting. The Kanban view is a native productivity feature designed specifically to streamline pipeline management for sales users.

Question 5

Question Type: MultipleChoice

A Platform Administrator created a new prompt template and is testing it. Every time the administrator tests the template, it gives a different response. Why is the prompt template giving different responses each time it's run?

Options:

A- Prompt Builder caches the large language model's response, so the prompt is only sent once for every template the administrator creates.
B- Every time the administrator runs a prompt template in Prompt Builder, it creates a unique call to the large language model.
C- The prompt is only sent to the large language model after the administrator deploys the template to a live agent, not when the prompt is run in the builder.
D- Prompt Builder runs a simulated call to the large language model to save on costs, so the prompt is never sent to the actual model.

Answer:

B

Explanation:

Generative AI models are inherently probabilistic, meaning they do not produce the exact same output every time, even when given the same input. When a Platform Administrator uses the Prompt Builder to test a template, each 'Preview' or 'Test' execution initiates a fresh, unique call to the Large Language Model (LLM). Because the LLM considers a range of linguistic possibilities and probabilities for each word it generates, the resulting text will vary slightly (or significantly) with each iteration. This behavior is expected and is a core characteristic of generative AI. To ensure consistent and high-quality results, administrators must refine their instructions to be as specific as possible, narrowing the LLM's range of creative interpretation. Options A, C, and D are incorrect because the Prompt Builder is designed to provide real-time feedback from the actual LLM to help administrators debug and perfect the prompt's logic before it is deployed to end-users or agents.

Question 6

Question Type: MultipleChoice

Which action should a Platform Administrator configure to reverse a submitted approval request and unlock the associated record when setting up an approval process? 99

Options:

A- Final Rejection Actions
B- Recall Actions
C- Final Approval Actions
D- Initial Submission Actions

Answer:

B

Explanation:

An Approval Process consists of several stages, each with its own set of automated actions. When a record is first submitted, it is typically locked to prevent further edits. If a user needs to 'reverse' that submission---perhaps because they realized they made a mistake or the deal terms changed---the administrator must configure Recall Actions12. A recall action is specifically designed to allow the submitter or an administrator to pull the record back out of the approval queue. Common recall actions include a Field Update to change the status back to 'Draft' and, most importantly, an action to unlock the record so it can be edited again. Final Rejection Actions (Option A) occur when an approver denies the request, and Final Approval Actions (Option C) occur when the request is fully granted. Initial Submission Actions (Option D) are what lock the record and start the process in the first place.

Question 7

Question Type: MultipleChoice

Which feature gives a sales team the ability to prioritize deals with recent updates in the List view and Kanban view?

Options:

A- Big Deal Alerts
B- Report Filters
C- Deal Change Highlights
D- Opportunity Path

Answer:

C

Explanation:

Deal Change Highlights is a feature in Lightning Experience that helps sales teams quickly identify recent changes to opportunities. In list views and the Kanban view, changes to the 'Amount' or 'Close Date' fields are highlighted with green (for positive changes) or red (for negative changes) arrows and text for seven days. This allows reps and managers to visually prioritize deals that have recently shifted in value or timing without having to open each record. Big Deal Alerts (Option A) send emails for high-value deals. Report Filters (Option B) are for general data analysis. The Opportunity Path (Option D) helps guide users through stages but does not highlight recent field-level data changes in a list format.

Question 8

Question Type: MultipleChoice

A sales rep typically has several open opportunities for each of their accounts. Which tool should a Platform Administrator suggest to the sales rep to obtain the total number of accounts associated with open opportunities in a report?

Options:

A- Bucket Column
B- Report Filter
C- Unique Count
D- Group Rows

Answer:

C

Explanation:

When a report contains many rows where the same Account name appears multiple times (due to having several opportunities), a simple count of rows will not accurately represent the number of distinct accounts. To find the specific number of individual accounts, the Platform Administrator should use the Unique Count feature on the Account Name or Account ID column in the report builder. Selecting 'Show Unique Count' provides a total at the bottom of the report (and in summary groupings) that counts each unique value only once, regardless of how many times it appears in the list. Bucket Columns (Option A) group data into categories46. Report Filters (Option B) exclude records47. Grouping Rows (Option D) visually organizes the report by Account but does not inherently provide a single summary number for the count of distinct accounts in the way that Unique Count does.

Question 9

Question Type: MultipleChoice

Cloud Kicks (CK) has a new Platform Administrator who is asked to put together a memo detailing Salesforce usage to budget for upcoming license purchases. Where should the administrator go to find out what type of licenses CK has purchased and how many are available?

Options:

A- Usage-based entitlements related list in company information
B- Search for licenses types in setup
C- User licenses related list in company information
D- User management settings in setup

Answer:

C

Explanation:

The Company Information page in the Setup menu is the 'source of truth' for an organization's high-level metadata and licensing. In the User Licenses related list on this page, the administrator can see every license type purchased (e.g., Salesforce, Salesforce Platform, Force.com), the total number of seats allocated, the number of seats currently in use, and the number of remaining available licenses. This is the first place an administrator should look for budgeting and capacity planning. 'Usage-based entitlements' (Option A) tracks limited-resource features like Login minutes or Data Cloud credits, but not standard seat-based user licenses.

Searching for license types (Option B) or checking user management settings (Option D) will not provide a consolidated summary of the total license pool.


20%
DISCOUNT