

Salesforce

Exam Questions Plat-101

Salesforce Certified Platform Foundations



NEW QUESTION 1

A Salesforce user met with the new Director of IT for their customer, Northern Trail Outfitters (NTO). Where should the user add the new Director's information into Salesforce?

- A. Accounts
- B. Contacts
- C. Leads

Answer: B

NEW QUESTION 2

A VP of sales is requesting an easy-to-understand visual representation of accounts and opportunities that have been worked on by the sales agents in the current quarter in order to identify trends, sort data, and measure the impact of their activities. What is recommended to meet these requirements?

- A. Create a list views.
- B. Create a dashboard.
- C. Create a custom tab.

Answer: B

NEW QUESTION 3

To which Team should a Salesforce associate be added to gain access to an Account and its related opportunities?

- A. Opportunity Team
- B. Lead Team
- C. Account Team

Answer: C

NEW QUESTION 4

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?

- 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

NEW QUESTION 5

Get Cloudy Consulting wants to confirm the data type of the Account Sources field on Account object. Which editing the Account, the Account Sources field has several predefined values that can be selected. Which type of field is Account Source?

- A. Picklist
- B. Formula
- C. Text.Area

Answer: A

NEW QUESTION 6

Get Cloudy Consulting plans to implement Agentforce to enhance their sales team's efficiency. Which activity does Agentforce support?

- A. Scheduling meetings with leads
- B. Prioritizing sales activities based on lead conversion likelihood
- C. Automating emails to leads at pre-defined times

Answer: B

NEW QUESTION 7

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

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

Answer: B

NEW QUESTION 8

A salesforce associate at Get cloudy Consulting is configuring object access. The requirements are:

Sales Manager must have the same access to Opportunities. Marketing managers must have the same access to Campaigns. What is the recommend approach to configuring their access?

- A. Sharing Sets and Manual Sharing
- B. Validation and Assignment Rules
- C. Profiles and Permission Sets

Answer: C

NEW QUESTION 9

A Salesforce associate is working from a custom Contact list view and noticed key information is missing. What should they do to add the missing information?

- A. Edit sharing settings
- B. Select Fields to Display
- C. Edit list filters

Answer: B

NEW QUESTION 10

Refer to the screenshot that shows the top portion of the Salesforce Service app with areas labeled A, B, and C.



Get Cloudy Consulting (GCC) offers sales and services consoles to meet the various needs of its end users? Where should GCC' end users go to change to the Sales Console.

- A. App Launcher icon (Label A)
- B. Search bar (Label b)
- C. A dropdown in the navigation bar (Label C)

Answer: A

NEW QUESTION 10

Get Cloudy Consulting requires a value in the Status field every time a record is created or edited. What should they do to enforce this?

- A. Make the field required in Object Manager.
- B. Make the field required with a validation rule.
- C. Make the field required in organization-wide defaults.

Answer: A

NEW QUESTION 11

Which Trailhead feature should Get Cloudy Consulting use to create a custom teaming path for its employees?

- A. Projects
- B. Trail mixes
- C. Modules

Answer: B

NEW QUESTION 15

An insurance call center is experiencing increased policy support calls which has led to long wait times and disappointed customers. Which cloud will decrease the number of incoming calls, empower customers, and increase satisfaction?

- A. CRM Analytics

- B. Experience
- C. Cloud Sales Cloud

Answer: B

NEW QUESTION 17

A Salesforce associate wants to refresh a report and email it to an executive team each week. Which functionality of Salesforce Reports should the associate use?

- A. Refresh
- B. Notifications
- C. Subscriptions

Answer: C

NEW QUESTION 21

Get Cloudy Consulting (GCC) provides consulting services to small and medium-sized business in the financial services space. GCC wants a solution for customer service where complaints can be logged through a web form and email. Which Salesforce solution should GCC use?

- A. Commerce Cloud
- B. Experience Cloud
- C. Service cloud

Answer: C

NEW QUESTION 25

Where should field dependencies for an object be reviewed?

- A. Object Manager
- B. Profiles
- C. App Builder

Answer: A

NEW QUESTION 29

Get Cloudy Consulting wants to evaluate a new feature that requires a specific license before purchasing. Which environment should be used?

- A. Developer org
- B. Developer sandbox
- C. Scratch org

Answer: A

NEW QUESTION 31

Where can a org's service status and performance degradation information be found?

- A. AppExchange portal
- B. Salesforce help
- C. Salesforce

Answer: C

NEW QUESTION 35

A Salesforce associate is preparing for a sales call and needs to review a specific report. What is the most efficient way to navigate there?

- A. Use the search bar in All Reports
- B. Use the Global search bar
- C. Use the search bar in All Folders

Answer: B

NEW QUESTION 39

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

Answer: B

NEW QUESTION 44

Get Cloudy Consulting wants to group its contacts by region. On most records, this text field is blank or misspelled. Which action is recommended to ensure there is correct data for this field?

- A. Convert the Region field to a picklist field.
- B. Create a validation rule to enforce correct spelling.
- C. Email users a list of region names with correct spelling.

Answer: A

NEW QUESTION 47

Get Cloudy Consulting (GCC) wants to build one dashboard for Leads and Opportunities. GCC want the data to be displayed based on the logged-in user's security setting.

Which type of dashboard should this be?

- A. Static
- B. Dynamic
- C. Standard

Answer: B

NEW QUESTION 49

Where can a Salesforce associate find information that provides a view of interactions with a contact?

- A. Activity Timeline
- B. Details Tab
- C. Contact History

Answer: A

NEW QUESTION 54

Salesforce is built on objects like Account, Contact, and Opportunity. What is a representation of an object?

- A. A spreadsheet where the records are rows and the fields are columns
- B. Physical visualization of an Account, Contact, or Opportunity
- C. A set of relationships that link an Account, Contact, or Opportunity

Answer: A

NEW QUESTION 55

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?

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

Answer: A

NEW QUESTION 57

Get Cloudy Consulting (GCC) wants to simplify its sales teams Account Record page with the following recommendations:

- Adding tabs
- Hiding components
- Making fields conditionally visible

Where should GCC's Salesforce associate go to draft these changes for review?

- A. Lightning App Builder
- B. Record Types
- C. Page Layouts

Answer: A

NEW QUESTION 58

Get Cloud Consulting (GCC) currently uses separate platform for marketing sales, commerce, service, and information technology. As GCC continues to grow, it decides to move all departments onto Salesforce.

What would provide GCC the most benefit by moving to the Salesforce Platform?

- A. Salesforce increases security by only requiring employees to remember one password.
- B. Salesforce saves companies money by eliminating the need to purchase licenses for multiple systems.
- C. Salesforce provides a complete view of a company's customers on one unified platform.

Answer: C

NEW QUESTION 62

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

Answer: A

NEW QUESTION 63

Get Cloudy Consulting's growing marketing team is on a custom profile named Marketing Team.' The team currently has Read access to leads and opportunities- Two marketing managers need Edit access on leads.

What should the Salesforce associate do to grant them the access they need?

- A. Create a permission set that grants Edit access to leads and assign it to the marketing managers.
- B. Create a permission set that grants Edit access to leads and assign it to the marketing team.
- C. Create a new profile that grants Edit access to leads and assign it to the marketing managers.

Answer: A

NEW QUESTION 66

A Salesforce associate is asked to share records about a carpool program with users. Which type of group should the associate create?

- A. Private Group(s)
- B. Public Group(s)
- C. A Queue

Answer: B

NEW QUESTION 67

Get Cloudy Consulting currently stores information about its customers and partners in the Account object. There are a few details specific to partners that are not applicable to customers.

What is the recommended way to display only the information application to each group?

- A. Use Account for customers and create a custom object for partners.
- B. Create record types on Account called Partner and Customer
- C. Create custom object called Partner and Customer

Answer: B

NEW QUESTION 69

A Salesforce associate wants to learn more about an app to see if it would be a good fit for a business need, but they are not a system administrator.

Where can they learn more about the app?

- A. AppExchange
- B. Trailhead
- C. Global Search

Answer: B

NEW QUESTION 71

Which Salesforce role should help companies increase campaign effectiveness, reengage inactive customers, and grow their customer base?

- A. Consultant
- B. Marketer
- C. Designer

Answer: B

NEW QUESTION 72

A Salesforce associate is viewing information within a report and needs to export the data. Into which types of files can the report be exported?

- A. Word (.doc or .docx) or comma-separated values (.csv)
- B. Excel (.xlsx or .xls) file or comma-separated values (.csv)
- C. PDF (.pdf) or Excel (.xlsx or .xls)

Answer: B

NEW QUESTION 75

A Salesforce user at Get Cloudy Consulting informs the company's Salesforce associate they have moved to another department in the organization and no longer need access to Salesforce.

How should the associate change the user's access?

- A. Delete the user to free up the Salesforce license.
- B. Do nothing; the user may need to access Salesforce in the future.
- C. Deactivate the user to free up the Salesforce license.

Answer: C

NEW QUESTION 79

An organization wants to implement Salesforce into its business model. The requirements include:

- Operations management
- Program management
- Grantmaking
- Fundraising
- Marketing
- Engagement

Which cloud is preconfigured to handle all of these requirements?

- A. Analytics
- B. Experience
- C. Nonprofit

Answer: C

NEW QUESTION 80

A sales rep at Get Cloudy Consulting asks the new Salesforce associate to give them a report showing all the active accounts for the sales rep's territory. Where should the associate go to create a new report for Accounts?

- A. Setup
- B. Accounts tab
- C. Reports tab

Answer: C

NEW QUESTION 82

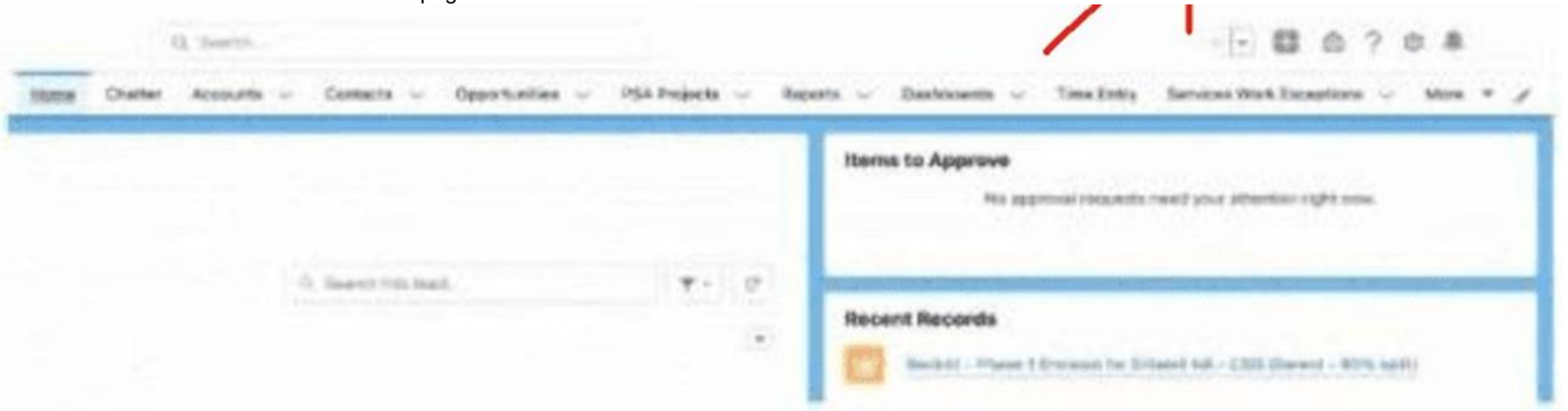
What is one aspect of multi-tenant architecture?

- A. Costs more than single-tenant architecture
- B. Reserves resources per tenant
- C. Shares resources with other tenants

Answer: C

NEW QUESTION 86

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

Answer: A

NEW QUESTION 87

A Salesforce associate recently relocated from Get Cloudy Consulting's San Francisco office to its new London office. The associate wants to change their work hours information in the Salesforce org to reflect their new time zone. Which method is easiest to change these settings?

- A. Go to Settings -> Personal Information -> My Work Information
- B. Submit a case with Salesforce support
- C. Go to Setup -> Company Information -> Default Time Zone

Answer: A

NEW QUESTION 90

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

Answer: C

NEW QUESTION 93

Get Cloudy Consulting (GCC) wants to migrate to Salesforce as its business continues to grow. GCC's needs include:
Communicating available products and services to its prospective customers
Improving its sales pipeline forecast and management quarterly revenue goals
Offering support to customers through its website, consider for implementation?

- A. Service, Experience, and Marketing
- B. Commerce, Service, and Marketing
- C. Sales, Service, and Marketing

Answer: C

NEW QUESTION 95

How can a user see only contacts from a specific city on the 'New This Week' list view without changing what other users see?

- A. Change the permissions so they can only see records from the specific city.
- B. Clone the list view with a new name, and filter by the specific c
- C. Build a private report for contacts that is filtered by the specific city.

Answer: B

NEW QUESTION 99

A Salesforce associate wants to update an opportunity record they just closed. Which relationship is standard as a Lookup field on an opportunity?

- A. Stage
- B. Account
- C. Quote

Answer: B

NEW QUESTION 102

Get Cloudy Consulting's dashboard shows all of the company's key performance indicators (KPIs) in one view. The company's Salesforce associate is asked to add functionality that allows the dashboard to show all the same KPIs for each of the regions.
How should the associate add this functionality?

- A. Create new dashboards for each region.
- B. Add a Region filter to the dashboard.
- C. Use an analytics package from the AppExchange.

Answer: B

NEW QUESTION 107

An organization wants to implement Salesforce into its business model. The requirements include:

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- Grantmaking
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- Marketing
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Which cloud is preconfigured to handle all of these requirements?

- A. Experience
- B. Analytics
- C. Nonprofit

Answer: C

NEW QUESTION 108

Get Cloudy Consulting gets 90% of its business 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 should help the sales reps when they create these lead records?

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

Answer: C

NEW QUESTION 109

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