

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 Salesforce Associate is asked to review multiple reports from the current month's folder and bring insight into a meeting. How should the associate locate all the reports in a single location from the Report object?

- A. Use the Global search bar
- B. Click on All Reports and use the search bar
- C. Click on All Folders and use the search bar

Answer: C

NEW QUESTION 3

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 4

Get Cloudy Consulting (GCC) has recently been onboarded as a Salesforce customer. GCC wants to enroll its in-house IT administration team in a Salesforce instructor-led training workshop.

Which resource provides virtual and in-person learning that should help the team accelerate their Salesforce knowledge?

- A. Trailhead Community
- B. Salesforce Help
- C. Trailhead Academy

Answer: C

NEW QUESTION 5

A Salesforce associate wants a visual summary of opportunities in a list view. The associate would like to summarize, filter, and move opportunities along the pipeline.

What should they do to meet this requirement?

- A. Create an Opportunity Summary report.
- B. Create an Opportunity List View.
- C. Create an Opportunities Kanban View.

Answer: C

NEW QUESTION 6

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 7

A Salesforce associate is using Global Search to find a record but does not remember the name of the record they want to find. What should the associate use to search for the record?

- A. List view for each object
- B. Object Manager
- C. Wildcards and operators

Answer: C

NEW QUESTION 8

Get Cloudy Consulting (GCC) is currently tracking forecasting and revenue data in a spreadsheet and wants migrate this data to Salesforce. Which solution should GCC consider?

- A. Marketing Cloud
- B. CRM Analytics
- C. Sales Cloud

Answer: C

NEW QUESTION 9

A Salesforce associate tries to create a new user in a sandbox using Astro@getdoudy.org as the username and it fails. What is the problem with creating the Astro3getcloudy.org' username?

- A. Salesforce usernames must include the user s full name and be formatted like an email address.
- B. Salesforce usernames must be unique across all Salesforce orgs and that one is already in use.
- C. Salesforce usernames must be formatted like an email address with.com at the end.

Answer: B

NEW QUESTION 10

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 10

Two users in the same opportunity record are seeing different fields. What is the reason for this?

- A. The missing fields are marked as hidden in Object Manager.
- B. The users are assigned different profiles and page layouts.
- C. The users have been configured with different Locales.

Answer: B

NEW QUESTION 13

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

Get Cloudy Consulting (GCC) wants to customize its Sales application's Home tab with additional components. Outside of the org, where should GCC' Salesforce associate go to collaborate with others on solutions that might resonate with GCC users?

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

Answer: B

NEW QUESTION 21

Get Cloud Consulting (GCC) has started to use Salesforce for its sales and service divisions. GCC would like to automate a process and understands this can be done through declarative and programmatic solutions. Which approach should GCC explore first?

- A. A programmatic approach, unless there is a lack of resources
- B. A declarative approach, as it allows for quicker and simpler problem resolution
- C. A programmatic approach, as it is more customizable.

Answer: B

NEW QUESTION 26

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 28

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 32

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 36

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 mobbing 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 40

A Salesforce associate wants to locate a record within the custom object called Shipment??. What is the most efficient way to find a record within this object?

- A. Global Search
- B. App Launcher
- C. Object Manager

Answer: A

NEW QUESTION 41

A manager is creating a dashboard for their team and wants each team member to receive a copy of the dashboard results by email each week. What should the team members do to ensure they receive they weekly results?

- A. Like the dashboard.
- B. Subscribe to the dashboard
- C. Follow the dashboard

Answer: B

NEW QUESTION 43

Cloud Kicks (CK) became a North American subsidiary of Get Cloudy Consulting (GCC).

What should the Salesforce associate do to show that GCC is part of the CK portfolio when creating the CK Account record?

- A. View account hierarchy and select Add Child Account.
- B. Select New on the child accounts related list.
- C. Add Get Cloudy Consulting to the Parent Account field

Answer: C

NEW QUESTION 46

Get Cloudy Consulting wants to implement an AI Agent with Agentforce. What is a feature of Agents?

- A. Hallucination prevention
- B. Toxicity detection
- C. Data retention

Answer: A

NEW QUESTION 48

Which relationship type exists between Accounts and Contacts?

- A. Master-detail

- B. Self
- C. Lookup

Answer: C

NEW QUESTION 53

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 58

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 63

A sales manager requests a report that shows total opportunity amounts grouped by:

- Small opportunities — Amount is less than \$50,000.
- Medium opportunities — Amount is between \$50,000 and 5100,000.
- Large opportunities — Amount is more than \$100,000.

How should the Salesforce associate create a field to show the amount as described above?

- A. Create a bucket field off of Amount,
- B. Create a custom field in Setup.
- C. Create a formula field off of Amount.

Answer: A

NEW QUESTION 65

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

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

Answer: C

NEW QUESTION 70

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 75

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 78

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 80

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 85

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