



Salesforce

Exam Questions Plat-101

Salesforce Certified Platform Foundations

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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

How should an associate display the sum of all closed won Opportunity amounts at the Account level?

- A. A custom report type
- B. The Opportunity related list
- C. A Roll-Up Summary field

Answer: C

NEW QUESTION 3

Get Cloudy Consulting (GCC) wants to ensure the Annual Revenue field is a positive amount and does not exceed \$100. What should GCC use to ensure to opportunities meet these standards?

- A. Validation Rules
- B. Assignment Rules
- C. Default Values

Answer: A

NEW QUESTION 4

A manager can see all of the records owned by their team, but not records owned by other teams. How is access to the records being controlled?

- A. Permission Sets
- B. Profiles
- C. Role Hierarchy

Answer: C

NEW QUESTION 5

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 6

A Salesforce associate wants to connect with other Salesforce associates in their local area. Which Salesforce resource allows them to network and collaborate with others based on role and location?

- A. Trailblazer Connect
- B. Salesforce Interest Groups
- C. Trailblazer Community Groups

Answer: C

NEW QUESTION 7

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?

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

Answer: B

NEW QUESTION 8

What should be considered before changing the field type of a custom field?

- A. The field is a required field that cannot be changed.
- B. The field type can be changed for all custom field.
- C. There is possible data loss when changing the field type.

Answer: C

NEW QUESTION 9

Get Cloudy Consulting is rolling out Salesforce to its organization.

What should be used to allow additional field-level access to individual employees based on the their job duties?

- A. Individual profiles
- B. Permission sets
- C. Role Hierarchy

Answer: B

NEW QUESTION 10

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 10

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 15

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 18

An employee at Get Consulting recently changed their name and received a new username.

Where should these changes be updated?

- A. Contact Record page
- B. User Record page from Setup
- C. User profile page

Answer: B

NEW QUESTION 22

Which Salesforce role produces data-driven solutions by eliciting, documenting, and examining requirements around organizational challenges?

- A. Business Analyst
- B. User Experience Designer
- C. Platform Developer

Answer: A

NEW QUESTION 24

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

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

Answer: B

NEW QUESTION 26

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 28

A Salesforce standard profile end user is looking for specific information on an Opportunity record page. They are overwhelmed by the required scrolling to see the page.

What should the user do to simplify the page to see only what they want?

- A. Collapse detail sections.
- B. Remove activities.
- C. Change page layout assignment.

Answer: A

NEW QUESTION 31

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 34

A college wants to incorporate Salesforce into its admissions program using Program Enrollment and Course Connections.

Which Salesforce cloud provides these features as standard offerings?

- A. Experience Cloud
- B. Education Cloud
- C. Marketing Cloud

Answer: A

NEW QUESTION 36

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 39

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 40

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 44

Get Cloudy Consulting (GCC) wants the ability to:

- * Send a predefined sequence of scheduled messages to prospective customers.
- * Track messages that get the best open and response rates.
- * Send customized messages to existing customers information them for new products and discounts.

Which Salesforce cloud solution allows GCC to meet these requirements?

- A. Sales Cloud
- B. Marketing Cloud
- C. Service Cloud

Answer: B

NEW QUESTION 49

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 50

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 55

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 60

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 64

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 66

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?

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

Answer: A

NEW QUESTION 68

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 their weekly results?

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

Answer: B

NEW QUESTION 72

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 77

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 82

A salesforce associate at get Cloudy Consulting has been asked to analyze Service Cloud data to determine how many individuals have called in to the support center.

Which relationship on Case should the associate use?

- A. Owner
- B. Account
- C. Contact

Answer: C

NEW QUESTION 86

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 89

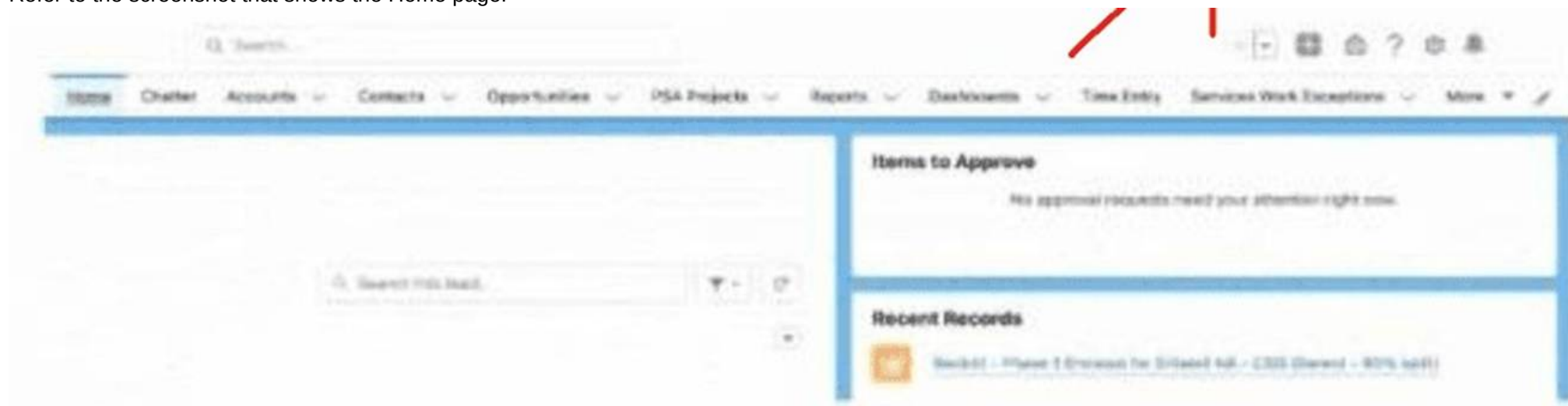
What is one aspect of multi-tenant architecture?

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

Answer: C

NEW QUESTION 90

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 91

A salesforce associate wants to retrieve a record for a business but only remembers a portion of the business name. Using the fewest clicks, how should the associate search the account records for the desired business?

- A. The global Search box
- B. A list view of all accounts
- C. A report of all accounts

Answer: A

NEW QUESTION 95

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 96

Which action(s) must be taken for Salesforce updates?

- A. Updates are automatic; nothing needs to be downloaded or installed.
- B. Updates require purchasing an updated license.
- C. Updates need to be downloaded with each release

Answer: A

NEW QUESTION 97

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 102

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 106

A Salesforce associate wants to learn more about converting Leads to Contacts. They enjoy learning in an asynchronous, gamified way. Which resource should they use?

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

Answer: C

NEW QUESTION 109

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 112

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 115

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- A. Experience
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- C. Nonprofit

Answer: C

NEW QUESTION 117

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