



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

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 3

An online retail company uses Sales Cloud and Marketing Cloud. The company's Salesforce associate needs help while working in Marketing Cloud and wants to hear other Salesforce professionals' opinions. They would like to post a question that anyone around the globe who is familiar with Salesforce can answer. Which resource should they use?

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

Answer: A

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

A sales manager at Get Cloudy Consulting wants a report that shows their top-selling product families by quantity.

- A. Group by opportunity stage > Filter by product family > Sum the total number sold
- B. Group by product family > Filter to show only Closed Won opportunities > Sum the total number sold
- C. Group by active products > Filter to show opportunities this year > Sum the quantity

Answer: A

NEW QUESTION 6

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?

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

Answer: B

NEW QUESTION 7

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 8

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 9

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 10

A deleted record needs to be recovered from the Recycle Bin. Where can the user find the Recycle Bin?

- A. Setup
- B. App Launcher
- C. Global Search

Answer: B

NEW QUESTION 10

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 15

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 19

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 21

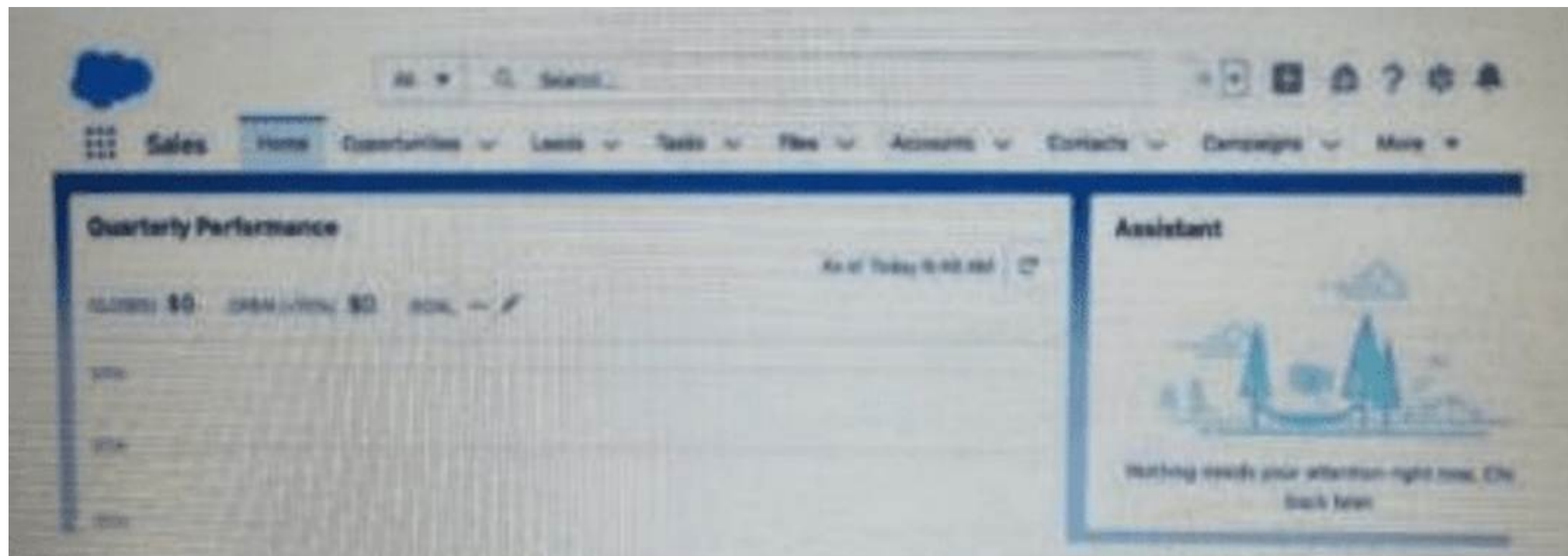
A Salesforce associate tries to create a new user in a sandbox using Astro@getdoudy.org as the username and it fails. What is the problem with creating the Astro3getcloudy.org' username?

- 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 23

A Salesforce associate is asked to add a new employee record to their client. Get Cloudy Consulting.



To which object should they add this record?

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

Answer: C

NEW QUESTION 24

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 25

A Salesforce associate is creating a report that needs to show changes in a value over a series of points in time. Which type of chart should the associate add to this report to help visualize these changes?

- A. Line
- B. Scatter
- C. Donut

Answer: A

NEW QUESTION 26

What format is available for a Salesforce report export?

- A. Word format .docx
- B. Excel format .xlsx
- C. Portable Document Framework format .pdf

Answer: C

NEW QUESTION 31

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 36

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 41

How can a report of all Accounts with Opportunities be created?

- A. Use the Accounts report type.
- B. Use the Accounts with Opportunities report type.
- C. Use the Opportunities report type.

Answer: B

NEW QUESTION 42

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 44

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 45

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 47

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 49

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 54

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 57

A Salesforce associate at Get Cloudy Consulting is given a list of opportunities to work through. The associate asks for an easier way to change the opportunity stage.

What should be recommended?

- A. Switch to the Kanban View.
- B. Create multiple list views.
- C. Use a Dynamic Dashboard View.

Answer: A

NEW QUESTION 61

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

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 67

What is the maximum number of rows a report will display?

- A. 5,000
- B. 3,000
- C. 2,000

Answer: B

NEW QUESTION 68

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 73

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 77

Which relationship type exists between Accounts and Contacts?

- A. Master-detail
- B. Self
- C. Lookup

Answer: C

NEW QUESTION 81

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 82

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 86

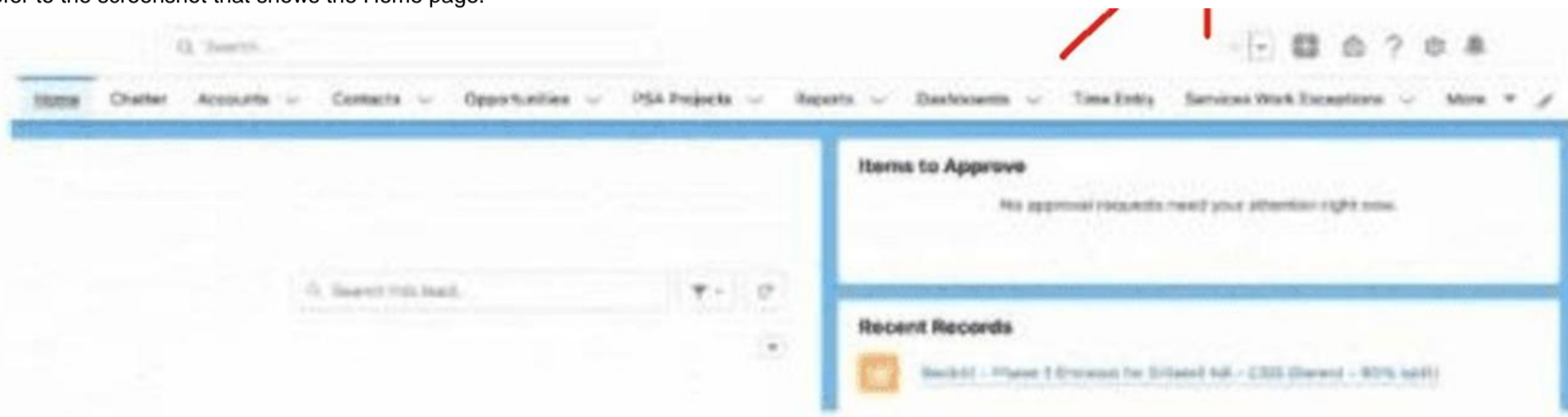
What should the account owner at Get Cloudy Consulting use to learn the sum of the amount for each opportunity?

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

Answer: C

NEW QUESTION 88

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 92

Get Cloudy Consulting (GCC) wants to integrate its financial system with its Salesforce environment. After searching the AppExchange and reviewing documentation for its financial system. GCC did not find anything. What should be used to build this integration?

- A. Commerce Cloud
- B. MuleSoft
- C. Financial Services

Answer: B

NEW QUESTION 95

What type of relationship do Account and Contact objects have?

- A. Lookup
- B. Self
- C. Master-detail

Answer: A

NEW QUESTION 97

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 100

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 102

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