

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

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 3

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 4

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 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. Croup by active products > Filter to show opportunities this year > Sum the quantity

Answer: A

NEW QUESTION 6

A Salesforce associate wants to quickly create an org where they can learn, practice, and develop Salesforce skills. Which type of org should they create from within Trailhead?

- A. Developer Edition
- B. Sandbox
- C. Playground

Answer: A

NEW QUESTION 7

A Salesforce associate wants to filter a Lead report by a secondary industry field. Who would the associate typically work with to get a new field added in their Salesforce org?

- A. Salesforce Developer
- B. Salesforce Administrator
- C. Salesforce Technical Architect

Answer: B

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 14

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 their job duties?

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

Answer: B

NEW QUESTION 16

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 recommended 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 19

A Salesforce associate tries to create a new user in a sandbox using Astro@getcloudy.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 20

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 21

A marketing manager wants to make the Reason Lost field required on the opportunity when the stage is changed to Closed Lost. What should the Salesforce associate do to enforce this requirement?

- A. Make the field required on the page layout.
- B. Create a validation rule on the Opportunity object.
- C. Make the field universally required.

Answer: B

NEW QUESTION 26

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 31

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 35

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 36

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 38

Get Cloudy Consulting wants to group its contacts by Region for reporting. What data type should the Salesforce associate recommend for this new Region field?

- A. Multi-select picklist

- B. Picklist
- C. Text

Answer: B

NEW QUESTION 43

Get Cloudy Consulting is rolling out Salesforce to its organization. New users may have different access requirements base on department. What should be recommended to allow new users the correct access based on their department??s requirements?

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

Answer: C

NEW QUESTION 46

A Salesforce associate has received a request to create new users for a group of new employees. Where can the associate check the number of licenses available to be assigned to the new employees

- A. Salesforce Help
- B. Company Information
- C. User Management Settings

Answer: B

NEW QUESTION 48

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 from and email. Which Salesforce solution should GCC use?

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

Answer: C

NEW QUESTION 50

A Salesforce associate is looking at a custom Contact list view and wants to show more information from the record. What should they do to add the missing key columns?

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

Answer: B

NEW QUESTION 52

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 55

A Salesforce associate has been asked to identify all contacts that have had interactions with their company in the last year. What should the associate do to identify these contacts?

- A. Look at the contact's Last Modified Date.
- B. Look at the active field.
- C. Look at the last related activity date.

Answer: C

NEW QUESTION 56

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 59

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 60

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 65

What is the maximum number of rows will display?

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

Answer: C

NEW QUESTION 67

Get Cloudy Consulting (GCC) plans to migrate from a legacy CRM system to Salesforce. GCC currently uses a dedicated single-tenant, on-premise system and wants to utilize a multi-tenant architecture like Salesforce uses. What is one feature of multi-tenant architecture?

- A. Resources are shared but tenants cannot claim each other's resources.
- B. Resources are shared and tenants can claim each other's resources.
- C. Resources are limited to each tenant.

Answer: A

NEW QUESTION 68

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 73

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 77

Get Cloudy Consulting currently stores information about is 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 79

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 83

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 88

Which relationship type exists between Accounts and Contacts?

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

Answer: C

NEW QUESTION 93

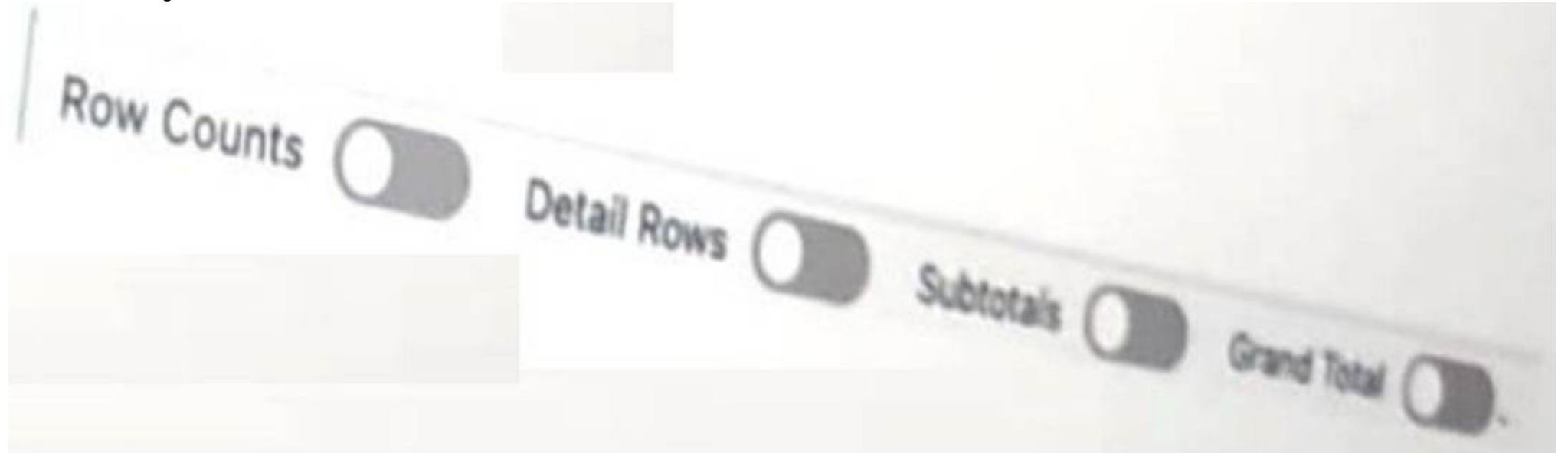
A Salesforce user at Get Cloudy Consulting informs the company's Salesforce associate they have moved to another department in the organization and no longer need access to Salesforce. How should the associate change the user's access?

- 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 95

Refer to the image below:



A Salesforce associate reviews a report that shows more information than they need. The associated see individual records but only wants to see the Record Count.

Which switches should the associated toggle to only show the Record Count?

- A. Row Counts and Grand Total
- B. Subtotals and Detail Rows
- C. Grand Total and Subtotals

Answer: A

NEW QUESTION 100

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

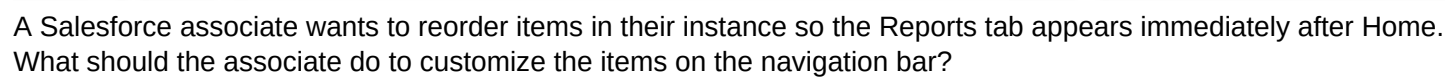
Which tool creates a visual representation of objects and their relationships?

- Answer: C**

Get Cloudy Consulting wants to implement AI Agents to assist with customer service. Where can Agents be deployed?

- Answer: C**

Refer to the screenshot that shows the Home page.



- Answer: A**

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?

- Answer: A**

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?

- Answer: A**

NEW QUESTION 114
Get Cloudy Consulting wants to implement Salesforce within its sales and service divisions, and automate several processes that involve both. Which approach should they explore first?

- Answer: A**

NEW QUESTION 119

What type of relationship do Account and Contact objects have?

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

Answer: A

NEW QUESTION 121

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 122

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 127

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