

Sales-Cloud-Consultant Dumps

Certified Salesforce Sales Cloud Consultant

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NEW QUESTION 1

- (Exam Topic 1)

A company is planning for the migration of an existing knowledge base into Salesforce Knowledge. Which set of factors should be considered in selecting which articles to migrate?

- A. Last modified date and frequent search terms
- B. Last modified date and number of recent article views
- C. Original creation date and average rating of articles
- D. Original creation date and total number of article views

Answer: B

NEW QUESTION 2

- (Exam Topic 1)

How can a Contact Center Manager see which Service Representatives have not accepted new Cases recently using the Lightning Service Console?

- A. Omni-Channel Utility Component
- B. Cases report sorted by Rep and Case Owner
- C. Cases report sorted by Rep and Case CreatedDate
- D. Omni-Channel Supervisor tab

Answer: D

NEW QUESTION 3

- (Exam Topic 1)

A company would like to implement a solution that would hold service reps accountable to customer Service Level Agreements. Which two steps should be completed to meet this request? Choose 2 answers

- A. Enable Work Orders.
- B. Create an Entitlement Process.
- C. Set up Milestones.
- D. Configure Service Contracts.

Answer: BC

NEW QUESTION 4

- (Exam Topic 1)

Universal Containers wants to deploy the Service Cloud to its contact centers located across North America, Europe, and Asia. The company wants standardized contact center processes and reporting implemented in its centers worldwide.

Which approach should a consultant recommend in this scenario?

- A. Assign a global team of experienced agents and leaders to create a common design template and report structure.
- B. Assign teams in each major contact center to design a solution unique to its needs and have an analyst build a combined report.
- C. Recommend utilizing out-of-the-box functionality to reduce cost and ensure one worldwide process and reporting.
- D. Recommend that the VP of Worldwide Support design a global template to provide a clear vision and tandardization.

Answer: A

NEW QUESTION 5

- (Exam Topic 1)

How should a Consultant provide Suggested Article functionality to Lightning Service Console users?

- A. Add the Knowledge Component to the Service Console.
- B. Add the Knowledge tab to the Console app.
- C. Create email templates with Knowledge Articles attached.
- D. Add the Suggested Article widget to the Case page layout.

Answer: A

NEW QUESTION 6

- (Exam Topic 1)

Universal Containers is using the Lightning Service Console for managing cases and wants to add a softphone to enable click-to-call capability.

Which three configurations are needed for the softphone to work in Salesforce? Choose 3 answers

- A. Install an adapter from AppExdiange to work with third-party cn systems.
- B. Enable Live Agent in their community to chat with an agent.
- C. Assign the correct Salesforce users to the Call Center.
- D. Create a softphone layout and assign to user profiles.
- E. Assign the Salesforce CTI license to Salesforce users.

Answer: ACD

NEW QUESTION 7

- (Exam Topic 4)

Which method should be used to automate repeat opportunities when regular customers are classified as a repeat account type?

- A. Develop an Apex trigger for repeat accounts that inserts a copy of an opportunity for the sales representative when it reaches closed/won stage
- B. Develop an Apex trigger to set an opportunity revenue schedule that automatically sets up a new opportunity for repeat accounts when it reaches closed/won stage
- C. Configure a workflow rule for repeat accounts that inserts a copy of an opportunity for the sales representative when it reaches closed/won stage
- D. Configure a workflow rule for repeat accounts that sends a reminder task to the sales representative to create a new opportunity when it reaches closed/won stage

Answer: A

NEW QUESTION 8

- (Exam Topic 4)

Universal Containers has configured a private sharing model with Opportunity team selling enabled. The company allows its sales representatives to add sales team members to their opportunities when necessary. As a result, each sales representative has opportunities they directly manage and opportunities on which they collaborate with other sales representatives. Which data set filter on a single report would allow the sales representatives to see all opportunities they are involved with?

- A. My Team's Opportunities - not 100% sure due to incomplete question.
- B. My collaborative opportunities
- C. My team selling and my opportunities
- D. My Team selling shared opportunities

Answer: AC

NEW QUESTION 9

- (Exam Topic 4)

Universal Containers wants to equip its sales team with mobile capabilities. The sales team needs to quickly look up contacts, accounts, and opportunities and easily log calls. Due to limited coverage in certain geographic areas, the sales team wants access to customer information even without an Internet connection. Which mobile solution is appropriate for the Universal Containers' sales team?

- A. Custom hybrid App
- B. Salesforce Mobile App
- C. Salesforce Touch App
- D. Salesforce A App

Answer: B

NEW QUESTION 10

- (Exam Topic 4)

Universal Containers is devising a separate sales methodology to upsell service contracts to its existing customer base. The company would like to track and report on these deals separately from other deals. What should a consultant recommend to meet this requirement?

- A. Add upsell as a stage and create a summary report by opportunity stage
- B. Create an opportunity record type and sales process for reporting on these deals
- C. Create separate page layout and report to flag and report on these deals
- D. Create a customer filed on opportunity to flag and report on these deals.

Answer: B

NEW QUESTION 10

- (Exam Topic 4)

Universal Containers has a private sharing model for accounts and opportunities. As part of its sales strategy, each sales representative collaborates with the same set of individuals for each opportunity.

What should a consultant recommend to grant sales representatives the appropriate access to an opportunity?

- A. Create a public group for each team and have the sales representatives configure his or her default opportunity team
- B. Create a trigger for each sales representative that would automatically share the opportunity with his or her default opportunity team.
- C. Enable Chatter and configure a customer Chatter group for the opportunity to allow collaboration on ideas.
- D. Enable opportunity team selling and have each sales representative configure his or her default teams

Answer: D

NEW QUESTION 15

- (Exam Topic 4)

Universal Containers has a complex sales process that requires two different sets of sales stages for opportunities with an opportunity amount above or below USD \$100,000. What should a consultant recommend to meet this requirement?

- A. Create two sales processes, two opportunity record types, and a workflow rule triggered by sales stage.
- B. Create two sales processes, two opportunity record types, and a workflow rule triggered by the opportunity amount.
- C. Create one sales process and a validation rule that evaluates opportunity amount to determine the appropriate sales stage.
- D. Create two sales processes and a workflow rule triggered by opportunity amount to assign a sales process.

Answer: B

NEW QUESTION 16

- (Exam Topic 4)

The sales management team of Universal Containers has noticed that opportunities are taking longer to close. Historically, it has taken 30 days for a new opportunity to be moved to closed/won. Recently, this time period has increased to 45 days. What analytics tool can the sales management team leverage to help

determine the cause? Choose 2 answers

- A. Dashboard of opportunity stage duration
- B. Report on the discount approval time for quotes
- C. Dashboard of Month-over-month trend of lead conversions
- D. Report on campaign return on investment (ROI)

Answer: AB

NEW QUESTION 20

- (Exam Topic 4)

Nothern Trail Outfitters wants to link contacts with more than one account. What solution should be recommended if a contact is an employee in one account, and on the boards of three additional accounts?

- A. Associate the contact to other accounts using a custom lookup field
- B. Clone the contact record and add it to the second account
- C. Enable contacts to multiple accounts feature
- D. Add the contact to the partners related list on the second account

Answer: D

NEW QUESTION 22

- (Exam Topic 4)

Universal Containers currently uses the customizable forecasting feature. A sales representative at Universal Containers has four opportunities for the current quarter that are detailed below:

- \$3,500 opportunity in the Best Case forecast category
- \$2,000 opportunity in the Commit forecast category
- \$1,000 opportunity that has been closed/won
- \$1,000 opportunity that has been lost

What are the sales representatives Best Case forecast for the current quarter?

- A. \$2,000
- B. \$5,500
- C. \$3,500
- D. \$6,500

Answer: D

NEW QUESTION 24

- (Exam Topic 4)

Universal Containers is implementing an entitlement process in its contact center to gain better visibility into how well the company is delivering on customer service level agreements (SLAs). Which two approaches can be used to accomplish this goal? Choose 2 answers

- A. To Display whether a case response complies with a customer's service level agreement.
- B. To monitor the case escalation rule queue to confirm service levels are met.
- C. To represent metrics such as first-response and resolution time on cases.
- D. To identify the customer contact associated with a particular stage of a service contract.

Answer: AC

NEW QUESTION 29

- (Exam Topic 4)

UC is migrating data from a legacy system into Salesforce. The company needs to migrate lead, contact, and opportunity data from its legacy system and must be able to report on historical lead conversion for both legacy and newly created data. What is the recommended order for data migration?

- A. User, Lead, Opportunity, Account, Contact
- B. User, Contact, Account, Lead, Opportunity
- C. User, Opportunity, Account, Contact, Lead
- D. User, Account, Contact, Opportunity, Lead

Answer: D

NEW QUESTION 30

- (Exam Topic 4)

The Sales Director at Cloud Kicks mandated that implementing logic and automation to quality top leads is priority. Cloud Kicks fully leverages Sales Cloud and has significant data points captured on converted Leads and closed won Opportunities for the past four years.

Which two actions can the Consultant first take to ensure a best practices implementation? Choose 2 answers

- A. Review converted Lead data with Sales and Marketing leaders to understand the interaction patterns that led to conversion.
- B. Begin with recommended base Lead Score of 100. After a predetermined amount of time, evaluate the results and adjust the Score accordingly.
- C. Begin with the recommended base Lead Grade of B-. After a predetermined amount of time, evaluate the result and adjust the Grade accordingly.
- D. Work with subject matter experts to define the key attributes of the ideal customer for Cloud Kicks' products.
- E. Configure a qualification screen-based flow to assist Sales Reps in quickly determining which Leads are high priority.

Answer: BC

NEW QUESTION 34

- (Exam Topic 4)

Cloud Kicks has a lengthy and complex sales cycle. Opportunities have stages that sales reps must move a deal through, as well as indicate the probability of winning the sale. The sales manager presently uses sales stages and probability for forecasting and wants to simplify the process of reporting on projected sales for the sales team. Which approach should a Consultant recommend to streamline forecast reporting?

- A. Reduce the number of Opportunity stages and report on probability.
- B. Align Opportunity stages with probability and use collaborative forecasts for reporting.
- C. Reduce the number of opportunity stages and report on forecast category.
- D. Align forecast categories to multiple Opportunity stages and report on forecast category.

Answer: B

NEW QUESTION 36

- (Exam Topic 4)

Universal Containers management wants to increase the productivity of its sales representatives. How can work.com be used to meet this requirement? Choose 2 answers

- A. Feedback can be given publicly or privately.
- B. Coaching statistics can be linked to reports
- C. Coaching goals can be linked to reports
- D. Feedback can be requested for the entire sales team

Answer: AC

NEW QUESTION 40

- (Exam Topic 4)

Historically, UC has sold to shipping department contacts within its customer and prospect accounts. It recently launched a new product line that will appeal to operations department contacts. What data enrichment can Data.com provide UC to expand its sales network? Choose 2 answers

- A. Add operations leads and opportunities
- B. Append qualification scores to operations leads
- C. Add new operations prospect accounts

Answer: AB

NEW QUESTION 44

- (Exam Topic 4)

A customer needs Chatter, a custom mobile layout, and custom branding for its mobile users. which solution should a consultant recommend?

- A. Chatter for Mobile
- B. Mobile Classic
- C. Salesforce1
- D. Custom mobile solution

Answer: C

NEW QUESTION 47

- (Exam Topic 4)

The VP of Service at Universal Containers is looking for ways to reduce contact centers costs. Which two metrics should the Consultant recommend? Choose 2 answers

- A. Average Handle Time
- B. Service-Level Agreements
- C. First Call Resolution
- D. Time to Answer

Answer: AC

NEW QUESTION 49

- (Exam Topic 3)

Which of the following descriptions best describe Knowledge?

- A. A tool for extending pricing proposals to customers
- B. A content management tool for users who seek information
- C. A library that allows access to documents
- D. A collaboration tool
- E. A data enrichment tool that maintains updated data

Answer: B

NEW QUESTION 52

- (Exam Topic 3)

Universal Containers is using Salesforce and has set up a private sharing model. Sam is a sales executive who reports to John, a sales manager. Sam has ownership of the ABC Company account record and has created an opportunity for ABC Company. There is a sharing rule that allows the finance team to see all accounts and opportunities. Which statement about data visibility is true?

- A. John and Sam can see all of the same data

B. John can see all of Sam's data

Answer: B

NEW QUESTION 56

- (Exam Topic 4)

What actions can a consultant take during the project planning phase to ensure client stakeholder goals are met? Choose 2 answers

- A. Create scheduled dashboard to be sent weekly to all stakeholders.
- B. Ensure the project key performance indicators are profitable
- C. Establish a stakeholder committee and meeting schedule.
- D. Acquire the client stakeholders' key performance indicators.

Answer: CD

NEW QUESTION 58

- (Exam Topic 4)

Universal Containers purchased Knowledge and would like to implement it as soon as possible. What approach should a consultant recommend?

- A. Create a Knowledge Visualforce component on the case detail page
- B. Create a Knowledge Visualforce component within the Salesforce Console for Service
- C. Activate Knowledge One on the case detail page
- D. Activate Knowledge One within the Salesforce Console for Service

Answer: D

NEW QUESTION 59

- (Exam Topic 4)

Universal containers would like to capture business sector information on a lead and display the information on the account and contact once the lead has been converted. How can these requirements be met?

- A. Create a custom field on the Lead and Account object
- B. Create a custom formula field on the contact object to pull the value from the Account object.
- C. Create a custom field on the Lead and Account objects and configure mapping of these two fields for conversio
- D. Create a custom formula field on the Contact object to pull the value from the contact object.
- E. Create a custom field on the Lead and Account objects and configure mapping of these two fields for conversio
- F. Create a custom formula field on the Account object to pull the value from the contract object
- G. Create a custom field on Lead, Account and Contact objects and configure mapping of these two fields for conversio
- H. Use a trigger to update the contact field with the Account value.

Answer: B

NEW QUESTION 64

- (Exam Topic 4)

Universal Containers is developing its strategy for supporting their customers on social media sites. The company's requirements include the ability to: - Monitor Facebook fan page for new posts and comments from customers - Link new posts and comments to an existing customer record - Respond to posts from the existing Salesforce Console for Service - Create and link social personas to contacts What should a consultant recommend to meet these requirements?

- A. Enable Salesforce social profile on contacts
- B. Enable Social Customer Service
- C. Integrate facebook to its existing Customer Community
- D. Create a Force.com app for Facebook monitoring

Answer: A

NEW QUESTION 69

- (Exam Topic 4)

Universal Containers needs the ability to associate installed products at an account to specific cases. Those installed products contain information on the account's contracted Service Level Agreement (SLA) as well as the installed product serial number. Which approach should Universal Containers consider implementing to best satisfy these requirements?

- A. Create a lookup to a custom object for the installed product
- B. Use the standard Opportunity relationship
- C. Use the standard Asset relationship
- D. Create a lookup object to the contract record

Answer: C

NEW QUESTION 73

- (Exam Topic 4)

Cloud Kicks Sales Team Folder needs to be shared with the following:

- * The CEO role, so that view access is granted
- * The CEO's assistant, so that view, share, save, rename, and delete are granted
- * The Sales Manager for each region, so that view and save are granted How should the Consultant configure sharing?

- A. Enable Manage access to the CEO role and subordinates and manage to the assistant profile
- B. Set the CEO role to View, the CEO's assistant user to Manage, and the Sales Manager role to Edit.

- C. Enable Manage Reports in Public folders for CEO role and its subordinates.
- D. Set the CEO role to View All, the CEO's assistant user to Modify All, and the Sales Manager public group to Create.

Answer: B

NEW QUESTION 74

- (Exam Topic 3)

A strong pipeline requires trusted data. Which of the following example describes a need for trusted data?

- A. Leads are qualified but not routed to the right people
- B. Campaigns are launched without communicating the follow-up plan
- C. Leads are tracked in separate systems, not accessible by all
- D. As business matures, it becomes difficult to identify right prospects

Answer: D

NEW QUESTION 78

- (Exam Topic 3)

Sales rep @ UC collaborates with ABC company on opportunity to sell to XYZ Company. ABC Co has been added to partner related list on the opportunity. What will automatically happen? Choose 2 answers:

- A. Partner record added to ABC account
- B. Partner record added to XYX account
- C. Sales team membership granted to ABC Co
- D. Partner portal access granted to ABC Co

Answer: CD

NEW QUESTION 83

- (Exam Topic 3)

Arrange the steps to set a pass code, in the correct order (using Salesforce Classic).

- A. Enter your pass code again for confirmation
- B. Enter your pass code when prompted to create a pass code
- C. Ensure that the Salesforce Classic application is installed and all your Sales force records are downloaded to your device

Answer: ABC

NEW QUESTION 84

- (Exam Topic 3)

Sales reps must use the same system to manage calendars and to document meetings.

- A. True
- B. False

Answer: B

NEW QUESTION 88

- (Exam Topic 3)

When the billing address on an account is changed, the mailing address of all related contact records should be updated to reflect the new address. How can this requirement be met?

- A. Create a workflow rule on accounts.
- B. Create a workflow rule on contacts.
- C. Create a Force.com trigger on accounts.
- D. Create a Force.com trigger on contacts.

Answer: C

NEW QUESTION 90

- (Exam Topic 3)

Import 100 leads/mo – need to prevent dups.

- A. Import using import wizard
- B. Run script in external DB to identify dups.
- C. Import leads & use global search to identify dups.
- D. Export existing leads using a report & scrub prior to re-import

Answer: A

NEW QUESTION 91

- (Exam Topic 3)

Which of the following is a typical challenge for a sales organization? (Select all that apply)

- A. Optimizing lead management

- B. Driving more business
- C. Improving sales rep productivity
- D. Complete visibility
- E. Poor customer satisfaction

Answer: ACD

NEW QUESTION 94

- (Exam Topic 3)

Which system would a contact center integrate with in order to provide field service agents with information needed to provide service at customer sites?

- A. Telephony
- B. Order Fulfillment
- C. Enterprise Resource Planning (ERP)
- D. Marketing

Answer: C

NEW QUESTION 96

- (Exam Topic 3)

Sales reps shouldn't be able to edit certain opportunity fields after closed/won stage (fields reserved for sales ops).

- A. Validation rule
- B. Workflow rule
- C. Modify all data privilege -> Sales Ops
- D. Field level security

Answer: A

NEW QUESTION 101

- (Exam Topic 3)

Data.com: What does the Reviewed Status indicate?

- A. The record has minimal activity on Data.com
- B. The record should be deleted from Salesforce
- C. The record has been manually cleaned against Data.com
- D. The record might have a bad phone number

Answer: C

NEW QUESTION 106

- (Exam Topic 3)

Which of the following descriptions best describe Quotes?

- A. A tool for extending pricing proposals to customers
- B. A content management tool for users who seek information
- C. A library that allows access to documents
- D. A collaboration tool
- E. A data enrichment tool that maintains updated data

Answer: A

NEW QUESTION 111

- (Exam Topic 3)

Which of the following are the main challenges that affect Sales Rep productivity? (Select all that apply)

- A. Lack of motivation
- B. Tedious data entry process
- C. Difficulty in finding information
- D. Not enough leads from marketing
- E. Difficulty in keeping client data current
- F. Having to create reports manually

Answer: BCEF

NEW QUESTION 115

- (Exam Topic 3)

Which option best identifies with the Chatter Home Page?

- A. Everyone can see what you post her
- B. Displays posts from everyone you're following.
- C. Everyone can see what you post her
- D. Only displays posts directed to you.
- E. Only users with access rights can view or post here.

Answer: A

NEW QUESTION 119

- (Exam Topic 3)

What should you keep in mind when designing a solution to improve Sales Rep productivity? (Select all that apply)

- A. Links may be confusing; use them sparingly
- B. Including App Exchange mash-ups may slow down Sales Reps
- C. Information should be entered only once
- D. Finding information should only be a few clicks away

Answer: CD

NEW QUESTION 122

- (Exam Topic 3)

Which best describes the Salesforce Automation feature "Opportunity Teams" ?

- A. Ensures that we are tracking our progress towards the desired states.
- B. Enforces the business process.
- C. Identifies key stakeholders from the buy side.
- D. Makes sure we recognize those involved in the sales process.
- E. Allows to better automate the sales methodology.
- F. Determines the sales stages of an organization.

Answer: D

NEW QUESTION 123

- (Exam Topic 3)

How do you ensure that products can't be removed from an opportunity after it reaches a certain stage? Choose 2 answers:

- A. Validation rule on opportunity product
- B. Enable audit trail
- C. Update record type & page layout to remove ability to add product
- D. Validation rule to ensure rollup summary field on opportunity doesn't change

Answer: AD

NEW QUESTION 125

- (Exam Topic 3)

Territory mgt is enabled. Users should be able to track account plans for each account they have access to

- A. Create lookup relationship account -> account plan
- B. Create master detail relationship account -> account plan
- C. Review territory mananagement settings
- D. Validation rule

Answer: B

NEW QUESTION 129

- (Exam Topic 3)

What are the main challenges that marketing faces when trying to align with sales? (Select all that apply)

- A. Inefficient handoff from marketing to sales
- B. Lack of feedback from marketing to sales
- C. Slowing down of lead velocity
- D. Sales cannot keep up with leads from marketing

Answer: AC

NEW QUESTION 130

- (Exam Topic 3)

Which option best identifies with the Chatter Record Page?

- A. Everyone can see what you post her
- B. Displays posts from everyone you're following.
- C. Everyone can see what you post her
- D. Only displays posts directed to you.
- E. Only users with access rights can view or post here.

Answer: C

NEW QUESTION 132

- (Exam Topic 3)

Which metric influences customer satisfaction? Choose 2 answers:

- A. First call resolution
- B. Cost per call
- C. After call work
- D. Call quality

Answer: AD

NEW QUESTION 133

- (Exam Topic 3)

What should you consider when migrating inactive campaigns?

- A. Nothin
- B. You should not migrate inactive campaign data
- C. Determine which data is important based on ROI
- D. Determine which data is important based on data amount
- E. Consider how long they have been inactive

Answer: B

NEW QUESTION 138

- (Exam Topic 3)

Universal Telco sells and supports a line of smart phones. The company offers support via phone, email-to-case, web-to-case, and a customer portal. The call center manager is incented to drive support through customer self-service. Which report should be included on the manager's dashboard? Choose 3 answers:

- A. Average Call Handle Time
- B. Cases by Support Channels
- C. Number of Portal Logins per Day
- D. Escalated Calls
- E. Knowledge Article Usage

Answer: BCE

NEW QUESTION 143

- (Exam Topic 3)

The native mass email functionality is not recommended for marketing.

- A. True
- B. False

Answer: A

NEW QUESTION 144

- (Exam Topic 3)

Universal Containers is designing a contact center that will store 20 million cases. Of those, 5 million will need to be accessed for reporting and search. Which approach will ensure best system performance? Chose 3 answers:

- A. Custom indexes
- B. Tiered data strategy
- C. Record types
- D. Division
- E. Custom search

Answer: ABD

NEW QUESTION 146

- (Exam Topic 3)

Which of the following descriptions best describe Data.com?

- A. A tool for extending pricing proposals to customers
- B. A content management tool for users who seek information
- C. A library that allows access to documents
- D. A collaboration tool
- E. A data enrichment tool that maintains updated data

Answer: E

NEW QUESTION 150

- (Exam Topic 3)

A strong pipeline requires faster response. Which of the following example describes a need for faster response?

- A. Leads are qualified but not routed to the right people
- B. Campaigns are launched without communicating the follow-up plan
- C. Leads are tracked in separate systems, not accessible by all
- D. As business matures, it becomes difficult to identify right prospects

Answer: A

NEW QUESTION 152

- (Exam Topic 3)

An outsourced contact center is losing part-time agents to a nearby contact center that promotes flexible scheduling. Which support channel requires the smallest

amount of agent work time?

- A. Web to case
- B. Email to case
- C. Web self service
- D. Chat

Answer: C

NEW QUESTION 154

- (Exam Topic 3)

Territory Mgt (why use it?) – choose 3 answers:

- A. Sales commissions
- B. Currency reconciliation
- C. Data access rules for accounts & opportunities
- D. Assigning accounts to territories
- E. Alignment of overlay sales teams

Answer: CDE

NEW QUESTION 155

- (Exam Topic 3)

Which method can be used to improve agent retention? Choose 2 answers:

- A. Mix telephony interactions with email and chat
- B. Extend benefits to part-time agents
- C. Provide additional training on tools and process
- D. Allow shift trading between agents

Answer: BD

NEW QUESTION 159

- (Exam Topic 3)

Which best describes the Salesforce Automation feature "Workflow/Approvals" ?

- A. Ensures that we are tracking our progress towards the desired states.
- B. Enforces the business process.
- C. Identifies key stakeholders from the buy side.
- D. Makes sure we recognize those involved in the sales process.
- E. Allows to better automate the sales methodology.
- F. Determines the sales stages of an organization

Answer: E

NEW QUESTION 161

- (Exam Topic 3)

Universal containers has 1 price book with US dollars & Canadian dollars currency amounts for all products. Salesperson, when adding products to opportunity, only see CAD. What's wrong?

- A. Sales reps selected wrong price book
- B. Advanced currency management not enabled for CAD
- C. Multi-currency disabled for org
- D. Opportunity currency setup as CAD (not sure about this)

Answer: D

NEW QUESTION 165

- (Exam Topic 2)

Match the following loading option to the description of when to use it. "Integration"

- A. Brian wants to consolidate all his accounts from several systems.
- B. Bill wants to load 20,000 lead records.
- C. Becky wants to load all her 65,000 contact records.
- D. Bob wants to load a single account record.
- E. Berta wants to keep a separate system as her "system of record"

Answer: E

NEW QUESTION 170

- (Exam Topic 3)

ACampaign Call-Down report justifies the spend on programs; helps to know who to target for future campaigns; shows the relations to sales data, lead data, and analysis of campaigns; and reflects how customer community interacts and how it affects sales. Who would benefit most from the idea that this report reflects how customer community interacts and how it affects sales?

- A. VP Marketing
- B. BI/Analytics

- C. Marketing Executive
- D. Campaign Manager

Answer: C

NEW QUESTION 171

- (Exam Topic 3)

What should you do when migrating Opportunities?

- A. Determine if you need to load owner who are not current users
- B. Always load all owners, including those who are not current users
- C. Only load owners who are current users
- D. Load all available data, including owners

Answer: A

NEW QUESTION 173

- (Exam Topic 3)

Data.com: The checkmark next to records in search results indicates the record is already in Salesforce.

- A. True
- B. False

Answer: B

NEW QUESTION 174

- (Exam Topic 3)

Which best describes the Salesforce Automation feature "Sales Processes" ?

- A. Ensures that we are tracking our progress towards the desired states.
- B. Enforces the business process.
- C. Identifies key stakeholders from the buy side.
- D. Makes sure we recognize those involved in the sales process.
- E. Allows to better automatic the sales methodology.
- F. Determines the sales stages of an organization.

Answer: F

NEW QUESTION 175

- (Exam Topic 2)

Which of the following statements are true about an end user's forecast? (Select all that apply)

- A. Is updated in the system every evening at 5 pm
- B. This aggregate can be dollars of revenue
- C. This aggregate can be units of products
- D. This aggregate can be both dollars or revenue and units of products
- E. Rolls up according to the forecast hierarchy

Answer: BCDE

NEW QUESTION 176

- (Exam Topic 2)

What are the key data management challenges? (Select all that apply)

- A. The system must enable easy and correct entry of data
- B. Users must be able to find and trust data in the system
- C. Data must not be available to certain roles
- D. The system must keep the data clean for future use
- E. Users must not use the same data too often to avoid contamination

Answer: ABD

NEW QUESTION 181

- (Exam Topic 2)

Your commit summary says you can bring in \$1,000 this period but you've just gotten a verbal approval on a deal for \$500 from a CEO. What should you do?

- A. Nothin
- B. It's ok if the forecast is inaccurate
- C. Override the opportunity and move the stage to commit, making the forecast more realistic
- D. Override the forecast summary for your commit

Answer: B

NEW QUESTION 186

- (Exam Topic 2)

Choose the correct statement.

- A. Any salesperson can change their quota at any time.
- B. Only users with the appropriate permissions can change their quota.

Answer: B

NEW QUESTION 191

- (Exam Topic 2)

Your org-wide defaults for access rights to Price Books are set to "Use", but only Sales Reps should have access to Price Books. What should be your first step?

- A. Change the org-wide default setting to "No Access"
- B. Change the org-wide default setting to "View Only"
- C. Leave the org-wide default setting, but change the Sales Reps' access rights
- D. Change the Sales Reps' access rights to "Use"

Answer: A

NEW QUESTION 194

- (Exam Topic 2)

Your client is using Account data that is old. How can you help?

- A. Enhance Account content with data.com
- B. Use Account Merge utility
- C. Change you data migration plan for Accounts
- D. Re-load all Account records

Answer: A

NEW QUESTION 195

- (Exam Topic 2)

What are some common security challenges? (Select all that apply)

- A. Consultants have different beliefs about the optimal level of security for clients
- B. Different industries require and follow different security models
- C. Marketing and sales organizations differ on how they access contacts.
- D. Salesforce users must have access to the right records and only see relevant data.

Answer: BCD

NEW QUESTION 198

- (Exam Topic 2)

Used Books R Us sells books at its local store, online via its website, online via Amazon, and through a larger, well-known book company called We Sell Books. Which Sales strategy does this company user?

- A. Direct sales
- B. Sales channel
- C. A hybrid of direct sales and sales channel

Answer: C

NEW QUESTION 199

- (Exam Topic 2)

Forecast Category "Best Case" can be summarized as:

- A. Closed
- B. Closed + Commit
- C. Closed + Commit + Best Case
- D. Commit + Best Case + Pipeline

Answer: C

NEW QUESTION 204

- (Exam Topic 2)

What should access to records be based on?

- A. The org chart
- B. User preference
- C. The org-wide default
- D. Roles and role hierarchy

Answer: D

NEW QUESTION 209

- (Exam Topic 2)

Which describes a usability and/or adoption challenge? (Select all that apply)

- A. Julie is concerned that other reps will steal her leads
- B. Mario is not sure that Salesforce can do everything he needs it to do
- C. Mary can't figure out how to update her contact list
- D. Kevin wants meetings with his manager to be more strategic and less task oriented
- E. Bob questions the quality of data in Salesforce
- F. Iris is worried that once her admin makes a change, her accounts will be

Answer: BCEF

NEW QUESTION 210

- (Exam Topic 2)

To create a PDF file of your quote, click "Create PDF" on the quote detail page.

- A. True
- B. False

Answer: A

NEW QUESTION 212

- (Exam Topic 2)

You want to sync a new quote with its opportunity, but an old quote is already syncing. What should you do first?

- A. Open new quote detail page so you can start syncing process
- B. Check the syncing checkbox for new quote in the quote related list on the opportunity
- C. Uncheck the syncing checkbox for the old quote
- D. Stop the syncing for the old quote

Answer: D

NEW QUESTION 213

- (Exam Topic 2)

You can track only Assets sold by your company.

- A. True
- B. False

Answer: B

NEW QUESTION 214

- (Exam Topic 2)

Your sole focus, when working with a client on data management, should be on initial data migration.

- A. True
- B. False

Answer: B

NEW QUESTION 219

- (Exam Topic 2)

Match the following loading option to the description of when to use it. "Import Wizard"

- A. Brian wants to consolidate all his accounts from several systems.
- B. Bill wants to load 20,000 lead records.
- C. Becky wants to load all her 65,000 contact records.
- D. Bob wants to load a single account record.
- E. Berta wants to keep a separate system as her "system of record"

Answer: B

NEW QUESTION 222

- (Exam Topic 2)

Standard fiscal years must start on January 1st.

- A. True
- B. False

Answer: B

NEW QUESTION 225

- (Exam Topic 2)

Match this tip with its design consideration. "Use alerts sparingly"

- A. Tab and field naming

- B. Reduced clicks
- C. Search
- D. Record types and page layouts
- E. Workflow rules and approvals
- F. Minimized redundant data entry

Answer: E

NEW QUESTION 230

- (Exam Topic 2)

AW Computing wants to run advertisement campaigns and then run reports to measure which advertisement type (online, magazine, or newspaper) generates the most revenue. Where would you create an "Advertisement Type" pick list to track this information?

- A. Campaigns object
- B. Contacts object
- C. Campaign Members object
- D. Leads object

Answer: A

NEW QUESTION 233

- (Exam Topic 2)

Your organization sells a product that requires your customers to pay all at once but receive the product in increments. What should be your first step in setting up Product schedules?

- A. Enable creation of Quantity Schedules
- B. Enable creation of Revenue Schedules
- C. Set up default Quantity schedules for Products
- D. Set up default Revenue schedules for Products

Answer: C

NEW QUESTION 237

- (Exam Topic 2)

Who is most interested in ease of use, value, and time-saving solutions?

- A. Sales Reps
- B. Sales/Marketing Managers
- C. Sales/Marketing VP
- D. IT

Answer: A

NEW QUESTION 241

- (Exam Topic 2)

With Customizable Forecasting you can forecast any of the following data. (Select all that apply)

- A. Quantity
- B. Units of Individual Products
- C. Units of Product Family
- D. Amount

Answer: ACD

NEW QUESTION 246

- (Exam Topic 2)

How do you create a new quote for a customer?

- A. Select an Account and click "New Quote"
- B. Click the Quotes tab, then click "New Quote"
- C. Select an Opportunity, then click "New Quote"
- D. Select a Contact and click "New Quote"

Answer: C

NEW QUESTION 250

- (Exam Topic 2)

Who is most interested in the alignment of sales and marketing?

- A. Sales Reps
- B. Sales/Marketing Managers
- C. Sales/Marketing VP
- D. IT

Answer: C

NEW QUESTION 255

- (Exam Topic 2)

Which of the following stage should be matched with the Forecast Category "Best Case"?

- A. Early pipeline stages
- B. Mid pipeline
- C. Late pipeline stages
- D. Closed and Won
- E. Closed and Lost

Answer: B

NEW QUESTION 256

- (Exam Topic 2)

Who is most interested in visibility, no surprises, and system ROI?

- A. Sales Reps
- B. Sales/Marketing Managers
- C. Sales/Marketing VP
- D. IT

Answer: B

NEW QUESTION 258

- (Exam Topic 2)

When editing a quote, you can edit which of the following? (Select all that apply)

- A. The discount to apply to the entire quote including all line items
- B. The quote name and status
- C. The expiration date of the quote
- D. The contact and address information of the customer

Answer: BCD

NEW QUESTION 260

- (Exam Topic 2)

Which of the following stage should be matched with the Forecast Category "Omit"?

- A. Early pipeline stages
- B. Mid pipeline
- C. Late pipeline stages
- D. Closed and Won
- E. Closed and Lost

Answer: E

NEW QUESTION 261

- (Exam Topic 2)

Your org-wide defaults for Price Books are set to "No Access". What should you do to enable your Sales Reps to view the South America Price Book and add Products in this Price Book to Opportunities?

- A. Set the org-wide defaults to "Use", then manually change all non Sales Reps' access to "No Access"
- B. Set the org-wide defaults for all Sales Reps to "Use"
- C. Grant specific "Use" access rights to Sales Reps for the South America Price Book
- D. Change all Custom Price B

Answer: C

NEW QUESTION 265

- (Exam Topic 1)

Which method can be used to route cases from social channels?

- A. use Twitter-to-case and add workflow rules to the case object.
- B. Enable Social Customer Service and add assignment rules to the case object.
- C. Enable Social Network Profile and add workflow rules to the contact object.
- D. Enable Social Network Profile and add assignment rules to the case object.

Answer: B

NEW QUESTION 267

- (Exam Topic 2)

Who can benefit from the Quotes feature? (Select all that apply)

- A. A customer who wants to get a quote from Salesforce
- B. A sales rep who wants to create and email a PDF quote from Salesforce
- C. An Administrator who wants to manage quoting in Salesforce

Answer: ABC

NEW QUESTION 270

- (Exam Topic 2)

The Forecast Category on the Opportunity record maps directly, on a one-to-one basis, to the aggregates on the Forecast tab.

- A. True
- B. False

Answer: B

NEW QUESTION 275

- (Exam Topic 2)

How can end users sync their data from Outlook (using Salesforce for Outlook)? (Select all that apply)

- A. Using the sync system tray icon and clicking sync now
- B. Allowing sync to run regularly in the background
- C. Setting up sync schedule in Salesforce
- D. Setting up sync schedule in Outlook

Answer: AB

NEW QUESTION 276

- (Exam Topic 2)

What is clean data?

- A. Data that is trusted by the user
- B. Data that is freshly entered
- C. Data that is used by a single role
- D. Data that is entered by an admin
- E. Data that is independent of other data

Answer: A

NEW QUESTION 279

- (Exam Topic 2)

Match this tip with its design consideration. "Use the client's language"

- A. Tab and field naming
- B. Reduced clicks
- C. Search
- D. Record types and page layouts
- E. Workflow rules and approvals
- F. Minimized redundant data entry

Answer: A

NEW QUESTION 283

- (Exam Topic 2)

Why is it important to forecast sales?

- A. Forecasting helps a company know what's in the pipeline
- B. Forecasting allows a company to manage revenue
- C. Forecasting tells managers the percent of deals closed
- D. Forecasting moves opportunities through stages

Answer: B

NEW QUESTION 284

- (Exam Topic 2)

There are four steps to managing Products and Price Books. Can you put the steps in order?

- A. Create Product
- B. Create Custom Price Book
- C. Defined Standard Price
- D. Set List Price

Answer: BCD

NEW QUESTION 287

- (Exam Topic 2)

Where do you select the "Marketing User" checkbox to enable a user to create, edit, delete, and clone campaigns; manage campaign members; and edit advanced campaign setup?

- A. Org-wide defaults

- B. User record
- C. Profile
- D. Sharing Rules

Answer: B

NEW QUESTION 292

- (Exam Topic 2)

Forecasting is an exact science and is the total of all the opportunities you are working on.

- A. True
- B. False

Answer: B

NEW QUESTION 296

- (Exam Topic 2)

Which of the following statements are true about managers and forecasts? (Select all that apply)

- A. A manager must have their own opportunities
- B. A manager submits their own estimate of the forecast
- C. A manager can adjust a forecast to a higher number
- D. A manager can adjust a forecast to a lower number
- E. A manager can see the forecasts of every person below them in the role hierarchy
- F. A manager can override the forecast of every person below them

Answer: BCDE

NEW QUESTION 299

- (Exam Topic 2)

You can track Assets through Accounts, Contacts, Products, or Cases.

- A. True
- B. False

Answer: A

NEW QUESTION 304

- (Exam Topic 2)

Your company sells large mainframes that are delivered in one delivery but are paid for with several regular installments. What type of schedule should you set up?

- A. Default Quantity Schedule
- B. Default Revenue Schedule
- C. Default Revenue and Quantity Schedule
- D. Don't create any default schedule

Answer: B

NEW QUESTION 308

- (Exam Topic 2)

Match the following loading option to the description of when to use it. "Manual Entry"

- A. Brian wants to consolidate all his accounts from several systems.
- B. Bill wants to load 20,000 lead records.
- C. Becky wants to load all her 65,000 contact records.
- D. Bob wants to load a single account record.
- E. Berta wants to keep a separate system as her "system of record"

Answer: D

NEW QUESTION 313

- (Exam Topic 2)

What does Salesforce usability mean?

- A. How many users log on to Salesforce on a daily basis
- B. What is the ratio of Salesforce users to the amount of sales
- C. How satisfied Salesforce users are with the application
- D. How easily can customers achieve their goals using Salesforce

Answer: D

NEW QUESTION 316

- (Exam Topic 2)

Which of the following steps accurately describe the process map in sales and marketing organizations?

- A. Lead generation, lead qualification, revenue management (forecasting)
- B. Lead generation, revenue management (forecasting), lead qualification
- C. Lead generation, lead qualification, opportunity conversion
- D. Lead generation and qualification, opportunity conversion, revenue management (fore casting)

Answer: A

NEW QUESTION 320

- (Exam Topic 2)

Which of the following describes the Forecast Category field?

- A. Identifies where a deal is in relation to actually being closed.
- B. Determines the row in your Forecast where the amount will be aggregated.
- C. The numeric prediction that the revenue from an opportunity will be realized.

Answer: B

NEW QUESTION 322

- (Exam Topic 2)

What is the benefit of a Force.com sandbox?

- A. It allows for development, testing, and training
- B. It extends Salesforce functionality
- C. It builds new application functionality
- D. It allows to create or change buttons, and dynamically route approvals

Answer: A

NEW QUESTION 324

- (Exam Topic 1)

Universal Containers wants to implement a new web presence to support its customers. It has provided the following requirements:

- Ability for visitors to search Knowledge articles without registering or logging in
 - Ability for over one million registered customers to securely submit cases and view the status of those cases
 - Ability to display white papers to registered customers
 - Ability for registered customers to save favorite Knowledge articles for easy access later
- What should the consultant recommend as part of the solution?

- A. Implement Partner Communities with Knowledge.
- B. Implement Customer Communities with Content.
- C. Implement Employee Communities with Content.
- D. Implement Customer Communities with Knowledge.

Answer: D

NEW QUESTION 326

- (Exam Topic 1)

What are three considerations when adding a report chart to a Console Component? Choose 3 answers

- A. The report chart is added to the Page Layout.
- B. The report is shared with a Chatter Group.
- C. The report is a Summary or Matrix report.
- D. The report contains a chart.
- E. The report has a standard Report Type.

Answer: CD

NEW QUESTION 328

- (Exam Topic 1)

Support agents need to verify that customers are eligible to receive customer support before they can update the Which two objects are used to verify that a customer is entitled to receive support? Choose 2 answers

- A. Contacts
- B. Products
- C. Service contracts
- D. Case history

Answer: AC

NEW QUESTION 329

- (Exam Topic 1)

The lifecycle of a Knowledge article consists of five stages. In which order does an article proceed through these stages?

- A. Create, approve, publish, consume, feedback
- B. Create, feedback, publish, approve, consume
- C. Create, publish, feedback, approve, consume
- D. Create, consume, feedback, approve, publish

Answer: A

NEW QUESTION 334

- (Exam Topic 1)

Universal Containers is considering a Knowledge-Centered Support (KCS) implementation. Which three benefits can be expected from KCS adoption? Choose 3 answers

- A. Increased call deflection
- B. Increased call routing accuracy
- C. Reduced issue resolution time
- D. Reduced support channels
- E. Optimized use of resources

Answer: CDE

NEW QUESTION 335

- (Exam Topic 1)

Field engineers often need to access current inventory levels of products the customer has purchased while at customer sites. Which solution should a Consultant recommend to meet this requirement?

- A. Implement Field Service Lightning.
- B. Integrate with an enterprise resource planning system.
- C. Develop and publish a knowledge management system
- D. Configure Visual Flows on Salesforce mobile.

Answer: B

NEW QUESTION 340

- (Exam Topic 1)

Universal Containers runs a support operation with multiple call centers. The Support Manager wants to measure first-call resolution by call center location, agent, and calendar month.

Which reporting solution should the Consultant recommend?

- A. Create a list view report that includes fields for call center location, agent, calendar month, and first-call resolution.
- B. Create a reporting snapshot that includes fields for call center location, agent, calendar month, and first-call resolution.
- C. Create a joined report that includes fields for call center location, agent, calendar month, and first-call resolution.
- D. Create a matrix report that includes fields for call center location, agent, calendar month, and first-call resolution.

Answer: D

NEW QUESTION 345

- (Exam Topic 1)

Universal Containers wants to ensure the contracted service level requirements for its clients are being met. What should be configured to meet this requirement?

- A. Entitlement processes, milestones, milestone actions, and entitlements
- B. Entitlement processes, contracts, contract line items, and entitlements
- C. Entitlement processes, contract line items, milestones, and entitlements
- D. Entitlement processes, contracts, milestones, and milestone actions

Answer: A

NEW QUESTION 347

- (Exam Topic 1)

Universal Containers wants articles to be suggested to agents based on information they are typing into the case.

Which solution should a consultant recommend?

- A. Implement a Salesforce Console for Service and enable the Knowledge sidebar on the case page layout.
- B. Enable the Knowledge sidebar related list on the case page layout.
- C. Enable the Knowledge sidebar setting in the case support settings.
- D. Create a Visualforce page called Knowledge sidebar on the case page layout.

Answer: A

NEW QUESTION 351

- (Exam Topic 1)

Which feature should a Consultant configure to allow global Service Reps to call customers from within the Lightning Service Console?

- A. Open CTI
- B. Macros
- C. Local Presence
- D. Lightning Dialer

Answer: D

NEW QUESTION 353

- (Exam Topic 1)

Universal Containers wants to be able to assign Cases based on the same criteria they use for Live Agent chats. Which feature should a Consultant recommend?

- A. Omni-channel Skills-based routing
- B. Live Agent Queue-based routing
- C. Omni-channel Queue-based routing
- D. Case Skills-based Assignment Rules

Answer: B

NEW QUESTION 355

- (Exam Topic 1)

A company receives support requests through a variety of email addresses and web forms for different parts of the business. Which feature combination will ensure that cases are efficiently handled by the most appropriate representatives?

- A. Case Assignment Rules, Queues, Chatter Groups, Live Agent
- B. Case Assignment Rules, Queues, Public Groups, Omni-Channel
- C. Escalation Rules, Queues, Chatter Groups, Omni-Channel
- D. Escalation Rules, Queues, Public Groups, Live Agent

Answer: B

NEW QUESTION 357

- (Exam Topic 1)

Universal Containers wants to provide its resellers a secure portal where they can manage their customer accounts, submit and track the status of their cases, and view reports and dashboards.

Which solution should a consultant recommend?

- A. Employee Community
- B. Partner Community
- C. Reseller Community
- D. Customer Community

Answer: B

NEW QUESTION 360

- (Exam Topic 1)

Universal Containers recently deployed a Salesforce Knowledge implementation, but is looking to evaluate the quality of the articles being produced. What should the Consultant recommend to gather information on Knowledge article usefulness?

- A. Contact Salesforce to send a report on article efficacy.
- B. Send out a monthly survey to customers requesting feedback.
- C. Install Knowledge Base Dashboards and Reports AppExchange package.
- D. Create a group of super users that will evaluate and manage articles.

Answer: C

NEW QUESTION 362

- (Exam Topic 1)

Universal Containers wants to implement Omni Channel within Service Cloud for its representatives. What is the first step required to configure Omni Channel?

- A. Enable Omni Channel in Setup.
- B. Assign Users to the Omni Channel Feature License.
- C. Assign Users to Omni Channel permissions.
- D. Contact Salesforce to have Omni Channel enabled.

Answer: A

NEW QUESTION 365

- (Exam Topic 1)

Universal Containers wants customers to have the ability to log cases with structured data and route based on Urgency and Product Line. How should a Consultant accomplish this?

- A. Standard Email-to-Case with assignment rules
- B. Lightning Email with web routing prioritization
- C. Omni-Channel with prioritized queues
- D. Standard Web-to-Case with assignment rules

Answer: A

NEW QUESTION 370

- (Exam Topic 1)

A company has created a new onboarding process. An Agent must create ten open activities that align to a step of this onboarding experience. Creating these activities can take up to 20 minutes each to complete. What should the Agent recommend to minimize costs?

- A. Assign a single agent to create the activities on all new onboarding cases.
- B. Provide a macro that will automatically create the activities when executed.
- C. Add an object-specific custom quick action to create new activities.
- D. Hire a certified developer to write an apex trigger that creates each new activity.

Answer: B

NEW QUESTION 375

- (Exam Topic 1)

The Contact Center at Universal Containers wants to increase its profit margins by promoting call deflection within Service Cloud. Which two solutions should a Consultant recommend? Choose 2 answers

- A. Knowledge Base
- B. Customer Community
- C. Automatic Call Distribution
- D. Service Cloud Console

Answer: AB

NEW QUESTION 377

- (Exam Topic 1)

Universal Containers provides Customer Support for two separate business operations. The cases managed for each operation have different steps and fields. Which three features could be implemented to support this? Choose 3 answers

- A. Omni-Channel
- B. Page Layouts
- C. Record Types
- D. Support Processes
- E. Article Types

Answer: ACD

NEW QUESTION 381

- (Exam Topic 1)

Universal Containers is launching a full line of new products and Service Cloud should support the following requirements:

- Agents need to collaborate with other teams.
- The product development team needs to be alerted on high-priority cases for specific products. Which solution will meet these requirements?

- A. Use Process Builder for notifications and case teams to monitor cases.
- B. Use Process Builder for notifications and account teams to monitor cases.
- C. Use escalation rules for notifications and account teams to monitor cases.
- D. Use escalation rules for notifications and case teams to monitor cases.

Answer: A

NEW QUESTION 382

- (Exam Topic 1)

A contact center manager wants to measure improvements to operations after the implementation of a new workforce management system. Which two metrics can be used to assess the success of the new workforce management system? Choose 2 answers

- A. Number of calls offered
- B. Agent utilization
- C. Quality monitoring score
- D. Schedule adherence

Answer: BD

NEW QUESTION 385

- (Exam Topic 1)

A manager would like information on the knowledge base searches conducted by customers and call center agents. Which two metrics are useful for identifying knowledge article effectiveness? Choose 2 answers

- A. Knowledge search query with no results.
- B. Knowledge articles with the lowest rating.
- C. Number of knowledge articles in each data category.
- D. Knowledge articles created by call center agents.

Answer: AB

NEW QUESTION 388

- (Exam Topic 1)

What are three best practices that should be used when deploying Salesforce functionality to production? Choose 3 answers

- A. Ensure that at least 60% of the code is covered by unit tests before deploying to production.
- B. Plan and communicate the deployment to all users of the organization in advance.
- C. Select a window of time when users will NOT be making changes to the organization.
- D. Ensure all users refrain from logging into production for an entire day prior to deployment.
- E. Migrate a test deployment to a staging environment for a smoother real-life experience.

Answer: BCE

NEW QUESTION 392

- (Exam Topic 4)

The VP Of Sales at Cloud Kicks wants to give the sales team the power of the Salesforce Mobile app so that sales reps can do their tasks on the go. The sales team needs to create and edit Leads, Contacts, and Opportunities with ease. Which two features should the Consultant recommend for the sales team to use? Choose 2 answers

- A. Lightning Mobile Component
- B. Mobile Smart Actions
- C. Quick Actions
- D. Einstein Activity Capture

Answer: BC

NEW QUESTION 394

- (Exam Topic 4)

Universal Containers needs to customize Salesforce to improve its Support Agents experience so they can work more efficiently. Which feature requires Service Console?

- A. Utility Bar
- B. Access to Knowledge Articles
- C. Open multiple case records as tabs and sub tabs
- D. Unique page layouts for each Case Record type

Answer: C

NEW QUESTION 397

- (Exam Topic 4)

What is a capability of Data Loader? Choose 2 answers.

- A. Ability to prevent importing duplicate records.
- B. Ability to export field history data.
- C. Ability to extract Organization and configuration data.
- D. Ability to run one time or scheduled data loads.

Answer: BD

NEW QUESTION 398

- (Exam Topic 4)

Universal Containers has launched an initiative to increase the number of leads being qualified each week, the number of activities being created for each opportunity, and the opportunity win rate. The Vice President (VP) of Sales would like to receive a daily update on the progress being made towards these goals. What solution should a consultant recommend to accomplish this?

- A. Build three reports for the lead, activity, and opportunity information; have them automatically refreshed U daily.
- B. Build three reports for the lead, activity, and opportunity information; add them to a dashboard to be L-' emailed daily to the VP of Sales.
- C. Build a custom report type to display lead, activity, and opportunity information; have the VP of Sales follow the report on Chatter.
- D. Build a joined report to show the lead, Activity and Opportunity information, scheduled it to email daily to u VP of sales.

Answer: D

NEW QUESTION 401

- (Exam Topic 4)

Sales Manager at Cloud Kicks need to show reports and dashboards with opportunity forecast by Product family with team quotas. Which solution should a Consultant recommend? Select the ones you like.

- A. Configure quotas with a product report and add necessary fields.
- B. Create a joined report with closed Opportunities, forecasting items, and quotas.
- C. Create a custom report type with forecasting quotas and items.
- D. Configure an analytic snapshot to capture the Opportunity forecast and quotas.

Answer: C

NEW QUESTION 405

- (Exam Topic 4)

Cloud Kicks to see how many closed won opportunities a campaign has generated over last 30 days. They have implemented a campaign influence model that uses the primary campaign source. Which two steps are needed to meet this requirement using standard functionality? Choose 2 answers

- A. Add campaigns to opportunities when the campaign is related to a contact that is assigned a contact role on the opportunity prior to the close date.
- B. Have the administrator define rules for campaigns to automatically add opportunities and then lock after 30 days.
- C. Have the administrator specify a timeframe that limits the time a campaign can influence an opportunity after the campaign first associated date and before the opportunity created date.
- D. Add child campaigns of the primary campaign source automatically if the child campaigns have an end date that falls before the opportunity close date.
- E. Have representatives populate a field on the opportunity record with the dollar amount of expected revenue from the campaigns that influenced the opportunity.

Answer: AC

NEW QUESTION 406

- (Exam Topic 4)

Universal containers recently completed the implementation of a new sales cloud solution. The stakeholder committee believes that the user adoption is best measured by the number of daily logins. What other measures of sales uses adoption should be considered? Choose 2 answers

- A. Number of neglected opportunities over time by role
- B. Number of reports exported to excel for analysis
- C. Overall effectiveness of mass email campaigns
- D. Completeness of records entered into the new system

Answer: AD

NEW QUESTION 411

- (Exam Topic 4)

Marketing department at Universal container is migrating from legacy campaign and email management system 2 salesforce want to ensure that its communication material is migrated as well. What should consultant recommend to migrate the marketing departments email templates?

- A. Manually recreate the email and mail merge templates in salesforce
- B. Enable Email to salesforce before sending email templates to salesforce
- C. Create an email template change set or use the Force.com IDE
- D. Enable Email-to-case and use Import Wizard.

Answer: C

NEW QUESTION 413

- (Exam Topic 4)

Cloud Kicks has a multi-phase selling process where every sales stage corresponds with a phase in the process. The first phase is preliminary qualification, where Opportunities should not contribute to Cloud Kicks' forecast.

Which two actions should be taken to ensure that Opportunities do not contribute to Cloud Kicks' forecast during the first stage? Choose 2 answers

- A. Assign 0% probability to the first sales stage.
- B. Configure the first stage with the omitted forecast category.
- C. Override the forecast to be SO for first stage Opportunities.
- D. Require sales staff to enter 0% for the Opportunity probability.
- E. Require sales staff to enter \$0 for the Opportunity amount.

Answer: AB

NEW QUESTION 415

- (Exam Topic 4)

Cloud Kicks uses a custom object named GumShoe. GumShoe is the child in a master-detail relationship with the Opportunity object. Staff members use this object to create requests for supporting research. They want to easily generate new GumShoe records from their phones by using the Salesforce Mobile App. What should a Consultant recommended to meet the requirements?

- A. Create a Lightning Component for mobile.
- B. Create a custom hyperlink to a related list.
- C. Create a Quick Action.
- D. Create a custom Process Builder process.

Answer: C

NEW QUESTION 419

- (Exam Topic 4)

Assuming a private sharing model for opportunities, what would you recommend to make it easier to work with sales operations and marketing when trying to close a deal at UP?

- A. Create account teams for specific accounts
- B. Enable feed tracking on opportunities
- C. Create private groups for specific opportunities
- D. Create sales teams for specific opportunities (Select the best 2)

Answer: BD

NEW QUESTION 420

- (Exam Topic 4)

Cloud Kicks maintains two lines of business: individual sales and franchise sales, the sales cycle for franchise sales is more complex and involves more stages than the individual sales cycle. Which three action should the Consultant recommend to create a solution? Choose 3 answers

- A. Configure different sales process for each line business.
- B. Assign different page layout to each record type.
- C. Assign different sales processes to each page layout.
- D. Configure different record types.
- E. Configure different sales process to each page layout.

Answer: ABD

NEW QUESTION 421

- (Exam Topic 4)

The sales at Cloud Kicks needs to track the number of retail locations for each of its Leads. Once the Lead is converted, the sales team wants to see the number of retail locations related to its customer. The service team also wants to view this information. Which two actions should the Consultant take to meet this requirement? Choose 2 answers

- A. Create a rollup field on the Account to calculate the number of retail locations.
- B. Map the custom field from the Lead object to the custom field on the Account object during lead conversion.
- C. Update the Account with number of retail locations after it has been converted.
- D. Create custom fields on the Account and Lead objects to store the number of retail locations.
- E. Map the custom field from the Lead object to the standard field on the Account object during lead conversion.

Answer: BD

NEW QUESTION 425

- (Exam Topic 4)

Which two solutions should Universal Containers consider to increase Contact Center Agent productivity? Choose 2 answers

- A. Improve the agent interface
- B. Enable templates for written responses
- C. Employ surveys to confirm customer satisfaction
- D. Increase the number of agents

Answer: BC

NEW QUESTION 428

- (Exam Topic 4)

A sales manager for one of Cloud Kicks' sales territories is unable to see a forecast for the current quarter. What will resolve this problem?

- A. Suggest the opportunity owner share the opportunity with the sales manager.
- B. Select the correct forecast from the user record.
- C. Add the sales manager to the forecasting public group.
- D. Set the forecast manager for this territory.

Answer: D

NEW QUESTION 431

- (Exam Topic 4)

Which two areas can an Administrator make Open CTI features available to users when building a Lightning App using the App Manager? Choose 2 answer

- A. On utility bar of the Lightning App
- B. On a record Highlights Panel
- C. On a record Activity Feed List
- D. On the Calendar right hand panel

Answer: AC

NEW QUESTION 432

- (Exam Topic 4)

Universal Containers recently rolled out a Salesforce knowledge implementation; however, users are finding unreliable and unrelated Knowledge Articles displayed in the Knowledge One widget in the Salesforce Console. Which two actions should a Consultant recommend to address the lack of quality checking? Choose 2 answers

- A. Restrict the Manage Articles user permission
- B. Enable and configure wildcards for article searches
- C. Set up an intuitive Data Category hierarchy
- D. Require that an article be added when closing a case

Answer: BC

NEW QUESTION 437

- (Exam Topic 4)

Universal containers wants to send out an email promotion on a monthly basis to a list of 50,000 leads. What should a consultant recommend to meet this requirement?

- A. Create a lead assignment rule to send the email to the leads monthly
- B. Use an email execution vendor to send emails for marketing campaigns
- C. Create an email alert workflow rule to send the email to the leads monthly
- D. Use the standard salesforce mass email tool located on the leads tab

Answer: B

NEW QUESTION 440

- (Exam Topic 4)

One business unit at Universal Containers has been using Service Cloud for several years. While migrating another business unit to the platform, a System Administrator incorrectly imported 200,000 case records, which created significant data corruption to existing records. The most recent data backup available is more than 90 days old. Which option should the Consultant recommend?

- A. Restore the data using the available backup

- B. Manually update the corrupt data to correct it
- C. Use Data Loader to delete the corrupt data
- D. Log a Data Recovery case with Salesforce Support

Answer: D

NEW QUESTION 443

- (Exam Topic 4)

AConsultant is implementing a new Sales Cloud instance for Cloud Kicks that has a public sharing model for Accounts. Different sal.. Accounts that create a multi-level Account Hierarchy. Cloud Kicks needs to see the total number of closed won Opportunities and the.. in the hierarchy when viewing a parent Account. Which recommendation will meet this viewing requirement?

- A. Create a workflow rule to update the custom field on the parent Account, displaying the total value of won Op.. Accounts.
- B. Configure a link on the Account that will open a list view showing the total value of open Opportunities for all..
- C. Configure Apex to update a custom field on the parent Account with the total value of won Opportunities from..
- D. Create a Roll-up Summary field on the parent Account, displaying the total value of won Opportunities from t..

Answer: B

NEW QUESTION 445

- (Exam Topic 4)

What is the capability of Chatter feed post editing? Choose 2 answers

- A. Users can edit the text of their own Chatter posts
- B. Record owners can edit other users' posts on records they own
- C. Group owners can edit system-generated posts in Chatter groups
- D. Record owners can see previous versions of an edited post

Answer: AB

NEW QUESTION 446

- (Exam Topic 4)

10 Cloud Kicks has an external ERP system which stores product order information. Cloud Kicks wants to view those..the Account record in real time. Which solution should the Consultant recommend?

- A. Implement Salesforce-to-Salesforce Connect to get real-time product order information and add it as a ..
- B. Create a Lightning Component, and using REST integration, get the real-time product order information..
- C. Create custom object product order information in Salesforce, run a nightly scheduler to get details from.. object as a related list on the Account.
- D. Implement Salesforce Connect and an external object to get real-time product order information and add.. related list on the Account.

Answer: B

NEW QUESTION 450

- (Exam Topic 4)

Universal Containers is looking to reduce the volume of calls into their Product Contact Center. Which three features should a Consultant recommend? Choose 3 answers

- A. Chatter questions
- B. Macros
- C. Communities
- D. Field service
- E. Public knowledge

Answer: ACE

NEW QUESTION 452

- (Exam Topic 4)

It is unclear how the money spent on marketing campaigns is helping Universal Containers grow its sales business. What is the best way for Universal Containers to capture a return on investment?

- A. Count the number of leads generated from each campaign.
- B. Determine the number of activities created by sales related to a campaign.
- C. Track the value of closed won opportunities generated by each campaign.
- D. Determine the number of opportunities generated by each campaign.

Answer: C

NEW QUESTION 455

- (Exam Topic 4)

Universal Containers has many customers that repeat the same purchase on a regular basis. These customers are classified as a repeat account type. Sales management wishes to use Salesforce to automate repeat opportunities. What should a consultant recommend to meet this requirement?

- A. Develop an Apex trigger for repeat accounts that inserts a copy of an opportunity for the sales representative when it reaches closed /won stage.
- B. Configure a workflow rule for repeat accounts that inserts a copy of an opportunity for the sales representative when it reaches closed /won stage.
- C. Develop an Apex trigger to set an opportunity revenue schedule that automatically sets up a new opportunity for repeat accounts when it reaches closed/won stage.
- D. Configure a workflow rule for repeat accounts that sends a reminder task to the sales representative to create a new opportunity when it reaches closed/won

stage.

Answer: A

NEW QUESTION 460

- (Exam Topic 4)

Universal Containers supports two lines of business: shipping and freight. The sales cycle for freight deals is more complex and involves more stages than the shipping sales cycle. Which solution should a consultant recommend to meet these business requirements?

- A. Create different record types and sales processes for each line of business, and use workflow field updates to assign stages.
- B. Create different record types and sales processes for each line of business and assign different stages to each page layout.
- C. Create different record types and sales processes for each line of business, and assign different sales processes to each page layout
- D. Create different record types and sales processes for each line of business, and assign different page layouts to each record type.

Answer: D

NEW QUESTION 461

- (Exam Topic 4)

Which two use cases will protect the integrity of order data with activation limitations? Choose 2 answers

- A. Multiple reduction orders can be created for a single order.
- B. Orders can be activated only if they include a product.
- C. New Products can be added to Active Orders.
- D. Products can be removed from Active Reduction Orders.

Answer: AB

NEW QUESTION 463

- (Exam Topic 4)

The Cloud Kicks sales team collaborates on Opportunities, which helps the team succeed and close more deals.

What should the Consultant configure to allow contributing sales team members to share in the revenue from closed Opportunities?

- A. Add the Opportunities to a campaign.
- B. Add the contributors to the Opportunity's contact role related list.
- C. Create quick actions to create child Opportunities.
- D. Enable Opportunity Splits from Setup.

Answer: D

NEW QUESTION 466

- (Exam Topic 4)

The members of an opportunity team at UC are working together to close an opportunity. The sales engineer on the team is having trouble keeping up with the most current quote. How can the sales engineer identify the opportunity's latest quote?

- A. Reference synced quote history on the opportunity.
- B. Reference the last modified date on the quotes.
- C. Follow the opportunity's quotes in Chatter.
- D. Reference the synced quote field on the opportunity record.

Answer: D

NEW QUESTION 468

- (Exam Topic 4)

The sales management at UC is reviewing the quality of leads generated from marketing campaigns. What information is available to assist with this type of analysis? Choose 2 answers:

- A. Average number of activities required to convert leads to opportunities
- B. Percentage of leads that could not be contacted due to bad data
- C. Percentage of leads converted to opportunities
- D. Average amount of time required to convert leads to opportunities

Answer: AB

NEW QUESTION 470

- (Exam Topic 4)

Universal Containers is following a traditional waterfall project delivery methodology. The analysis phase is complete with the sign-off of the requirements. What action should a consultant take to minimize changes in scope during the design and build phases? Choose 2 answers

- A. Map solution design documents to system test scripts
- B. Obtain customer sign-off on the solution design
- C. Update requirements based on feedback from key stakeholders
- D. Map business requirements to the solution design

Answer: BD

NEW QUESTION 472

- (Exam Topic 4)

The Salesforce administrator for Cloud Kicks needs to set sales quotas for all sales representatives. Which three solutions should the Consultant consider? Choose 3 answers

- A. Use the API.
- B. Update the sales quota field from the opportunity record.
- C. Enable Forecast Quotas from Setup.
- D. Use Data Loader.
- E. Add a record to the quota object.
- F. Add a record to the Quotas related list from the user record.

Answer: ADF

NEW QUESTION 474

- (Exam Topic 4)

UC needs to show a dashboard with forecast by product family with quotas. What solution should consultant recommend?

- A. Build a custom report with closed forecasting quotas with forecasting items
- B. Build a joined report with closed opportunities, forecasting items, and quotas
- C. Create an analytical snapshot to capture the opportunity forecast
- D. Customize Quotas with product report and add necessary fields

Answer: C

NEW QUESTION 479

- (Exam Topic 4)

Universal Containers wants to improve the information profile of its current Contacts in salesforce by using social networking application (e.g. LinkedIn or Twitter) to add the information currently gathered for accounts, contacts and leads. Which solution should a consultant recommend to meet this requirement?

- A. Enable social Accounts and Contacts to link records to social profiles.
- B. Enable the salesforce to Social network API connection to sync records.
- C. Define the social network fields and enabled then for account, contacts and leads.
- D. Create custom fields that hold URL links to the social profile of accounts, contacts and leads.

Answer: A

NEW QUESTION 484

- (Exam Topic 4)

UC manages its sales pipeline using Salesforce. However, when an opportunity moves to the closed lost stage, the company would like to enforce that the expected revenue value be \$0 in reports. Which solution should a consultant recommended to meet this requirement?

- A. Create a validation rule to verify that the forecast probability for closed/lost opportunities is 0%.
- B. Define a workflow rule to set the forecast category to omitted when the opportunity stage is closed/lost.
- C. Define a workflow rule to set the expected revenue field to \$0 when the opportunity stage is closed/lost.
- D. Create a dependency between stage and forecast category to enforce the omitted value for closed/lost stages.

Answer: D

NEW QUESTION 489

- (Exam Topic 4)

Universal Containers provides customer support for both new products and routine maintenance of existing products. The cases for both types have many stages and fields in common, however, the maintenance cases have additional stages and fields that need to be captured. Which two features should a Consultant recommend to accomplish this objective? Choose 2 Answers

- A. Support Types
- B. Support Processes
- C. Approval Processes
- D. Record Types

Answer: BD

NEW QUESTION 490

- (Exam Topic 4)

Nothern Trail outfitters (NTO) consumer business has grown to more than 500,00 contacts. NTO stores all individual consumer contacts under a single account called 'Consumer'. Mass updates are no longer completed within the defined maintenance timeframe and an increased number of errors are being reported. Which two actions should be recommended to improve performance?

- A. Remove the account assignment for all contacts
- B. Ensure that no single account has more than 10,000 contacts
- C. Enable person accounts and migrate the contact data
- D. Add an index to the account field on the contact object

Answer: BC

NEW QUESTION 495

- (Exam Topic 4)

The shipping department at Universal Containers is responsible for sending product samples as part of the sales process, when an opportunity moves to the "sampling" stage, Universal Containers wants an automatic email sent to the shipping department listing the products on the opportunity. How can this requirement be met using a workflow email?

- A. Create it on the opportunity using an HTML email template.
- B. Create it on the opportunity product using a Visualforce email template.
- C. Create it on the opportunity product using an HTML email template.
- D. Create it on the opportunity using a Visualforce email template.

Answer: D

NEW QUESTION 499

- (Exam Topic 4)

The VP of Sales at Cloud Kicks wants to automate the process of reassigning Accounts when the Account owner gets transferred to a different team or region. The VP wants reassignment to be based on the Account status and confirmation that the new Account owner is informed of their new Account inheritance. Which two strategies can the consultant use to design the solution?

- A. Use Process Builder for capturing Account details, define Account assignment rules to reassign the Account to new owner based on status, and send an email regarding Account inheritance.
- B. Use Process Builder for capturing Account details, design workflow rules to reassign the Account to a new owner based on status, and send an email regarding Account inheritance.
- C. Use Flow Builder for capturing Account details, design an element to reassign the Account to a new owner based on status, and send an email regarding Account inheritance.
- D. Use Process Builder for capturing Account details, design an nodes to reassign the Account to a new owner based on status, and send an email regarding Account inheritance.
- E. Use Flow Builder for capturing Account details, define Account assignment rules to reassign the Account to a new owner based on status, and send an email regarding Account inheritance.

Answer: CD

NEW QUESTION 504

- (Exam Topic 4)

Universal Containers wants to implement a website for a new product launch. The site should be publicly available, allow visitors to submit requests for information, and be managed by the non-technical marketing team What solution should the consultant recommend?

- A. Site.com
- B. Customer Community
- C. Salesforce Sites
- D. Force.com Sites

Answer: A

NEW QUESTION 506

- (Exam Topic 4)

Universal Containers is changing their case management system to Salesforce. All Active accounts, contacts, open cases, and closed cases for the past five years must be migrated to Salesforce for go-live. Which approach should the Consultant use for data migration?

- A. Prepare, Plan, Validate, VP, Test
- B. Plan, Prepare, Test, Execute, Validate
- C. Prepare, Plan, Test, Execute, Validate
- D. Plan, Prepare, Validate, Execute, Test

Answer: B

NEW QUESTION 509

- (Exam Topic 4)

The VP of Sales at Cloud Kicks wants to provide options to sales representatives for changing Account or Contract details for a created order. Which two conditions should the Consultant consider to meet this requirement? Choose 2 answers

- A. The Currency associated with the Order can be different from the new contract
- B. The Contract associated with the Order is also associated to the new Account
- C. The Order should be in Draft Status
- D. The price book associated with the Order is also associated to the new Account

Answer: BC

NEW QUESTION 510

- (Exam Topic 4)

What is the capability of Data.com Clean? (3 answers)

- A. Select account, contact, and lead records from a list, and clean them all at once
- B. Manually compare individual Salesforce records side by side with matched Data.com records, and update Salesforce records field by field
- C. Data.com can be used on both Normal and Person Accounts
- D. Accounts must be cleaned before cleaning Contacts, and Leads can either be cleaned before or after
- E. Configure and run automated Clean jobs to flag field value differences on Salesforce records, fill blank fields, overwrite field values

Answer: ABE

NEW QUESTION 513

- (Exam Topic 4)

Universal Containers manages opportunity forecasts using the standard forecast categories in Salesforce customizable forecasting. Each sales stage is aligned with a forecast category. When reviewing the forecast, Universal Containers wants the roll-up of just the opportunities that are in pipeline, best case, and commit. What number in the forecast would provide Universal Containers with the appropriate information?

- A. Pipeline
- B. Pipeline + Best Case
- C. Pipeline + Closed/Won
- D. Pipeline + Commit

Answer: A

NEW QUESTION 514

- (Exam Topic 4)

UC uses an approval process on Opportunity to streamline approvals. Sales management needs to analyse the numbers of opportunities at each step in the approval Process. What Solution will support this request?

- A. Create an approval process report and group by opportunity and approval step.
- B. Create an opportunity with approvals report and filter by approval step.
- C. Use a field update to capture the approval step on the opportunities for reporting.
- D. Add a roll-up summary field for approvals related to opportunities for reporting.

Answer: A

NEW QUESTION 515

- (Exam Topic 4)

Cloud Kicks needs the ability to determine the effectiveness of a recent marketing campaign on new leads. Which solution should the Consultant recommend?

- A. Enable campaign influence and report on the influence percent and revenue share.
- B. Create a custom object and a record for the campaign, then relate the newly created record to the lead
- C. Create a custom text field to capture the marketing campaign
- D. Specify the date range of the leads added to the campaign.

Answer: A

NEW QUESTION 517

- (Exam Topic 4)

Universal Containers has noticed a sizeable decrease in the number of sales representatives who are meeting their quotas. What should be evaluated to determine the cause of this decline? Choose 2 answers:

- A. Percent of converted leads per sales representative.
- B. Comparison report of forecasts versus converted leads.
- C. Activity history report on open and closed opportunities.
- D. Trending report on won versus lost opportunities

Answer: CD

NEW QUESTION 519

- (Exam Topic 4)

Currently at Cloud Kicks, the Lead Source field is used to track what event a lead originated from. The Marketing Director requested a report that shows every event a lead has attended.

Which standard Salesforce functionality can a Consultant recommend?

- A. Implement Campaigns to track events and define a Campaign Management process.
- B. Create a custom field to track the second event a Lead attends
- C. Update the Lead Source field to the most recent event a lead has attended using process builder
- D. Configure a custom Events object and relate it to the Lead object

Answer: A

NEW QUESTION 521

- (Exam Topic 4)

UC has three sales divisions: hardware, software, and consulting. The hardware and software divisions follow a ten-step sales process. The consulting division follows an eight-step sales process and does not use the prospecting or perception analysis stages during the sales cycle. What should a consultant recommend to support these requirements? Choose 3 answers

- A. Create sales processes
- B. .
- C. Create record types.
- D. Create separate page layouts
- E. Create separate stage fields .
- F. Define stage picklist values.

Answer: ABE

NEW QUESTION 523

- (Exam Topic 4)

Cloud Kicks has enabled quotas in collaborative forecasts.

In which three ways can the quotas be managed for all users in forecast hierarchy? Choose 3 answers.

- A. Add/update quotas using DataLoader
- B. Add/update quotas using the Data Import Tool
- C. Setup -> Quotas -> Forecast Quotas
- D. Setup -> Forecast Settings -> Configure
- E. Upload quotas using API

Answer: ADE

NEW QUESTION 528

- (Exam Topic 4)

Sales representatives at Universal Containers log activities on accounts, contacts, and opportunities. The sales manager wants to create a report to see all activities on all of the accounts that the manager owns, including activities on contacts and opportunities. Which report should be recommended to the sales manager?

- A. Activities report on accounts and contacts the manager owns
- B. Activities report on accounts, contacts, and opportunities the manager owns
- C. Activates report on accounts and opportunities the manager owns
- D. Activities report on accounts the manager owns

Answer: B

NEW QUESTION 531

- (Exam Topic 4)

Universal Containers uses Salesforce for Outlook to synchronize contacts between Microsoft Outlook and Salesforce. The executive team wants to ensure that user's personal contacts in Microsoft Outlook are not synced with Salesforce. Which solution should a consultant recommend to meet this business requirement? Choose 2 answers

- A. Train users to assign personal contacts in Microsoft Outlook to the Don't Sync with Salesforce category.
- B. Train users to manually remove personal contacts from Salesforce after syncing with Microsoft Outlook.
- C. Train users to mark personal contacts as private in Microsoft Outlook and choose not to sync private contacts in Salesforce.
- D. Train users to sync personal contacts in Salesforce using one-way synchronization from Salesforce to Microsoft Outlook.

Answer: AC

NEW QUESTION 536

- (Exam Topic 4)

Sales Management at Universal Containers is concerned that pipeline and forecasting reports are inaccurate because sales representatives are creating opportunities after they are closed/won. Which solution will help sales management identify and address the issue? Choose 2 answers

- A. Use a workflow rule to email sales management when the opportunity is created in the closed won stage.
- B. Create a report that displays opportunities that have a closed date less than or equal to the created date.
- C. Run the opportunity pipeline standard report to view the upcoming opportunities by stages
- D. Create a workflow rule that automatically updates the opportunity to the first stage in the sales process

Answer: AB

NEW QUESTION 538

- (Exam Topic 4)

Sales representatives at Universal Containers log activities on accounts, contacts, and opportunities. The sales manager wants to create a report to see all activities on all of the accounts that the manager owns, including activities on contacts and opportunities. Which report should be recommended to the sales manager?

- A. Activities report on accounts and opportunities the manager owns
- B. Activities report on accounts the manager owns
- C. Activities report on accounts and contacts the manager owns
- D. Activities report on accounts, contacts, and opportunities the manager owns

Answer: B

NEW QUESTION 539

- (Exam Topic 4)

Universal Containers is deploying a formal sales methodology while implementing salesforce. What should a consultant recommend to ensure the alignment of the sales methodology and Salesforce? Choose three answers:

- A. Embed custom components within Salesforce to support the sales methodology.
- B. Override Salesforce user interface with the sales methodology user interface.
- C. Consider available sales methodology AppExchange applications.
- D. Develop data integration between salesforce and the sales methodology database.
- E. Configure Salesforce Standard and custom objects to support the sales methodology.

Answer: ACE

NEW QUESTION 541

- (Exam Topic 4)

Universal Containers has a private sharing model. Sales representatives own accounts and would like to collaborate with relevant people from other departments (e.g., marketing and product management). The role hierarchy has separate branches for each department to facilitate reporting. What should a consultant recommend to ensure collaborating team members can report on and access relevant data in Salesforce? Choose 2 answers

- A. Use manual sharing on account to share specific records.
- B. Use Chatter to share records with relevant people.
- C. Use account team to share records to relevant people
- D. Use opportunity team to share records with relevant people.

Answer: AC

NEW QUESTION 546

- (Exam Topic 4)

The shipping department at the Universal Containers is responsible for sending product samples as part of the sales process. When an opportunity moves to the 'Sampling1 stage, Universal Containers an automatic email sent to the shipping department listing the Products on the opportunity. How can this requirement be met using a workflow email?

- A. Create it on the Opportunity using an HTML email template.
- B. Create it on the Opportunity Product using a visualforce email template.
- C. Create it on the Opportunity Product using an HTML email template.
- D. Create it on the Opportunity using a visualforce email template.

Answer: B

NEW QUESTION 551

- (Exam Topic 4)

AConsultant for Cloud Kicks Sales Cloud has proposed implementing an Account Hierarchy. What impact could the redesign have on the org?

- A. The ownership of an Account determines the visibility of the Account Hierarchy.
- B. The value of all Opportunities in an Account Hierarchy are visible on the parent Account
- C. The Account Hierarchy can be visualized from all levels in the structure.
- D. A user who owns an Account at the bottom of the hierarchy has access to all parent Accounts.

Answer: C

NEW QUESTION 553

- (Exam Topic 4)

UC operates in two currencies: EUR and USD. Its corporate currency is USD. When a sales team member tries to add products to an opportunity for a customer in the Eurozone, they are unable to find EUR prices. What is the likely cause of this problem? Choose 2 answers:

- A. Opportunity currency is set to USD.
- B. Price book entries are missing EUR prices.
- C. Sales users default currency is set to USD.
- D. Advanced currency management is deactivated.

Answer: AB

NEW QUESTION 556

- (Exam Topic 4)

When a Lead record is converted, Cloud Kicks wants the Account, Contact, Opportunity, and Product records to be automatically created with minimal user input. Which strategy should the Consultant use to meet this requirement?

- A. Create a custom Quick action that creates new records
- B. Override the standard Convert button with a custom Lightning Component.
- C. Enable the customized lead conversion setting from Setup.
- D. Utilize workflow rules to create records.

Answer: C

NEW QUESTION 561

- (Exam Topic 4)

Universal Containers would like to implement a solution to hold service reps accountable to customer Service level agreements. Which two steps are necessary to satisfy this requirement? Choose 2 answers

- A. Set up Milestones
- B. Enable Work Orders
- C. Configure Service Contracts
- D. Create an Entitlement Process

Answer: AD

NEW QUESTION 565

- (Exam Topic 4)

UC has set accounts, contacts, and opportunities to private. Sales reps manage the accounts for which they are the account owner. The company also employs sales specialists to assist sales repson deals. What should a consultant recommend to allow the sales specialists to see account information and any opportunity information associated with an account?

- A. Assign the sales specialists to the same profile as the account owners.
- B. Share opportunities manually with the sales specialists and assign them read access.
- C. Assign the sales specialists to the same role in the role hierarchy as the account owners
- D. Add the sales specialists to the account team and assign them read access to opportunities.

Answer: D

NEW QUESTION 570

- (Exam Topic 4)

Universal publications are a publishing house that sells online subscriptions for its leading magazine. Customers can make a single Payment, or set up to pay weekly, monthly or quarterly. Universal Publications wants to use opportunities to track and report on these subscription deals. What should a consultant recommend to meet this requirement?

- A. Enable schedules on product object.
- B. Use contracts with a lookup to opportunity object.
- C. Use assets with a lookup to opportunity object.
- D. Enable schedules on opportunity object.

Answer: A

NEW QUESTION 573

- (Exam Topic 4)

The sales teams at UC need to track partner relationships for each customer account. There can be many partners related to each customer account. Additionally, the following partner-to-customer relationship information needs to be tracked: Role of each partner, Support product category of each partner, Next step of each partner. What should a consultant recommend to meet this requirement?

- A. Use partner role functionality.
- B. Create partner custom fields on account.
- C. Create a custom object for Partner relationships.
- D. Add partners to each customer account team.

Answer: C

NEW QUESTION 574

- (Exam Topic 4)

What Sales Cloud features would allow the company to improve data quality and consistency across sales deals? Choose 3 answers.

- A. Use a single page layout to display all information regardless of line of business
- B. Use workflow rules to validate data entry
- C. Implement validation rules for opportunities
- D. Use opportunity record types and page layouts to display information specific to each line of business
- E. Use required fields to enforce critical data entry

Answer: CDE

NEW QUESTION 577

- (Exam Topic 4)

The Consultant at Cloud Kicks has noticed that sales data is quickly outdated and is having issue with keeping Account data updated. What should the Consultant recommend to maintain up-to-date Account information?

- A. Call the Contacts and Leads to get their updated information.
- B. Use third-party data to update and add records to Salesforce.
- C. Use the Salesforce-provided data to updated and add records to Salesforce.
- D. Enable the Automatic Account Update feature in Setup.

Answer: B

NEW QUESTION 582

- (Exam Topic 4)

UC requires that account plans be created for all accounts. The account plans have been set up as a custom object with a lookup relationship. The sharing model is private for account plans. UC would like to assign the same access to the account plan record as to the associated account. What solution should a consultant recommend for these scenarios?

- A. Modify the account plans object to be in a master-detail relationship with accounts.
- B. Create a trigger on account plans that adds a manual share automatically to the account owner.
- C. Create sales team users with read access to the account plans object.
- D. Apply manual sharing to the account owner after each account plans record is created.

Answer: A

NEW QUESTION 587

- (Exam Topic 4)

Universal Container wants to measure the user adoption of their successful Sales Cloud implementation. Which key factors should be considered?

- A. Business performance
- B. Data quality
- C. Usage

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Answer: D

NEW QUESTION 590

- (Exam Topic 4)

During end-to-end testing, the test users log issues stating that the solution is not working according to what they expected. The stakeholders have signed off on the solution. What should a Consultant do to remedy this?

- A. Address these issues during the sign-off stage.
- B. Contact key stakeholders to determine if a change to the requirements is necessary.
- C. Revise the solution to meet the needs of the test users and develop training materials for the full team.
- D. Set up meeting with test users and do a requirements workshop.

Answer: B

NEW QUESTION 595

- (Exam Topic 4)

Cloud Kicks is now live and training is complete, but the system administrator keeps calling with questions about the process. Which strategy should the Consultant use?

- A. Conduct a Knowledge Transfer with the admin.
- B. Test the process to make sure it still works.
- C. Have the admin review the solution design.
- D. Direct the admin to ask Salesforce.

Answer: A

NEW QUESTION 597

- (Exam Topic 4)

Cloud Kicks uses an external ERP application to process its orders. This ERP application needs to receive data about Opportunities when the Opportunity closes.

Which two solutions should the Consultant recommend? Choose 2 answers

- A. Single Sign-on
- B. Connected App
- C. RESTCallout
- D. Outbound Message with Workflow Rules

Answer: CD

NEW QUESTION 600

- (Exam Topic 4)

Universal Containers has hired a consulting firm to implement its new Service Cloud platform and requires quick iterations and a speedy project completion. UC has requested frequent project updates for check-ins and refinement. Which methodology should the Consultant recommend given the requirements?

- A. Kanban
- B. Waterfall
- C. Agile
- D. Force.com IDE

Answer: C

NEW QUESTION 603

- (Exam Topic 4)

Cloud Kicks recently completed an implementation of Sales Cloud. CK has trained its users to use the Salesforce Mobile app to access Salesforce from their mobile devices and wants to determine how often the Salesforce Mobile app is being used. What should the consultant recommend?

- A. Use the lightning Usage app to view Mobile activity
- B. Create a custom report type between users and Mobile activity
- C. Create a custom report type between users and Identity Event Logs
- D. Open a case with Salesforce

Answer: A

NEW QUESTION 606

- (Exam Topic 4)

Universal Containers (UC) and Global Shipping (GS) are affiliates of ABC Corporation. Both affiliates use separate Instances of Salesforce and work independently but sell to some of the same customers. They would like to collaborate on the common customers but keep the data for other customers separate. What approach should a consultant recommend for implementing Salesforce to meet these requirements?

- A. Set up a single instance for ABC Corporation and set up partner portals for UC and GS.
- B. Set up a single Salesforce Instance and maintain exclusive customer data using divisions.
- C. Use separate Salesforce instances and link shared records using a customer portal.
- D. Use separate Salesforce Instances and link shared records using Salesforce to Salesforce.

Answer: D

NEW QUESTION 610

- (Exam Topic 4)

UC has set the OWD for accounts to private. Bill owns the Acme account and the General Industries account. Acme is the parent account for General Industries. Bill needs to collaborate with Mary on his accounts, so he manually shares read access to Acme. What access will Mary have to these accounts?

- A. Read-only on General Industries and read-only on Acme
- B. Read-only on Acme and no access on General Industries
- C. Read-only on Acme and access on General Industries
- D. Read-only on General Industries and read-write on Acme

Answer: B

NEW QUESTION 614

- (Exam Topic 4)

Universal Containers' support management team has noticed an increase in wait times over the last several months when customers call in for support. Which two recommendations should a Consultant suggest to help decrease customer wait times? Choose 2 answers

- A. Create case escalation rules to route high-priority cases directly to supervisors for resolution
- B. Create reports to analyze call data in order to understand peak times and ensure adequate staffing
- C. Set up analytical snapshots to capture key case information and create historical trending reports
- D. Set up a Salesforce Customer Community that will allow customers to create cases online

Answer: BD

NEW QUESTION 615

- (Exam Topic 4)

What are two considerations for enabling multiple currencies at Cloud Kicks? Choose 2 answers

- A. Changing the exchange rate automatically updates the converted amount on all records, except the closed Opportunities.
- B. Reports on these objects support multiple currencies: Accounts, Opportunity, Lead, case, and Opportunity product schedules.
- C. After enablement, primary currency display in the parenthesis and the secondary amount displays as usual.
- D. Once enabled, multiple currencies cannot be disabled.

Answer: BD

NEW QUESTION 616

- (Exam Topic 4)

Due to internet unavailability at Cloud Kicks, the sales team is not able to utilize the Salesforce Mobile app feature to view, create, or update Opportunities. Which two steps should the Consultant take to resolve the issue? Choose 2 answers

- A. Create a permission set with the system permission "Store offline data" and assign the permission set to the sales team U user(s).
- B. Raise a case with Salesforce support to enable the offline version of the Mobile app and update the app to use the offline capabilities.
- C. From the Setup menu, go to Salesforce offline and select "Enable offline create, edit, and delete in Salesforce for Android and iOS."
- D. From the Setup menu, enable the system permission "Store offline data."
- E. From the Setup menu, go to Salesforce offline and select "Enable caching in Salesforce for Android and iOS."

Answer: CE

NEW QUESTION 620

- (Exam Topic 4)

The Cloud Kicks sales team works with two different types of Leads: distributors and retailers. Cloud Kicks' management wants the sales team to follow two different lead qualification processes before converting the Lead into an Opportunity. Which three actions should a Consultant recommend to meet this requirement? Choose 3 answers

- A. Create Status picklist values to accommodate the different qualification statuses for different types of Leads.
- B. Add Leads to different campaigns to determine if they are distributor or retailer Leads.
- C. Set up Opportunity splits to measure how different types of Leads are converted.
- D. Create a new profile and only assign one Lead record type to it.
- E. Create distributor and retailer Lead record types.
- F. Create retailer and distributor Lead processes.

Answer: AEF

NEW QUESTION 621

- (Exam Topic 4)

Universal Containers is implementing a Knowledge Base and wants to empower certain managers to create, edit, and manage articles. All articles should be reviewed by these managers before being published, while some articles need an additional layer of legal review as well. Which three actions should a Consultant recommend to meet these requirements? Choose 3 answers

- A. Create at least two different approval process
- B. Create at least two different data categories
- C. Grant managers the Manage Data categories permission
- D. Create at least two different article types
- E. Grant managers the Manage Salesforce Knowledge Permission

Answer: AD

NEW QUESTION 624

- (Exam Topic 4)

UC wants to implement a website for a new product launch. The site should be publicly available, allow visitors to submit requests for information, and be managed by the non-technical marketing team. What solution should the consultant recommend?

- A. Site.com
- B. Customer Community
- C. Salesforce Sites
- D. Force.com Sites

Answer: A

NEW QUESTION 628

- (Exam Topic 4)

NTO wants the ability to share documents related to an opportunity, such as contracts and proposals with the field sales team. NTO currently has a private sharing model. How should the documents be shared efficiently and securely?

- A. Upload to Salesforce Files and shared with the field sales organization
- B. Emailed to the sales team on the opportunity record
- C. Uploaded to a library that is shared with the field sales organization
- D. Uploaded to salesforce files from the opportunity record

Answer: C

NEW QUESTION 631

- (Exam Topic 4)

Universal Containers wants to measure revenue based on when individual Products are sold. What should a Consultant implement to meet this requirement?

- A. Forecasting by Product Dates
- B. Forecasting by Order Amount
- C. Forecasting by Opportunity Amount
- D. Forecasting by Schedule Date

Answer: B

NEW QUESTION 636

- (Exam Topic 4)

Cloud Kicks has a complicated sales process and is currently using 12 stages for Opportunities. Sales representatives often have difficulties deciding when to move Opportunities through the various stages. Which solution should the Consultant recommend?

- A. Use Process Builder to send emails to sales representatives when Opportunities reach key stages, providing detailed information on what they need to do move the Opportunities to the next stage(s).
- B. Use Path to provide guidance for key Opportunity stages.
- C. Advise sales representatives to post on Chatter so the sales team can collaborate to move Opportunities along the pipeline quickly.
- D. Configure a dashboard that shows Opportunities that have not moved stage for 30 days, and provide training to those Opportunities owners.

Answer: B

NEW QUESTION 641

- (Exam Topic 4)

Cloud Kicks recently released a custom Action for Competitor Notes, that will prompt sales representatives to provide information about competitors for Opportunities. The sales representatives reported that even though the Action works well on their desktop, they cannot see the Action on their mobile app. What is required to fix this problem?

- A. Edit the Page Layout to include the Action.
- B. Edit the Page Layout to include a custom link to the Action.
- C. Edit the Visualforce to make it available for the mobile app.
- D. Edit the Action to make it available for the mobile app.

Answer: C

NEW QUESTION 646

- (Exam Topic 4)

The sales manager at UC is concerned that the leads from the marketing department are outdated and poor quality. What action should be taken to address this issue? Choose 2 answers

- A. Create a validation rule that prevents the lead from being converted without specific fields completed and train the users to enter all data accurately.
- B. Create a workflow rule to update the lead rating field based on the lead status field and use assignment rules to route leads to appropriate sales reps.
- C. Create a calculated field that scores leads based on lead attributes and use assignment rules to route leads to appropriate sales reps.
- D. Create lead assignment rules to assign leads to sales representatives based on the city and the state in which the lead resides.

Answer: AC

NEW QUESTION 649

- (Exam Topic 4)

Cloud Kicks has just completed its initial Sales Cloud Go-Live. Cloud Kicks leadership wants to target users who are not yet using the new application.

- A. Track logins in a spreadsheet.
- B. Run a Report on Users never Logged In.
- C. Run a Mobile Login report.
- D. Use the Lightning Usage app.

Answer: B

NEW QUESTION 650

- (Exam Topic 4)

In order to increase and promote adoption, sales management at Cloud Kicks wants sales representatives to follow Opportunities they create. Which two actions should the Consultant recommend to create a solution? Choose 2 answers

- A. Turn on the Chatter feed settings that enables stage notifications to opportunity owners.
- B. Create a report with newly created Opportunities and have sales management subscribe to the report.
- C. Use Process Builder with an Action Type of Follow Chatter when a record is created or edited.
- D. Turn on the Chatter feed settings that enable users to automatically follow records that they create.

Answer: BD

NEW QUESTION 655

- (Exam Topic 4)

Universal Containers is preparing for the launch of its new sales cloud implementation to a global user base. With previous sales automation application, the company had slow adoption of the new solution. What factor should be considered with the sales cloud deployment to help ensure the adoption? Choose 3 answers

- A. Training in local language
- B. Management communications
- C. Type of training delivered
- D. Maintenance release schedule

Answer: ABC

NEW QUESTION 656

- (Exam Topic 4)

UC needs to have opportunity discounts approved by the senior management team. The appropriate approver is dynamically determined based on the requestor's region and the opportunity's account type. Which solution should be recommended to support these requirements?

- A. Allow the requestor to select the appropriate approver prior to submitting the record for approval.
- B. Automatically populate the delegated approver based on the requestors region and opportunity account type.
- C. Create a workflow approval task as the first step in the approval process to assign the approver.
- D. Use Apex to populate a user lookup field for the approval process based on an approval matrix.

Answer: D

NEW QUESTION 657

- (Exam Topic 4)

Universal Containers has a large customer base of over 15,000 Accounts and 60,000 contacts. The marketing manager wants to use the customer data for an upcoming new product launch but its concerned contact may have moved to other organization (Contact's email tec has changed) what should a consultant recommend to ensure customer data is accurate?

- A. create a vf rule to mass email contacts and capture any email bounce
- B. Use a data cleaning tool and the stay-in-touch feature of salesforce to email contact
- C. create a workflow rule for the account and contact owner to confirm contact data
- D. Use data enhancement tool to verify that account and contact data is up-to-date

Answer: B

NEW QUESTION 659

- (Exam Topic 4)

Universal Insurance is a large insurance company with a customer base that includes both individual consumers and businesses. The company has implemented Person Accounts in Salesforce. It has a custom object for policies that needs to relate to both Person Accounts and Business Accounts. What is the minimum configuration on the policy custom object needed to meet this requirement?

- A. Create a contact lookup field and an account lookup field
- B. Create a master-detail account relationship
- C. Create a master-detail contact relationship
- D. Create a custom contact lookup field

Answer: B

NEW QUESTION 660

- (Exam Topic 4)

Universal Containers has a private sharing model for accounts and opportunities. Each sales representative is assigned to work with a dedicated sales engineer. The sales engineer will need access to their assigned sales representative accounts and opportunities. What should a consultant recommend to meet this requirement?

- A. Create criteria-based sharing rules to share the accounts and opportunities with sales engineers

- B. Create a trigger to add the sales engineers to their sales representative account and opportunity teams
- C. Enable account and opportunity teams selling and have each sales representative configure their default teams
- D. Have the sales representatives manually share the accounts and opportunities with their assigned sales engineers

Answer: C

NEW QUESTION 665

- (Exam Topic 4)

Cloud Kicks channel partners for selling and servicing its "Shoe of the Month" club. As the number of Leads has increased, Cloud Kicks has seen a decrease in partner satisfaction regarding the quality of Leads, and a noticeable decrease in the Lead conversion rate.

What can be done to increase partner satisfaction with the Leads being shared?

- A. Utilize the Lead score on the Find Duplicate button, and then assign the Leads with a score in the high category.
- B. Configure Einstein Insights prior to Leads routing to the partner channel.
- C. Configure a custom lead score field to assess Lead quality, then assign the Leads that exceed this score to partners.
- D. Utilize the Partner Lead Validator to populate a Lead score and assign to a partner channel queue.
- E. Configure a cross-object validation rule to ensure that all fields on the Lead record are populated with data.

Answer: C

NEW QUESTION 670

- (Exam Topic 4)

Universal Containers requires its sales representatives to go through an internal certification process to sell certain groups of products. What could be done to prevent a sales representative from adding these products to opportunities if they are not certified to sell them? Choose 2 answers

- A. Use a separate price book for the products requiring certification and only share the price book to users who are I—I certified.
- B. Use a criteria-based sharing rule on products marked as requiring certification to only share the products to users who are certified.
- C. Use a validation rule on products marked as requiring certification to prevent them from being added to an opportunity.
- D. Use a validation rule on opportunity products to prevent them from adding products marked as requiring certification if they are not certified.

Answer: BD

NEW QUESTION 675

- (Exam Topic 4)

Cloud Kicks wants to sell to both consumer and Business. There will be a consumer sales team and a business sales team. Which two Salesforce functions will allow the Consultant to meet this requirement? Choose 2 answers

- A. Opportunity Teams
- B. Process Builder
- C. Sales Processes
- D. Record Types

Answer: CD

NEW QUESTION 680

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