

Exam Questions Sales-Cloud-Consultant

Certified Salesforce Sales Cloud Consultant

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NEW QUESTION 1

During the Deploy phase at Cloud Kicks, users are finding it difficult to use a new system, which is adoption. How should the consultant avoid this issue in the future?

- A. Design a solution during the Build phase.
- B. Conduct a Beta review during the Validate phase.
- C. Gain buy-in during the Analyze phase.
- D. Develop test scripts during the Plan phase.

Answer: B

NEW QUESTION 2

The Cloud Kicks IT team has noticed that there are many duplicate Person Accounts. The team can often easily identify duplicates and wants to merge them. What should the consultant explain to the team about Person Account merges?

- A. Person Accounts with a redundant relationship can be merged using matching rules.
- B. Person Accounts can be merged with other Person Accounts.
- C. Person Accounts can be merged with contact records.
- D. Person Accounts can be merged with any type of Account

Answer: B

NEW QUESTION 3

Cloud Kicks (CK) has recently implemented Sales Cloud. CK wants to be able to forecast the number of shoes it sells to better coordinate with the logistics department to fulfill orders.

Which three options should a consultant recommend CK implement to accomplish this? Choose 3 answers

- A. Opportunity Quantity
- B. Collaborative Forecasts
- C. Forecast Types
- D. A custom field
- E. Product Revenue Schedules

Answer: ADE

NEW QUESTION 4

Cloud Kicks has configured Account Teams and is ready to go live in Production. How should the consultant migrate Account Team configuration to Production?

- A. Push with Workbench.
- B. import with Data Loader.
- C. Create manually.
- D. Deploy with Change Sets.

Answer: B

NEW QUESTION 5

The Cloud Kicks team needs to quickly look up contacts, accounts, and opportunities and easily log calls from their mobile phones. Due to limited coverage in certain geographic areas, the team wants access to customer information while out of the office and when they are without an internet connection.

Which two steps should the consultant recommend? Choose 2 answers

- A. Enable Salesforce Inbox.
- B. Enable caching and Offline Edit.
- C. Enable Mobile SDK.
- D. Download the Salesforce mobile app.

Answer: BD

NEW QUESTION 6

Which data migration sequence should consultant recommend for the objects?

- A. Opportunities, Products, Product Line Items, Cases, Leads, Campaigns, Accounts, Contacts
- B. Accounts, Opportunities, Contacts, Products, Product Line Items, Cases, Leads, Campaigns
- C. Contacts, Accounts, Leads, Campaigns, Opportunities, Products, Product Line Items, Cases
- D. Accounts, Contacts, Opportunities, Products, Product Line Items, Cases, Leads, Campaigns
- E. Campaigns

Answer: D

NEW QUESTION 7

Cloud Kicks has hired a consultant to help with its initial Salesforce implementation.

Which three steps should the consultant take to help Cloud Kicks get Salesforce up and running? Choose 3 answers

- A. Define company vision.
- B. Finalize integrations.
- C. Prioritize goals.

- D. Define KPIs.
- E. Analyze competitors.

Answer: ACD

NEW QUESTION 8

Universal Containers recently implemented Sales Cloud. Stakeholders want insights into how logging interactions with customers impacts the number of won sales deals.

Which report should the consultant create to meet the requirement?

- A. Closed Won Opportunities by Account
- B. Closed Won Opportunities with Activities
- C. Closed Won Opportunities by the sales team
- D. Closed Won Opportunities with Recommendations

Answer: B

NEW QUESTION 9

Cloud Kicks (CK) wants to implement sharing rules. Which three considerations should the consultant explain to CK? Choose 3 answers

- A. CK can expand access beyond the organization-wide default levels with sharing rules.
- B. Organization-wide defaults must be Public Read Only or Private to create sharing rules.
- C. Sharing rules apply only to new records that meet the definition of the source data set.
- D. When a sharing rule is deleted, the sharing access created by that rule must be manually removed.
- E. When multiple sharing rules are assigned, the user is assigned the least restrictive access.

Answer: ABE

NEW QUESTION 10

Cloud Kicks plans to integrate its email system with Salesforce, and wants to show the last 2 months of email activity to its 75 sales reps. What should a consultant recommend to meet this requirement?

- A. Sales Cloud Einstein
- B. Einstein Activity Capture Standard
- C. Email to Salesforce
- D. Sales Cloud Console

Answer: B

NEW QUESTION 10

A Consultant is configuring Einstein Forecasting to help the sales team predict how much they will sell by the end of a forecasting period. Which two considerations should the consultant keep in mind to ensure that predictions are displayed. Choose 2 answers

- A. Predictions are only shown when data sync in Tableau CRM is enable
- B. Tableau
- C. Predictions are based only on the standard Close Date and Amount fields
- D. Predictions are only shown when at least 12 months of Opportunity data exists
- E. Predictions are only shown when the user is in the forecasting hierarchy.

Answer: BC

NEW QUESTION 15

At Universal Containers, in addition to the sales team, support reps are sometimes eligible for commissions. When support reps are involved in a deal, they should receive a credit of 15% of the revenue.

What should the consultant consider when designing a revenue sharing solution?

- A. Revenue splits are required in order to use overlay splits.
- B. Overlay splits Allocated on art Opportunity can total any percentage.
- C. Overlay splits can be assigned to any user with the appropriate profile.
- D. Revenue splits allocated on an Opportunity can total any percentage.

Answer: D

NEW QUESTION 18

The Cloud Kicks (CK) sales team works with two different types of leads: distributors and retailers. CK's 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 retailer and distributor lead processes.
- B. Create a new profile and only assign one lead record type to it.
- C. Add leads to different campaigns based on lead type.
- D. Create Status picklist values specific to each lead type.
- E. Create distributor and retailer lead record types.

Answer: ADE

NEW QUESTION 20

Cloud Kicks (CK) needs to determine the effectiveness of a recent marketing campaign on new leads' quality. CK is using Einstein Lead Scoring, Which solution should the consultant recommend?

- A. Create a custom object to track the Lead Score and relate it to the Lead.
- B. Create a custom score field to capture the marketing Campaign's quality.
- C. Add the Lead Score component to the Lead Detail page.
- D. Specify a default score of the leads added to the Campaign.

Answer: B

NEW QUESTION 21

Universal Containers has four product lines, each with its unique sales cycle. Once the prospect is qualified, the sales reps should follow the product-specific sales cycle. Which two actions should a consultant recommend to meet these requirements? Choose 2 answers

- A. Implement sales processes that map to each Opportunity record type.
- B. Create Opportunity record types for each product line.

Answer: AB

NEW QUESTION 26

Universal Containers is working to expand its residential business in the U.S. Sales reps are being asked to canvas neighborhoods in their areas, leveraging new door-to-door campaign material to secure new customers. Internal studies have shown the most valuable residential customers typically have a household income range between \$50,000 and \$70,000.

Which solution should the consultant recommend to help sales reps determine the best neighborhoods to canvas?

- A. Salesforce Maps using the Demographic Context data source to display income ranges for regions within their territories
- B. API integration with Salesforce Maps to plot existing customers on territory maps
- C. A Salesforce Maps component plotting non-customers in residential neighborhoods
- D. Salesforce Maps with ESR1 integration to display high density neighborhoods

Answer: A

NEW QUESTION 28

Northern Trail Outfitters (WTO) wants to share revenue from opportunities with multiple reps. A consultant recommends using opportunity splits. Which two prerequisites should be considered before splits are enabled? Choose 2 answers

- A. Add customized split types before enabling splits.
- B. Resolve any inactive currencies prior to enabling splits.
- C. Transfer opportunities owned by Inactive users to active users.
- D. Enable opportunity teams and add the opportunity owner as a team member.

Answer: AC

NEW QUESTION 31

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

- A. The primary currency is automatically displayed in parentheses when using multi-currency.
- B. Accounts, Opportunities, Leads, Cases, and Opportunity Product Schedules support multi-currency reporting.
- C. When multi-currency is enabled, changes to exchange rates update the converted amount on all records except closed opportunities.
- D. The multi-currency enablement process is irreversible.

Answer: AB

NEW QUESTION 34

The sales manager at Cloud Kicks has proposed that the consultant one large Discovery meeting with 250 employees who use Salesforce currently to gain information to improve adoption.

What are the three efficient approaches the consultant could recommend to the sales manager? Choose 3 answers

- A. Arrange multiple sessions with small groups of employees.
- B. Send a survey to all employees asking for a list of desired changes.
- C. Ask management to select which employees should participate in sessions.
- D. Ask all employees to email their ideas and feedback to the consultant.
- E. Meet with a large group of employees to listen to their feedback.

Answer: ABC

NEW QUESTION 38

A large company is about to undertake its Initial Sales Cloud implementation. Different people will create features in multiple sandboxes. The consultant has recommended using change sets to move customizations to the full copy sandbox for testing and then move them to production for release

Which two approaches should the consultant recommend to help migrate the customizations from the full copy sandbox to production?

Choose 2 answers

- A. Utilize change set tool dependency management
- B. Leverage cloud-based Git version control to deploy changes
- C. Use Salesforce DX with visual studio to deploy changes.
- D. Track manual changes in a spreadsheet

Answer: BC

NEW QUESTION 39

Cloud Kicks sales representatives are allowed to negotiate up to a 5% discount for the Shoe of the Month dub. Regional sales managers (RSMs) must approve discounts greater than 5%. Regional vice presidents (RVPs) also must approve discounts greater than 10%. Which two steps should a consultant recommend to satisfy these requirements? Choose 2 answers

- A. Create two Approval Processes, one with the RSM and one with the RVP.
- B. Use Process Builder to send an approval Task and email to the RSM and RVP.
- C. Use Process Builder to automatically submit approvals over a 5% discount.
- D. Create a two-step Approval Process with the RSM and RVP as approvers.

Answer: AD

NEW QUESTION 44

The Cloud Kicks sales team collaborates on opportunities which help them close more deals. What should the consultant configure to allow contributing sales team members to share in the revenue from closed opportunities?

- A. Enable Opportunity Splits from Setup.
- B. Add the Opportunities to a Campaign
- C. Add the contributors to the Opportunity's Contact role related list.
- D. Create Quick Actions to create child Opportunities.

Answer: A

NEW QUESTION 47

During the requirements gathering workshops at Cloud Kicks, the project team and subject matter experts bring up new ideas to incorporate into the current project.

Which best practice should the consultant use to refocus the meeting and stay on topic?

- A. Tell key stakeholders that the team is focused on other ideas,
- B. Remind the team of the purpose and scope of this project.
- C. Incorporate the new ideas into the solution design.
- D. Invite only the subject matter experts to subsequent workshops.

Answer: B

NEW QUESTION 50

A consultant has been tasked with analyzing the way sales reps use Salesforce to work a deal from inception to close, and then presenting this information to management.

What should the consultant utilize to present the information?

- A. Sales Architecture Map
- B. Business Process Map
- C. System Landscape Diagram
- D. Entity Relationship Diagram

Answer: B

Explanation:

The best way for the consultant to present the information about how sales reps use Salesforce to work a deal is to utilize a Business Process Map. This map will provide an overview of the process, and can be used to explain how each step of the process works. Additionally, a Business Process Map can also be used to identify areas of optimization and improvement, as well as to document any changes that need to be made. A Sales Architecture Map, System Landscape Diagram, and Entity Relationship Diagram are not suitable for this purpose.

NEW QUESTION 52

Cloud Kicks (CK) has just completed its initial Sales Cloud implementation. The leadership team at CK wants to improve the rate of user adoption, What should the consultant recommend?

- A. Add an Approvals process to the Opportunity object to enforce data standards.
- B. Conduct a requirements workshop to gather user stories.
- C. Create a report to track the login rate over the last 7 days.
- D. Create a Slack channel to gather and discuss feedback from users.

Answer: C

NEW QUESTION 53

The Universal Containers sales team wants to easily show Account relationships to its sales reps and report on these relationship. Which two considerations should the consultant take into account? Choose 2 answers

- A. Account relationships are visible from Person Account records.
- B. A Person Account can be either a parent or child in the Account Hierarchy.
- C. Account Hierarchy displays only the Amounts users have Read permission to view.
- D. Accounts can be organized into different divisions based on specific criteria.

Answer: CD

NEW QUESTION 58

Cloud Kicks wants to improve its return on investment (ROI) by creating intelligent processes built on trusted, targeted data. What are two justifications for using third-party data enrichment tools? Choose 2 answers

- A. To survey customers to update their data
- B. To enhance prospect data signaling intent to purchase
- C. To find new prospects who match the selling segment
- D. To create customer segments with personas and scoring

Answer: BC

NEW QUESTION 61

The consultant at Cloud Kicks has successfully implemented the Einstein Lead Scoring feature, and now wants to measure its effectiveness and track lead conversion rates.

Which three standard dashboards are available? Choose 3 answers

- A. Conversion Rate by Lead Score
- B. Conversion Rate by Lead Source
- C. Lead Scores by Created Date
- D. Average Lead Score by Lead Source
- E. Lead Score Distribution

Answer: ABE

NEW QUESTION 65

Universal Containers wants to set up Einstein Activity Capture for Microsoft to allow automatic syncing of sales reps' Person Accounts with Microsoft contacts and vice versa.

Which consideration should the consultant be aware of?

- A. Lightning Sync works in conjunction with Einstein Activity Capture.
- B. Einstein Activity Capture is supported in the Salesforce Classic interface.
- C. New Person Accounts should be created in Microsoft and synced to Salesforce.
- D. New Person Accounts should be created in Salesforce and synced to Microsoft.

Answer: A

NEW QUESTION 70

The Universal Containers management team wants to help sales reps determine the right time to contact prospects.

What should the consultant recommend to meet the requirement?

- A. Implement Sales Dialer and begin cold calling leads to request availability.
- B. Create a formula field to determine the prospects time zone.
- C. Configure Einstein Lead Scoring to determine the best time to make contact.
- D. Enable Email Tracking with reporting and activity timeline.

Answer: D

NEW QUESTION 71

The sales manager at a company has noticed that sales teams are having trouble understanding who should own an Opportunity. Sales teams base their sales Opportunities on assignments to specific ZIP codes.

Which solution should the consultant recommend?

- A. Sharing Rules
- B. Territory Management
- C. Account Teams
- D. Sales Cloud Einstein

Answer: B

NEW QUESTION 73

Cloud Kicks requires its sales associates to record all customer interactions within Salesforce. Which sales metric can a sales manager at Cloud Kicks use to monitor and reinforce its sales strategy?

- A. Close Rate
- B. Renewal Rate
- C. Forecast Accuracy
- D. Activity Tracking

Answer: D

NEW QUESTION 77

Cloud Kicks is implementing Sales Cloud and has asked a consultant to create an architecture diagram of the system.

Which stage of the project lifecycle does this fall under?

- A. Plan

- B. Document
- C. Test
- D. Design

Answer: D

NEW QUESTION 81

The sales director of retail products at Cloud Kicks wants to allow cloning of orders to help sales reps process repetitive orders. What are two guidelines to consider when cloning an order with products? Choose 2 answers

- A. A new order's currency or price book will remain the same if the original order has products.
- B. The admin will be able to set up which fields can be cloned to a new order.
- C. A cloned order must be associated with the same contract as the original order.
- D. A cloned order's start date must fall between the associated contract's start and end dates.

Answer: AD

NEW QUESTION 86

Universal Containers wants to divide the revenue of the closed Opportunities between sales reps that worked on the deal. Additionally, on some deals, the sales reps work with technical sales managers and want a way to credit them for their support. How should the consultant meet this requirement?

- A. Enable Opportunity Teams and ask Opportunity owners to add technical sales managers.
- B. Use adjustments in Collaborative Forecasting to attribute Opportunity revenue to each technical sales manager
- C. Enable Opportunity splits, revenue splits for sales reps, and overlay splits for technical sales managers.
- D. Create 2 formula field on the Opportunity to track revenue attributed to technical sales managers.

Answer: D

NEW QUESTION 87

The sales department at cloud kicks is growing quickly. New sales executives should prioritize interacting with existing contacts who are decision makers and influencers to further the business relationship. Which solution should the consultant recommend?

- A. Use Contact roles on the Opportunity object.
- B. Add a contact lookup field to the Opportunity.
- C. Add a multi-select picklist field on the Opportunity object.
- D. Use a junction object between the Opportunity and Contact.

Answer: A

NEW QUESTION 90

An executive at Cloud Kicks (CK) has asked its admin to create a diagram to show the high-level process areas within the business. CK plans to use the diagram to show the context of a new area of the business within the overall business. What should the admin create to meet this requirement?

- A. Suppliers, Imports, Processes, Outputs, Customers (SIPOC) Diagram
- B. Strengths, Weaknesses, Opportunities, Threats (SWOT) Diagram
- C. Value Stream Map
- D. Capability Model

Answer: A

NEW QUESTION 92

Universal Containers is planning to migrate two million account records and 10 million contact records from its existing legacy CRM application to sales cloud. Which solution should the consultant recommend?

- A. Batch Apex
- B. Data Import Wizard
- C. Data Loader
- D. Third-party tool

Answer: D

NEW QUESTION 96

The sales director at Cloud Kicks wants to prevent users from viewing each other's Opportunities but wants them to check to see that the Account already exists prior to creating a new Account. Which organization-wide default should the consultant recommend?

- A. Set Account to Public Read Only and use a criteria-based sharing rule on Opportunity.
- B. Set Account and Opportunity to Public Read Only.
- C. Set Account to Public Read Only, and Opportunity to Private.
- D. Set Account and Opportunity to Private.

Answer: C

NEW QUESTION 99

A sales manager for one of Cloud Kicks' sales territories is unable to see a forecast for the current quarter. How should the consultant resolve this issue?

- A. Add the sales manager to the Forecasting public group.
- B. Configure the date filter on the forecast and assign it to the sales manager.
- C. Set the sales manager as the Forecast Manager for this territory.
- D. Select the correct forecast on the sales manager's user record.

Answer: C

NEW QUESTION 100

In the Discovery phase of a Sales Cloud implementation, what are three effective ways a consultant can determine the design of the system? Choose 3 answers

- A. Schedule training.
- B. Establish performance benchmarks.
- C. Observer end users.
- D. Administrator a survey.
- E. Host a focus group.

Answer: BDE

NEW QUESTION 102

The VP of sales at Cloud Kicks wants the sales team to use the Salesforce mobile app to complete their tasks. 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. Quick Actions
- C. Einstein Activity Capture
- D. Mobile Smart Actions

Answer: BD

NEW QUESTION 103

To properly plan for company growth, Cloud Kicks needs to forecast monthly revenue projections from the sales of its annual subscription service.

What should the consultant configure to meet this requirement?

- A. Opportunity products with monthly product Schedules
- B. Opportunity products with formula fields for each month's value
- C. Opportunity dashboard showing opportunities closed each month
- D. Opportunity dashboard showing products sold each month

Answer: A

NEW QUESTION 105

Sales reps at Universal Containers (UC) want to know when a customer or prospect Contact opens an email, they sent so they can follow up with the Contact shortly afterward. Which tool should a consultant recommend to meet the requirement?

- A. Outlook Desktop Integration
- B. Einstein Activity Capture
- C. High Velocity Sales
- D. Salesforce Inbox

Answer: B

NEW QUESTION 106

Universal Containers compensates its sales team based on their achievement of the company's sales revenue goals. The sales ops team needs to track the sales reps' performance against these goals.

How should the consultant meet the requirement?

- A. Construct Opportunity Reports with custom formulas to show attainment.
- B. Build automation to aggregate and report on revenue attainment from the User object.
- C. Configure custom objects and use automation to calculate and store attainment.
- D. Configure sales quotas and compare quota attainment on the forecast.

Answer: D

NEW QUESTION 107

Norther Trail Outfitters wants to migrate its Territory Management to a new structure for the upcoming fiscal year,

What are two aspects a consultant should consider for this migration? Choose 2 answers

- A. Access to a territory model is controlled through profiles or permission sets.
- B. Territories can inherit assignment rules from other territories higher in the model.
- C. Only one territory model can be active at any given time.
- D. Territory user assignments are migrated to the new model.

Answer: AC

NEW QUESTION 110

Cloud Kicks has 300,000 account records and 16 million invoices in a custom object with a master-detail relationship to the Account. Each account record takes a long time to display due to the rendering time of the invoice related list. What should the consultant do to solve this issue?

- A. Enable Collapsible Sections for the Invoice related list
- B. Move the invoice related list to a separate tab on the Lightning page.
- C. Convert the Invoice object into a lookup relationship.
- D. Enable indexing on all visible fields on the invoice related list.

Answer: D

NEW QUESTION 115

The sales manager at Cloud Kicks has asked a consultant to create a report to track when opportunities reach a certain stage with an amount equal to \$100,000. The consultant saves the report to the Big Deals folder, which is a subfolder of the Sales Team folder. The Sales Manager role has View access to the Sales Team folder. The sales manager wants to subscribe to the report. Which permission does the sales manager need to subscribe to the report created by the consultant?

- A. Subscribe to Reports permission
- B. Subscribe to Reports: Set Running User permission
- C. Subscribe to Reports: Add Recipients permission
- D. Subscribe to Reports: Run Reports permission

Answer: A

NEW QUESTION 120

Cloud Kicks needs to implement a group of Campaigns that are related to a specific marketing initiative to report on success. What should a consultant recommend to meet the requirement?

- A. Create a custom Campaign Purpose field.
- B. Create a custom Campaign Group object.
- C. Use the existing Parent Campaign field.
- D. Use a Marketing dashboard from the AppExchange.

Answer: D

NEW QUESTION 123

The Cloud Kicks sales team needs to utilize the Salesforce mobile app feature to view, create, or update opportunities, but the internet is unavailable on their Android and iOS mobile devices.

Which two actions should the consultant recommend working around the issue?
Choose 2 answers

- A. Enable the connect offline feature in Salesforce.
- B. Enable the system permission to store offline data in Salesforce.
- C. Enable caching in Salesforce.
- D. Enable offline create, edit, and delete in Salesforce.

Answer: CD

NEW QUESTION 128

Which two considerations should be made when deploying dynamic dashboards? Choose 2 answers

- A. Dynamic dashboards must be manually refreshed.
- B. Dynamic dashboards allow all users to view data as any user.
- C. Dynamic dashboards must be saved in public or shared folders.
- D. Dynamic dashboards require users to follow each component.

Answer: BD

NEW QUESTION 130

Cloud Kicks has enabled multi-Currency in its organization. All the rates are set. What will happen if the exchange rates are adjusted?

- A. All newly closed opportunities will use the new conversion rate.
- B. Opportunities created this month will use the new conversion rate and old opportunities will remain the same.
- C. New opportunities will use the new conversion rate and old opportunities will remain the same.
- D. All opportunities with conversion rates will use the new rate.

Answer: C

NEW QUESTION 133

Good Kicks has the goal of generating high-quality leads by implementing Sales Cloud. Which metrics should the consultant analyze to determine the success of this goal?

- A. Total number of Leads created by a Sales Rep
- B. Lead to Opportunity Conversion Rate
- C. Lead to Quote Conversion Rate
- D. Total number of Leads by source

Answer: B

NEW QUESTION 137

Cloud Kicks is in the process of implementing Salesforce for its sales teams. Senior management has concerns about adoption. What should a consultant recommend to encourage adoption?

- A. Establish goals and key metrics.
- B. Give users access to a Sandbox environment.
- C. Define the sales process.
- D. Plan a first release with minimum features

Answer: A

NEW QUESTION 138

The project is almost finished, and now it's time to test the changes and updates that have been made before go-live. Cloud Kicks does not have a Partial or Full Sandbox. How should the consultant recommend testing be conducted?

- A. Create a new Sandbox, populate it with data, and ask volunteers to test it with use cases.
- B. Create test Accounts and Opportunities in Production and ask volunteers to test it with use cases.
- C. Create a new Developer Edition org, populate it with data, and ask volunteers to test it with use cases.
- D. Create a new Sandbox and ask volunteers to test it with use cases.

Answer: A

NEW QUESTION 139

A consultant has conducted Discovery sessions with Cloud Kicks stakeholders and is ready to start gathering user cases for Sales Processes. Which two groups should provide content for the use cases? Choose 2 answers

- A. Sales reps
- B. Executives
- C. Finance team
- D. Sales operations

Answer: AD

NEW QUESTION 142

Cloud Kicks (CK) is implementing Sales Cloud and expects hundreds of new Accounts will be added into Salesforce on a daily basis. CK has an automated process to assign the Account owners. If no assignment can be made for an Account, it will be assigned to a fictitious owner and a person will manually review and re-assign it at a later date. At any given time, a fictitious owner may have more than 10,000 Account records assigned to it. Which two solutions should the consultant recommend when CK sets up the new Account process? Choose 2 answers

- A. Place the fictitious owner in a separate role at the top of the role hierarchy.
- B. Keep the fictitious owner out of public groups that could be used in sharing rules.
- C. Assign the Modify All Data system permission to the fictitious owner.
- D. Add the fictitious owner to a role at the lowest level of the role hierarchy.

Answer: AB

NEW QUESTION 144

Cloud Kicks (CK) acquired a company. The VP of technology wants to migrate all the sales data into CK's Salesforce instance. Which data migration sequence should the consultant recommend for the objects?

- A. Accounts, Contacts, Opportunities, Products, Product Line Items, Cases, Leads, Campaigns
- B. Contacts, Accounts, Leads, Campaigns, Opportunities, Products, Product Line Items, Cases
- C. Opportunities, Products, Product Line Items, Cases, Leads, Campaigns, Accounts, Contacts
- D. Accounts, Opportunities, Contacts, Products, Product Line Items, Cases, Leads, Campaigns

Answer: A

NEW QUESTION 149

Cloud Kicks currently supports three business lines within a single Salesforce instance:

Running, Athleisure, and Celebrity Co-Branded. The VP of Athleisure controls a large budget and is often able to re-prioritize business stories and 'shadow projects' into releases ahead of other groups.

This topic comes up frequently and often details the monthly project management meeting, which limits the amount of time available to cover other critical topics. Which two strategies should the consultant recommend to address these issues? Choose 2 answers

- A. Create a weekly All-Hands call, including business and technology resources, to review direction and priority of development.
- B. Divide the development team into three units/tracks to support each line of business independently.
- C. Propose a monthly executive steering committee to manage budget, handle direction questions, and ensure development capacity is split equitably
- D. Change the project management meeting to weekly, and keep the focus on action items, project risks, and resource requests.

Answer: AB

NEW QUESTION 150

Cloud Kicks needs to set sales quotas for all sales reps. Which three solutions should the consultant consider? Choose 3 answers

- A. Use the Data Import Wizard.
- B. Enable Forecast Quotas from Setup.
- C. Use the API.
- D. Assign Quota values by profile.
- E. Use Data Loader.

Answer: CDE

NEW QUESTION 152

Cloud Kicks wants the sales operations team to be able to process customer credit card payments within Salesforce. Which approach should the consultant recommend to meet this requirement?

- A. Schedule a nightly batch job to find and post daily charges
- B. Create a flow to alert the finance team to manually charge the account.
- C. Utilize an application from the AppExchange
- D. Develop Apex to connect with the Authorized.net API.

Answer: C

NEW QUESTION 154

What are two capabilities of Data Loader? Choose 2 answers

- A. Extracts organization and configuration metadata
- B. Prevents importing duplicate records
- C. Exports field history data
- D. Runs one-time or scheduled data loads

Answer: CD

NEW QUESTION 156

Cloud Kicks has enabled Orders to track and manage customer requests for products. The sales team has requested a process to return or reduce the quantity of activated Orders.

Which two Salesforce features should a consultant recommend to meet this requirement? Choose 2 answers

- A. Enable Orders without Price Books.
- B. Enable Zero Quantity Orders.
- C. Enable Negative Quantity for Order Products.
- D. Enable Reduction Orders.

Answer: BD

NEW QUESTION 157

During the last requirements meeting, Cloud Kicks team members said they will be taking the next week off to attend a conference. What should a consultant do in response to this news?

- A. Ask the client to sign off on requirements and start the build.
- B. Update the solution design while the team is out of the office.
- C. Set up two requirements workshops for the following week.
- D. Update the project plan and communicate it to stakeholders.

Answer: D

NEW QUESTION 158

A consultant for Cloud Kicks is migrating data from an on-premise system to Salesforce. The consultant has imported Account records, and is attempting to import the associated Contacts using Data Loader, but the import has failed records. The error messages all read UNABLE TO LOCK ROW, What could be causing these records to fail?

- A. Updates to child records that have the same parent records are being processed simultaneously.
- B. Contact records should be imposed in the same data batch as Account records.
- C. An Apex Trigger on the Account object is firing on insert and causing the Contact import to fail.
- D. The consultant has incorrect permissions to import data using Data Loader.

Answer: A

Explanation:

The most likely cause of the records failing is that updates to child records that have the same parent record are being processed simultaneously. This can cause the records to fail because child records must be imported after the parent records have been imported, and if the parent record is being updated at the same time as the child records, the import will fail. The other options are not likely to be the cause of the failed import.

NEW QUESTION 160

Cloud Kicks has enabled Quotas in forecasts. In which three ways can Quotas be managed for all users in the forecast hierarchy? Choose 3 answers

- A. Insert Quotas using API.

- B. Add/update Quotas using the Data Import Wizard.
- C. Assign Quotas to a forecast period.
- D. Add/update Quotas using Data Loader.
- E. Configure Forecast Quotas.

Answer: ACD

NEW QUESTION 164

Sales stages are shared between sales methodologies at Cloud Kicks. There are three product lines with unique sales methodologies. A few sales stages overlap between the three product lines.

Which two recommendations should the consultant make? Choose 2 answers

- A. One set of opportunity stages
- B. One record type
- C. Three record types
- D. Three sets of opportunity stages

Answer: AC

NEW QUESTION 168

Sales reps want to review pricing on historical contracts when working on new opportunities at Cloud Kicks. Contracts are created from the Account page. Sales reps need to view all contracts for the Account on the Opportunity record.

What should a consultant Implement to meet the requirement?

- A. Build a custom Opportunity lookup field to Contracts with an Account dependency filter and make it editable.
- B. Add the Contracts related list to each of the Opportunity page layouts used In the sales record types.
- C. use the Related List - Single component to display the Account's Contracts on the Opportunity Lightning page.
- D. Create an object-specific action to create a Contract record from the Opportunity page layouts used by sales.

Answer: C

NEW QUESTION 172

The Cloud Kicks admin is planning to deploy new functionality as part of its quarterly update process. The consultant has recommended completing the update outside of business hours to avoid impacting users.

Where should the consultant direct the admin to check for scheduled system maintenance?

- A. Company Profile
- B. Trailblazer Community
- C. Trailhead
- D. Salesforce Trust

Answer: D

NEW QUESTION 175

Cloud Kicks manages contacts for lead generation in a marketing application. Following a new Salesforce implementation, inbound leads will be reviewed in the marketing application and then migrated to Salesforce.

Which contacts should the consultant migrate from the marketing application to leads in Salesforce?

- A. New contacts
- B. Active contacts
- C. Qualified contacts
- D. All contacts

Answer: C

NEW QUESTION 179

Sales reps at Cloud Kicks (CK) need to see the Opportunity amount with the Account's discount field. CK sales reps are located in different regions and use different currencies. A consultant creates a custom formula field on the Opportunity.

Which currency will the custom formula use for its value if the opportunity and account records have different currencies?

- A. Account currency
- B. Corporate currency
- C. Opportunity currency
- D. User currency

Answer: C

NEW QUESTION 180

The Asia Pacific and Japanese sales teams from Cloud Kicks have requested separate report folders for each region. The VP of sales needs access to both report folders in one place to find reports for all the regions and wants to retain visibility of the reports in each folder.

What should the consultant recommend meeting the requirement?

- A. Create subfolders and give access to the root folder, keeping the top region folder sharing settings.
- B. Create all new regional folders and move the reports to the respective region folder with viewer access.
- C. Create grouped folders, keeping the top region folder sharing settings and limiting the sharing settings for the grouped folders.
- D. Create all new regional folders and move the reports to the respective region folder with subscribe access.

Answer: A

NEW QUESTION 183

Universal Containers continues to see substantial growth year-over-year. Outside sales reps think their territories are too dense to cover adequately. Leadership has decided to modify the existing sales territories and hire additional staff to make the account allocations more manageable. Some states will change from one territory to two or more smaller territories. In these instances, accounts will need to be reassigned to new territories.

Sales operations wants to review the territory account assignments and verify the accuracy before the changes are reflected in Sales Cloud.

How should the consultant show sales operations what the data will look like after the change?

- A. Use Tableau to geocode account addresses and display on a territory map.
- B. Install the Territory Management Reporting Pack from the AppExchange.
- C. Run the updated assignment rules in planning State and view the accounts on the territory detail page.
- D. Use Data Loader to export the accounts and make updates in Google Sheets.

Answer: C

NEW QUESTION 186

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