

Exam Questions Sales-Cloud-Consultant

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)

Universal Containers (UC) created a new mobile app that enables customers to place orders and track fulfillment. UC wants to quickly embed customer service into the new mobile app. Which two features should be added to meet this requirement? Choose 2 answers

- A. Salesforce Knowledgebase
- B. Chatter Groups
- C. Field Service Lightning
- D. Service Cloud SOS

Answer: CD

NEW QUESTION 3

- (Exam Topic 1)

Universal Containers is training a new set of Service Reps. Part of the training includes handling Live Agent chats from customers. However, it is important that contact center managers monitor the chat sessions to ensure the Service Reps' responses are professional and accurate and to be able to assist when needed. What Lightning Console feature should a Consultant configure to support this need?

- A. Configure Omni-Channel Supervisor tab and 3rd party access.
- B. Configure Live Agent Supervisor tab and Whisper Messages.
- C. Add the Live Agent Component to the Utility bar.
- D. Configure the SOS snap-in for the Lightning Service Console.

Answer: B

NEW QUESTION 4

- (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 5

- (Exam Topic 1)

Universal Containers Executives want to see contact center metrics from each of its different geographic regions. How should a Consultant support this requirement?

- A. Create a Dashboard for each Region.
- B. Create a single Dashboard with a Region filter.
- C. Create a Dashboard for each Case Team.
- D. Create a single Dashboard with a Case Team filter.

Answer: B

NEW QUESTION 6

- (Exam Topic 4)

Universal Containers allows to its Sales Rep to negotiate up to 5% discount for their opportunities. Discount more than 5% must be send to their Regional Sale Manager (RSM) for the approval. Discount greater than 15% must be able to send to Regional Vice President (RVP) for the approval. What should a consultant recommended to meet these requirement?

- A. Configure a workflow approval task and email to RSM and RVP.
- B. Create two approval processes one for RSM and one for RVP.
- C. Create two step approval processes for the RSM and RVP as approvers.
- D. Configure an approval process for the RSM and workflow for the RVP.

Answer: C

NEW QUESTION 7

- (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 8

- (Exam Topic 4)

What is the recommended approach to relate a Person Account to another Account?

- A. Add the Person Account to the Partners Related List.
- B. Add the Person Account to the Contact Roles.
- C. Add the Person Account to the Account owners default team.
- D. Add the Person Account to the Account Team.

Answer: B

NEW QUESTION 9

- (Exam Topic 4)

UC implemented new quoting functionality for sales representatives and needs to enable the same functionality for its partners. How can this be accomplished?

- A. Enable quotes and content in the partner portal to allow partners to store their PDF quotes.
- B. Create a custom quote object to capture partner quotes on opportunities separate from non-partner quotes.
- C. Update the partner sales process to include stages for managing and submitting partner quotes.
- D. Grant partner access to quotes and add the quotes related list to the partner opportunity page layouts.

Answer: A

NEW QUESTION 10

- (Exam Topic 4)

Cloud Kicks recently completed the implementation of a new Sales Cloud solution. The stakeholder committee believes that sales user adoption is best measured by opportunities generated by the sales representatives. What can the Consultant recommend to measure sales user adoption?

- A. Create a trend report to determine if there is an increase in deals closed.
- B. Refer back to the project plan to see if the goals were met.
- C. Enable sales teams and run an opportunity report with teams to see how many Opportunities have team members on them.
- D. Provide a report of user logins to show the increase in user adoption.

Answer: D

NEW QUESTION 10

- (Exam Topic 4)

Universal Containers will be launching a telesales contact center. What are two design considerations? Choose 2 answers

- A. Integration with Lead Generation applications
- B. Integration with Field Service teams and applications
- C. Strategies to maximize call deflection
- D. Performance for high volume of interactions

Answer: AD

NEW QUESTION 15

- (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 17

- (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 19

- (Exam Topic 4)

During the planning stage of a project, what customer information should be requested to ensure requirements are successfully gathered? Choose 3 answers

- A. List of required objects and fields
- B. Organizational chart with titles
- C. Company financial information
- D. List of stakeholders with roles and titles
- E. Key reports from the current system

Answer: ABE

NEW QUESTION 24

- (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 26

- (Exam Topic 4)

A new support center has only one part-time Service Rep. Which step should a Consultant take to ensure that Case Aging is tracked accurately?

- A. Let the Service Rep change the Business Hours on the Case
- B. User a time-dependent Workflow Rule to update Case Status
- C. Use an Escalation Rule to assign open Cases to another user
- D. Let the service Rep enter the appropriate Case age Value

Answer: B

NEW QUESTION 30

- (Exam Topic 4)

The Cloud Kicks Sales Support team manually enters leads into Salesforce throughout the week. It was discovered that many of the leads already exist as Contacts in the system based on matching email address.

This has resulted in high volume of unconverted leads.

Which solution should be used to identify and block future duplicates from being created?

- A. Create a process builder and flow that emails the user of a potential duplicate Contact when a Lead is created.
- B. Build a report that groups leads by email address to identify and merge duplicates
- C. Use Dataloader to import the leads each week instead of entering leads individually.
- D. Activate the Standard Lead Duplicate Rule that matches on both Lead and Contact.

Answer: D

NEW QUESTION 31

- (Exam Topic 4)

Universal Container generates the sales proposal for each opportunity and needs to share it with the customer. All members of the sales team are able to update and comment on the proposal. It is important that customer does not see the earlier version of the proposal or the team comments. Which solution should a consultant

recommend to meet this requirement?

- A. Upload proposal as Chatter file on the opportunity record and share with customer using a link.
- B. Save the proposal as an attachment on the opportunity record and share with customer using with the U link.
- C. Upload the proposal in the private chatter group accessible to the sales team and invite the customer to join.
- D. Save the proposal as chatter file on opportunity record and add the customer as follower.

Answer: A

NEW QUESTION 32

- (Exam Topic 4)

Universal Containers recently changed the sharing model for accounts from public to private. Users must be able to view contacts they own for accounts that are owned by other users. However, account owners do NOT need access to the contact records owned by others. How should this be accomplished?

- A. Set the organization-wide default for contacts to be controlled by the parent.
- B. Move contacts NOT owned by the account owner to an account owned by the contact owner.
- C. Set the organization-wide default for contacts to private.
- D. Instruct users to create new account records and new contacts related to the accounts.

Answer: C

NEW QUESTION 35

- (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 36

- (Exam Topic 3)

Competitor is beating us out of deals. Where to track competitor product info?

- A. Product
- B. Opportunity
- C. Opportunity product
- D. Asset

Answer: A

NEW QUESTION 41

- (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 45

- (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 48

- (Exam Topic 3)

What types of records can be added to Salesforce from Data.com? (Select all that apply)

- A. Opportunities
- B. Contacts
- C. Leads
- D. Accounts
- E. Campaigns

Answer: BCD

NEW QUESTION 53

- (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 54

- (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 56

- (Exam Topic 3)

What are the factors that influence sales metrics drive KPI's and form key business challenges?

- A. Weak pipeline
- B. Low productivity (sales rep)
- C. Poor predictability (forecast)
- D. Ineffective selling

Answer: A

NEW QUESTION 58

- (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 59

- (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 60

- (Exam Topic 3)

Which statements about the Salesforce Classic Mobile application are true? (Select all that apply)

- A. It is a server application
- B. It provides mobile access to data, tasks, and calendar
- C. It works only when a smart phone is connected to a wireless network
- D. It downloads relevant data for standard Salesforce objects and custom objects

Answer: BD

NEW QUESTION 62

- (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 63

- (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 67

- (Exam Topic 3)

Which task should be included in a business continuity plan for a contact center? (There are three correct answers.)

- A. Route cases to agents in an alternate center.
- B. Disable the Interactive Voice Response (IVR) system.
- C. Deliver training on case handling for contingent staff.
- D. Update the case status field values.
- E. Monitor service level agreements (SLAs) and notify customers.

Answer: ACE

NEW QUESTION 71

- (Exam Topic 3)

Sales management at Universal Containers needs to provide channel partners with easy access to approved product documentation. They also need to notify partners about the material revisions and updates. How can they achieve these goals in Salesforce?

- A. Enable Content in the partner portal and enable Content email alerts for partner users.
- B. Enable the Document tab in the partner portal and enable email alerts for partner users.
- C. Add the Content related list

Answer: A

NEW QUESTION 75

- (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 79

- (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 80

- (Exam Topic 3)

Which role is interested in the report "Sales Activity by Client Last Week" ? (Select all that apply)

- A. VP of Sales
- B. Sales Operations
- C. Sales Manager
- D. Sales Rep

Answer: CD

NEW QUESTION 83

- (Exam Topic 3)

Insurance policies on accounts. 2 sales teams should not see each other's policies. 2 custom objects, each w/relationship to account object. Both objects private. What are the design considerations here?

- A. Sales user needs to apply manual sharing rules
- B. Custom report type needs to be created to view all policies in a single report

Answer: B

NEW QUESTION 87

- (Exam Topic 3)

What are some of the ways to align communication between the sales and marketing organizations? (Select all that apply)

- A. Provide sales collateral in one place
- B. Standardize internal and external communication with templates
- C. Communicate availability of sales collateral
- D. Have a daily meeting with sales to check on latest developments
- E. Gather feedback on sales collateral and templates
- F. Evaluate impact of collateral on bringing leads through to close

Answer: ABCDEF

NEW QUESTION 91

- (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 94

- (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 96

- (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 98

- (Exam Topic 3)

Planning an implementation – what should be included in end user support plan – choose 2 answers:

- A. Meeting schedule to review open issues
- B. Process for users to report issues
- C. Communication to customers about potential issues
- D. 24x7 IT support

Answer: AB

NEW QUESTION 103

- (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 104

- (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 105

- (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 109

- (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 114

- (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 117

- (Exam Topic 2)

Which of the following can be synced with Salesforce for Outlook? (Select all that apply)

- A. Contacts
- B. Tasks
- C. Accounts
- D. Events
- E. Emails

Answer: ABD

NEW QUESTION 120

- (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 122

- (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 126

- (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 129

- (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 132

- (Exam Topic 2)

Sales Rep Phil Smith has an opportunity for \$50,000 in the Commit stage. Which aggregates on Phil's forecast will include this amount? (Select all that apply)

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

Answer: ABC

NEW QUESTION 134

- (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 136

- (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 141

- (Exam Topic 2)

The quotes syncing process synchronizes updates between:

- A. Different sales reps working on the same quote.
- B. Various products in an opportunity
- C. A quote and the opportunity it was created from
- D. Different quotes created from the same opportunity

Answer: C

NEW QUESTION 142

- (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 147

- (Exam Topic 2)

Match the following loading option to the description of when to use it. "Force.com Data Loader"

- 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: C

NEW QUESTION 150

- (Exam Topic 2)

Customizable Forecasting must be enabled by salesforce.com support.

- A. True
- B. False

Answer: B

NEW QUESTION 151

- (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 152

- (Exam Topic 2)

Match this tip with its design consideration. "Users should not do things more than once because it takes time and may create dirty data"

- 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: F

NEW QUESTION 156

- (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 157

- (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 160

- (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 162

- (Exam Topic 2)

Place the following steps in the correct order to set up Salesforce for Outlook:

- A. Users and profiles must be assigned to an Outlook configuration
- B. Users must begin syncing records across platforms
- C. Salesforce for Outlook must be downloaded to the machine
- D. An Outlook configuration must be created.

Answer: ABCD

NEW QUESTION 166

- (Exam Topic 2)

Why are profiles important when managing security of records? (Select all that apply)

- A. Profiles allow users Read permission onl
- B. To allow Create, Edit, or Delete permissions, an admin must change the default setting.
- C. When custom applications are installed or created, you can manage access at the profile leve
- D. Profiles define a user's permission to perform different functions within Salesforce.
- E. Profiles manage data visibility based on where users are placed

Answer: BC

NEW QUESTION 169

- (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 171

- (Exam Topic 1)

The Support Manager at Universal Containers is getting inaccurate agent performance reports. After researching the data, the Salesforce Administrator has identified hundreds of cases that are closed, but still owned by a queue.

Which two solutions should a Consultant recommend to correct this problem? Choose 2 answers

- A. Create a case assignment rule to ensure cases are owned by a user when closed.
- B. Use a data tool to update the owner field on closed cases.
- C. Create a Process Builder and Flow to change the owner on closed cases.
- D. Create a case validation rule to ensure cases are owned by a user when closed.

Answer: AB

NEW QUESTION 175

- (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 178

- (Exam Topic 2)

Forecast Categories: (Select all that apply)

- A. Are there to help you categorize your opportunities, so you can gauge more accurately how much revenue you can bring in a given time period
- B. Are the same thing as Sales Stages
- C. Have a default value that is associated with the Stage field

Answer: AC

NEW QUESTION 183

- (Exam Topic 2)

The stage field is mapped to a value for the Forecast Category field and this can never be changed in an opportunity.

- A. True
- B. False

Answer: B

NEW QUESTION 187

- (Exam Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 190

- (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 195

- (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 198

- (Exam Topic 1)

Universal Containers has built a custom Visualforce page called "Knowledge" that is used internally to access Classic Knowledge.

Which two steps must be taken to ensure the Visualforce page continues to work after migrating to Lightning Knowledge?

Choose 2 answers

- A. Remove Apex code references to the Article RecordType field.
- B. Configure the Visualforce page to use the Lightning Design System.
- C. Rename the Visualforce page to "Lightning Knowledge"
- D. Remove Apex code references to the ArticleType field.

Answer: BC

NEW QUESTION 201

- (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 206

- (Exam Topic 1)

Universal Containers' support team requires its customers to submit their support inquiries via free form email (Outlook, Gmail, Yahoo, etc). Additional requirements are listed below:

- Support attachments up to 30 MB per inquiry
- Over 10,000 inquiries per day

What solution should a consultant recommend to meet these requirements?

- A. Email-to-Case
- B. Customer Chatter groups
- C. Web-to-Case
- D. On-Demand Email-to-Case

Answer: A

NEW QUESTION 209

- (Exam Topic 1)

Which three are characteristics of Visual Workflow? Choose 3 answers

- A. Apex code must be used to update fields in the database.
- B. Elements can be used to pass data to legacy systems.
- C. Apex code must be used to pass data to legacy systems.
- D. Only one version of a flow can be activated at a time.
- E. Elements can be used to update fields in the database.

Answer: ABD

NEW QUESTION 214

- (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 216

- (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 221

- (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 224

- (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 228

- (Exam Topic 1)

Milestones can be added to which three Object types? Choose 3 answers

- A. Entitlement
- B. Work Order
- C. Service
- D. Case
- E. Account

Answer: ABD

NEW QUESTION 231

- (Exam Topic 4)

How would you design a solution to measure the success of the Sales Cloud at UP?

- A. Create an analytic snapshot for standard reports

- B. Customize the Measure Success standard report
- C. Create dashboards based on standard reports
- D. Download and customize a user adoption dashboard from the AppExchange

Answer: D

NEW QUESTION 232

- (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 237

- (Exam Topic 4)

Cloud Kicks has enabled territory forecasts to see how expected revenue compares between sales territories, and to know which territory has the most closed deals in a month. The territory hierarchy has three branches with child territories, with forecast managers assigned to a few of them. Which two actions can forecast managers perform? Choose 2 answers

- A. They can share their forecast with any external user.
- B. They can share their forecast with any Salesforce user.
- C. They can see all of their territory forecast in a single-page summary view.
- D. They can share their summary view with any Salesforce user.

Answer: BC

NEW QUESTION 240

- (Exam Topic 4)

Universal Container wants to improve sales productivity in inside sales and it has been advised to consider Salesforce Console for sales. What use case will satisfy this requirement? Choose 2 answers

- A. Need to add notes quickly or log activities for each record
- B. need to see records and related items as tabs under one screen
- C. need to chat with customer in real time with chatter
- D. Need to prioritize search results for contacts and opportunities

Answer: AB

NEW QUESTION 244

- (Exam Topic 4)

Which roll-up summary fields supported between two Advanced Currency Management objects when enabling Advanced Currency Management?

- A. Opportunity object to Opportunity object
- B. Opportunity line object to Opportunity object
- C. Opportunity object to Account In the default currency of the user's manager
- D. Opportunity line object to Product object in the default currency of the organization

Answer: B

NEW QUESTION 247

- (Exam Topic 4)

Cloud Kicks has sales teams distributed across global regions, The direction from sales leadership is to define access based on region. For example, users within the region have access to regional dashboards, while the leadership team has access to global dashboards. What should the Consultant recommend to meet this requirement?

- A. Create one Dashboard folder for all regions for both sales and the leadership team with View access.
- B. Create Dashboard folders for each regional sales team and one Dashboard folder for leadership team.
- C. Create region-based sales groups, one leadership group, and one Dashboard folder with View access.
- D. Create Dashboard folder for all regions' sales team and one Dashboard folder for the leadership team.

Answer: C

NEW QUESTION 252

- (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 256

- (Exam Topic 4)

Universal containers has recently started using forecasting in collaboration with sales stages to better understand pipeline. All sales reps have submitted their forecasting numbers for approval. The VP of sales is reviewing the forecast and sees that the open opportunity pipeline report contains a total of \$25,000. The VP of sales then notices that there is \$15,000 that is not included in the pipeline forecast summary. What should a consultant suggest as a possible reason for exclusion?

- A. The \$15,000 is business that had already been lost and, therefore, is excluded from the pipeline forecast summary
- B. The \$15,000 is business that is in the Best case category, which is excluded from the pipeline forecast summary
- C. The \$15,000 is business that is too new and has been assigned to the Omitted forecast category.
- D. The \$15,000 is business that is in the commit category, which is excluded from the pipeline forecast summary

Answer: C

NEW QUESTION 258

- (Exam Topic 4)

Marketing department at Universal container is migrating from legacy campaign and email management system to Salesforce. To ensure that its communication material is migrated as well. What should a consultant recommend to migrate the marketing department's 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 260

- (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 264

- (Exam Topic 4)

The sales team 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 267

- (Exam Topic 4)

Cloud Kicks wants to default Opportunity name to naming convention. Which solution should the Consultant recommend?

- A. Create a Workflow Rule on the Opportunity Object and evaluate the rule when the record is created and every time the record is edited.
- B. Create a Validation Rule to require users to follow the defined naming convention.
- C. Create a Validation Rule on the Opportunity Object and evaluate the rule when the record is created.
- D. Create a Workflow Rule on the Opportunity Object with Time Dependent Actions, and evaluate the rule when the record is created and every time the record is edited.

Answer: A

NEW QUESTION 272

- (Exam Topic 4)

Universal Containers sells two products that each have a unique sales methodology. A few of the sales stages overlap between the selling methodologies, but are unique to just one of the methodologies. What element must be configured to support both selling methodologies? Choose 3 answers

- A. Two sales processes
- B. Two page layouts
- C. Two record types
- D. Two sets of opportunity stages

Answer: ABC

NEW QUESTION 275

- (Exam Topic 4)

Sales representatives and partners of Universal Containers constantly complain about the poor quality of lead data. Leads are owned by the Vice President of Marketing, who has established a task force and a project to remedy the situation. Which approach should the task force consider to improve and maintain the quality of lead data? Choose 2 answers

- A. Use tools like the Lead Import wizard to identify and remove duplicates.
- B. Use Data.com to clean the existing lead data and new data going forward.
- C. Create a workflow notification when leads are created with poor Quality data.
- D. Import the lead data using the Find Duplicates wizard on the lead object.

Answer: AB

NEW QUESTION 276

- (Exam Topic 4)

Northern Trail Outfitters (NTO) wants to utilize opportunities to track and report customer subscriptions to its online magazine. Payments can be made using the following methods: - In full (all at one time) - Weekly - Monthly - Quartely How should this solution be implemented?

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

Answer: D

NEW QUESTION 281

- (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 286

- (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 291

- (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 296

- (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 299

- (Exam Topic 4)

The sales director does not want users viewing each other's Opportunities, but wants users to check to see that the Account does not already exist prior to creating a new Account. Which Organization-Wide Default should the Consultant recommend?

- A. Set Account to Public Read/Write, and Opportunity to Private.
- B. Set Account to Public Read Only, and Opportunity to Public Read Only.
- C. Set Account to Private and Opportunity to Private.
- D. Set Account to Public Read/Write, and Opportunity to Controlled by Parent.

Answer: A

NEW QUESTION 303

- (Exam Topic 4)

Cloud Kicks wants to implement a methodology to determine which current Leads have the most in common with Leads that have successfully been converted in the past. How can Cloud Kicks support this requirement?

- A. Use Einstein Lead Scoring.
- B. Create a lead Rollup Summary Field.
- C. Use Lead Conversation Reporting.
- D. Create a Joined report.

Answer: A

NEW QUESTION 306

- (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 307

- (Exam Topic 4)

A sales representative at Universal Containers who recently lost a sales deal to a competitor has set the opportunity stage to closed/lost. What impact will this have on the opportunity in the forecast?

- A. It will be associated with the omitted forecast category and sales management must override to exclude it from the forecast.
- B. It will be associated with the lost forecast category and only sales managers will be able to view it in the forecast.
- C. It will be associated with the closed forecast category and it contributes to the forecast.
- D. It will be associated with the omitted forecast category and does NOT contribute to the forecast.

Answer: D

NEW QUESTION 308

- (Exam Topic 4)

Service Reps at Universal Containers complain that the Case Feed in the Lightning Service Console has too many entries and is hard to use. Which option should a Service Consultant recommend to improve the Case Feed usability?

- A. Use Compact Case Feed to hide entries
- B. Case Feed Private Sharing to hide entries
- C. Use case feed Filters to organize entries
- D. Use Comments instead of Case Feed entries

Answer: C

NEW QUESTION 309

- (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 313

- (Exam Topic 4)

Universal Container wants to improve sales productivity in inside sales and it has been advised to consider Salesforce Console for sales. What use case will satisfy this requirement? Choose 2 answers

- A. Need to chat with customer in real time with chatter

- B. Need to prioritize search results for contacts and opportunities
- C. Need to add notes quickly or log activities for each record
- D. Need to see records and related items as tabs under one screen

Answer: CD

NEW QUESTION 316

- (Exam Topic 4)

Universal Containers' customer service technicians need to access the following information while at a customer site complete the service call: - Customer order history - Level of contracted support - List of replaceable parts Which system can Salesforce integrate with to retrieve this information and makes it available to technicians in the field?

- A. An enterprise resource planning system
- B. A workforce management system
- C. A third-party mobile application platform
- D. A knowledge management system

Answer: A

NEW QUESTION 319

- (Exam Topic 4)

Universal Containers would like to associate some contacts with more than one Account (e.g., a contact is an employee of one account and on the boards of several other Accounts). What solution should a consultant recommend to meet this requirement?

- A. Associate the contact to other account using lookup field.
- B. Clone the contact record and add to the 2nd account.
- C. Add the contacts to the partner related list on the second Account.
- D. Enable Contact to multiple Accounts feature

Answer: D

NEW QUESTION 322

- (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 323

- (Exam Topic 4)

Universal Containers has recently set up an email-to-case channel for customer to submit cases. However, they are having trouble tracking and relating email responses to the related Salesforce case. What should a Consultant recommend to address this issue?

- A. Convert to an On-Demand Email-to-Case setup
- B. Use Omni-Channel to automatically route inbound email
- C. Assign a user to manually manage incoming email
- D. Insert a reference Thread ID in the email subject template

Answer: D

NEW QUESTION 327

- (Exam Topic 4)

Northern Trail Outfitters sales representatives have to be certified to sell items in its Professional catalog. Which two ways should Salesforce be set up to prevent those who are NOT certified from adding these items to opportunities? Choose 2 answers

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

Answer: AB

NEW QUESTION 331

- (Exam Topic 4)

Universal containers has setup a sales process that requires opportunities to have associated product line items before moving to the negotiation stage. What solution should a consultant recommend to meet this criteria? Choose 2 answers.

- A. Configure the opportunity record types to enforce product line item.....
- B. Configure a validation rule that tests the 'Has line item and stage fields for the correct condition'.
- C. Ensure that all sales representatives have access to at least one pricebook when creating product lines.
- D. Define a workflow rule that automatically defaults to a pricebook and.....negotiation stage.

Answer: BC

NEW QUESTION 336

- (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 340

- (Exam Topic 4)

Universal Containers has configured 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 Rep the appropriate access to an opportunity?

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

Answer: D

NEW QUESTION 345

- (Exam Topic 4)

Cloud Kicks requires sales associates to record all activities within Salesforce. Which sales metric can be derived from these activities?

- A. Close Rate
- B. Close Rate
- C. Rate of Contact
- D. Marketing Influence

Answer: C

NEW QUESTION 346

- (Exam Topic 4)

What features ofwork.com can managers use to help sales representatives meet their quotas? Choose 2 answers

- A. Coaching plans to help the sales rep drive results
- B. Coaching feed visible to the entire sales teams
- C. Coaching feedback that automatically adjusts the goals
- D. Coaching dashboards to monitor progress

Answer: AD

NEW QUESTION 348

- (Exam Topic 4)

Cloud Kicks is currently going through a fast-paced growth of its sales department. The Sales Director notices that new sales executives are investing time connecting with existing contacts who are not influential in furthering the business relationship. Which two potential solutions can the Consultant recommend? Choose 2 answers

- A. Add a Lookup field to Contacts to indicate Influential Contacts.
- B. Add an Influencing Contact multi-select picklist field on the Account.
- C. Implement the Account Contact Role feature.
- D. Track time invested in a custom field for each contact.

Answer: BC

NEW QUESTION 352

- (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 354

- (Exam Topic 4)

Universal Containers uses PDF documents to help the sales team learn about new Products. Which feature should a Consultant recommend to store these documents?

- A. File Connect for SharePoint
- B. Attachments
- C. File Sync
- D. Salesforce Files

Answer: B

NEW QUESTION 357

- (Exam Topic 4)

Universal Containers has two different groups who use accounts. The sales group needs to populate 15 fields and view the fields on the account record. The support group does NOT need to view the 15 fields on the account record but must be able to run reports on them. Which solution will satisfy this requirement?

- A. Create separate page layouts for the sales and support groups.
- B. Create separate record types for the sales and support groups.
- C. Hide the fields through field-level security from the support group.
- D. Create a custom object for the 15 fields with a master-detail relationship

Answer: A

NEW QUESTION 362

- (Exam Topic 4)

Universal Containers purchased a new marketing database list and wants to use it to run an email campaign for the launch of a new product. The sales team will be responsible for evaluating the respondents and identifying the decision maker before going through the sales process with a prospect. What steps should a consultant recommend in this scenario?

- A. Create a campaign, associate the leads to the campaign, and qualify the respondents.
- B. Create both account and contact records, then associate the contacts to the campaign.
- C. Create a campaign, qualify the respondents, and create accounts and contacts.
- D. Create leads, convert them to opportunities, and qualify the respondents on the opportunities.

Answer: A

NEW QUESTION 366

- (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 368

- (Exam Topic 4)

Universal Containers North American and European sales teams have different business requirements related to creating new opportunities in Salesforce. As a result, each team must complete a set of geographically-specific fields relevant only to their team as well as common fields that both teams complete. Additionally, each team should NOT be able to report on the others region-specific fields. What solution should a consultant recommend to satisfy this scenario?

- A. Implement field-level security to allow access to fields for the respective regional sales teams
- B. Create separate page layouts and record types for each of the regional sales teams.
- C. Utilize Visual force to build an opportunity page that dynamically checks the users region to determine which fields to display.
- D. Build a custom object with private sharing to capture the additional fields as a separate record.

Answer: A

NEW QUESTION 373

- (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 378

- (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 382

- (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 387

- (Exam Topic 4)

The Cloud Kicks mobile sales team is using a combination of iOS and Android devices. The sales manager has requested that sales representative must record client meeting activity within Salesforce immediately after a meeting. Which two actions should a Consultant recommend to meet this requirement? Choose 2 answers

- A. Log an activity using a Quick Action.
- B. Log a meeting activity using the email to Salesforce feature.
- C. Have the sales reps install the Salesforce Mobile app on their devices.
- D. Have the sales reps install the Outlook for Lightning app on their device.
- E. Log a meeting with mobile smart actions automatic sync.
- F. Have the sales reps install SalesforceA on their mobile devices.

Answer: CE

NEW QUESTION 389

- (Exam Topic 4)

What should you do before you enable communities for your organization? Choose 3 answers

- A. Choose a domain name
- B. Turn on the global header for users that need it
- C. Review your security settings
- D. Check you have the required licenses

Answer: ACD

NEW QUESTION 392

- (Exam Topic 4)

Which two solutions should a consultant recommend if a sales process requires opportunities to have associated product line items before moving the opportunity to the negotiation stage? Choose 2 answers.

- A. Configure a validation rule that types the Has Line Item and Stage fields for the correct condition.
- B. Define a workflow rule that automatically defaults to a pricebook and product line item when selecting the negotiation stage.
- C. Ensure that all sales representatives have access to at least one pricebook when creating product lines.
- D. Configure the opportunity record types to enforce product line item entry before selecting the negotiation stage.

Answer: AC

NEW QUESTION 396

- (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 399

- (Exam Topic 4)

Cloud Kicks acquired a shoe distribution partner. The Marketing and Sales Directors want to migrate the existing sales and marketing data into Cloud Kicks' Salesforce instance.

Which three aspects should the Consultant consider before proceeding with the data migration? Choose 3 answers

- A. Classic feature that have been improved by Lightning Experience
- B. Total number of records being imported compared to the Salesforce edition
- C. Criteria to apply to records that should be archived before migration
- D. Number of marketing campaign licenses required for the migration
- E. Volume of customer, partner, and prospect data from existing system

Answer: CDE

NEW QUESTION 401

- (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 406

- (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 408

- (Exam Topic 4)

Cloud Kicks wants to boost importance of its sales stages and its role in the company's sales methodology. Cloud Kicks also wants to enhance precision of its sales forecast.

Which 2 steps should be taken to ensure the Sales process is mapped to meet the requirements? Choose 2 answers

Assign appropriate sales stage.

- A. Assign forecast percentages.
- B. Map forecast probability to Opportunity probability.
- C. Map sales probability values to forecast categories.
- D. Assign forecast percentages.
- E. Map Opportunity stages forecast categories.

Answer: BE

NEW QUESTION 412

- (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 415

- (Exam Topic 4)

A sales rep has access to an Account which has multiple child Accounts through the Account hierarchy. What will the sales rep see after clicking the view Hierarchy link?

- A. All Accounts in the hierarchy, with all fields visible
- B. All Accounts in the hierarchy, with limited field visibility
- C. Only child Accounts in the hierarchy
- D. No Accounts in the hierarchy

Answer: B

NEW QUESTION 416

- (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 418

- (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 421

- (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 424

- (Exam Topic 4)

UC is purchasing smartphones and tablets for MS global sales team members. Sales management wants mobile access to key functionality, including collaboration, customer management, and opportunity management. What component of Salesforce Sales Cloud mobility should a consultant recommend to meet these requirements? Choose 2 answers

- A. Salesforce Touch
- B. Visualforce for mobile.
- C. Native mobile applications.
- D. AppExchange mobile plugin.

Answer: AC

NEW QUESTION 426

- (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 430

- (Exam Topic 4)

UC has a private sharing model. Sales representatives are required to collaborate with the same group of people from other departments for every deal; however, the individuals in the group will vary for each representative. What solution should a consultant recommend to ensure correct record visibility and collaboration?

- A. Set up a default opportunity team for each sales rep that is automatically added to every opportunity.
- B. Configure a criteria-based sharing rule to add sales team member records automatically.
- C. Add all team members to a private Chatter group for each opportunity.
- D. Configure a public group for each sales rep that is manually shared for each opportunity.

Answer: A

NEW QUESTION 435

- (Exam Topic 4)

Cloud Kicks is expanding to international markets, but some products are not visible in the international price book. Which two steps should be taken? Choose 2 answers

- A. Check to ensure the products have been added to the price book.
- B. Activate the products in the price book.

- C. Check that the products have a SO list price
- D. Check that the products have a standard price in the list price field.
- E. Activate the price book

Answer: AB

NEW QUESTION 436

- (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 441

- (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 445

- (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 factors should be considered with the Sales Cloud deployment to help ensure the adoption? Choose 3 answers

- A. Sales rep quota targets
- B. Training in local language
- C. Management communications
- D. Type of training delivered
- E. Maintenance release schedule

Answer: BCD

NEW QUESTION 450

- (Exam Topic 4)

The Cloud Kicks sales team can create leads for both business and individual customers. Person Accounts have been enabled in its Salesforce org. How can the Consultant ensure that Leads are converted into either a business Account or a person Account where appropriate?

- A. Ensure the Person Account checkbox on the Lead is checked prior to conversion.
- B. Ensure the Company field is left blank to ensure it is converted into person Account.
- C. Ensure the Company field is populated with "Person" to ensure it's converted into a person Account.
- D. Ensure that there are separate record types for business Account Leads and person Account Leads.

Answer: B

NEW QUESTION 451

- (Exam Topic 4)

The Cloud Kicks website Contact Us form creates Leads that need to be followed-up on in a timely manner by the sales representatives- The VP of Sales wants to be notified when the Lead creation date has passed 24 hours and the lead status is still new. The sales representatives would also like a list to follow up. Which two actions should the Consultant perform to create a solution? Choose 2 answers

- A. Create a Lead list view filtered for "Lead created date NOT equal to TODAY" and "Status equals new".
- B. Create a Lead escalation rule for "Lead created date NOT equal to TODAY" and "Status equals new"
- C. Create a process builder process to send an email.
- D. Create a dynamic report for sales representatives to subscribe to.
- E. Create a publisher action on Lead.

Answer: BD

NEW QUESTION 452

- (Exam Topic 4)

Universal Containers wants to manage their sales territories in Salesforce. What questions should be asked to determine if territory management is an appropriate solution? Choose 3 answers:

Are commissions calculated by the number of territory to which a representative belongs?

- A. Are there specific rules for account and opportunity access?
- B. Is your sales organization set up as a matrix or a tree'?
- C. Does account sharing depend more on account traits than on ownership?
- D. Are your lead assignments based on sales territories?

Answer: ABD

NEW QUESTION 456

- (Exam Topic 4)

UC is deploying the Sales Cloud to 500 sales users. The implementation team is planning an end user support plan for the first week of the implementation. Which item should be included in the plan? (Choose 2 answers)

- A. 24-7 support from the IT team
- B. Communication to customers about potential issues
- C. Process for users to report issues
- D. Meeting schedule to review open issues and escalations

Answer: CD

NEW QUESTION 457

- (Exam Topic 4)

Up to this point, two sales reps have had separate Accounts and Opportunities. Sales rep A wants to Include sales rep B in a few Opportunities on one Account. Which two things will happen if Account Teams are enabled and used for this Account? Choose 2 answers

- A. Rep A can let rep B edit all Opportunities on the Account.
- B. Rep A can let rep B view one of the Opportunities on the Account.
- C. Rep A can let rep B view the Account but keep private Activities.
- D. Rep A can let rep B view the Account but keep private Contacts.

Answer: AD

NEW QUESTION 459

- (Exam Topic 4)

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. Which consideration should the Consultant convey regarding person Account merges?

- A. Person Accounts can be merged automatically by enabling the option in Account Setup.
- B. Person Accounts can be merged with other person Accounts.
- C. Person Accounts with a redundant relationship can be merged with duplicate matching rules.
- D. Person Accounts can be merged with Contact records.

Answer: B

NEW QUESTION 460

- (Exam Topic 4)

Universal Containers has millions of customer in Salesforce, but only a very small percentage have opened support cases in the past. Recently, Universal Containers has implemented a Customer Community and plans to allow customers to be authenticated users to increase self-service rates. Which two methods should be used to enable the customers on the Community? Choose 2 answers

- A. Have agents manually create Users when Community access is requested by Customers
- B. Send email notifications to all Customer to join the Community
- C. Have agents provide Customer with Community registration instructions when working a case
- D. Identify active Customer and send them registration instruction via email

Answer: CD

NEW QUESTION 465

- (Exam Topic 4)

The Cloud Kicks Marketing Team purchased a marketing automation tool and are implementing a Lead qualification process. The Sales Director provided key attributes and activity history of the ideal Lead. What can Marketing do with this information to implement an automated solution?

- A. Create reports based off the provided Sales metrics in the marketing automation tool and train Marketing users to identify and qualify Leads
- B. Add fields for all key attributes to the Lead object and make them required
- C. Set up the marketing tool to send any prospects to Salesforce and have Sales Reps assist in the qualification process
- D. Develop the Lead score and grade based off the provided information to automatically determine when aLead should become qualified

Answer: D

NEW QUESTION 469

- (Exam Topic 4)

Universal Containers representative wants to see forecast amount by all sales representatives and by multiple product group. What would a consultant recommend to meet these requirement? Choose 2 answers

- A. Implement collaborative forecast with product family
- B. Build a forecast list view by product family groups
- C. Implement collaborative forecast with quota attainment

D. Build a custom forecast report showing product groups

Answer: C

NEW QUESTION 474

- (Exam Topic 4)

Universal Containers wants to prevent sales users from modifying certain opportunity fields when the sales stage has reached Negotiation/Review. However sales directors must be able to edit these fields in case last minute updates are required. Which solution should a consultant recommend?

- A. Create a validation rule to enforce field access based on the sales stage and profile.
- B. Create a Workflow rule to enable field access for the sales directors based on sales stage.
- C. Modify the profile for sales directors to enable the "Modify All" object permission for the opportunities.
- D. Change the field level security for the sales rep to restrict field's access based on the sales stage.

Answer: A

NEW QUESTION 479

- (Exam Topic 4)

The Consultant at Cloud Kicks has successfully implemented the Einstein lead Scoring feature and now wants to measure the effectiveness and track lead conversation rates. Which three standard dashboards are available? Choose 3 answers

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

Answer: CDE

NEW QUESTION 483

- (Exam Topic 4)

Universal Containers is planning to hire more sales representatives in response to growth. To optimize their sales impact, the sales management team wants to know what data should the sales management team consider when developing the strategy. Choose 2 answers

- A. Attributes need to segment and categorize customers
- B. Number of currencies needed to support each sales territory
- C. Distance between the customer headquarters and their sales representatives
- D. Average number of customers managed by a sales representative

Answer: AB

NEW QUESTION 487

- (Exam Topic 4)

Northern Trail Outfitters (NTO) has configured a private sharing model for the following: * Accounts * Opportunities As part of NTO's sales strategy, each sales representative collaborates with the same set of individuals for each opportunity. How should sales representatives be given appropriate access to an opportunity?

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

Answer: A

NEW QUESTION 488

- (Exam Topic 4)

Due to a recent product recall, Universal Containers has experienced a 50% increase in daily calls to the Contact Center. The Contact Center has increased support to 24x7 with agents working in 12-hour shifts. The VP of Service is concerned about the ability to sustain the increased hours and added cost to support the higher call volume.

Which recommendation should the Consultant make in anticipation of higher call volume?

- A. Set up a private Knowledge Base to provide FAQs to customers affected by the recall to deflect calls.
- B. Set up telephony integrations using a CTI adapter for quicker agent access when customers call in, reducing average handle time.
- C. Set up IVR with an automated response for customers affected by the recall to deflect calls.
- D. Set up a customer survey for customers calling in to identify the severity and impact of the recall.

Answer: A

NEW QUESTION 492

- (Exam Topic 4)

Universal Computing is planning to implement Salesforce Sales Cloud to support its professional services division. The universal computing sales team wants to easily see customer purchasing activity on account, contact, and contract detail pages. What should a consultant recommend to meet this requirement?

- A. Enable Salesforce console for sales to see customer purchasing activity
- B. Create a custom object related to the account, contact and contract objects.
- C. Enable the orders object in Salesforce to track customer purchases
- D. Create a global publisher action to view all customer purchasing activity

Answer: C

NEW QUESTION 493

- (Exam Topic 4)

Universal Containers has enabled Social Accounts and contacts. When a sales representative accesses a contact within Salesforce, the representative is unable to see detailed information from the contacts Facebook profile (e.g. contacts wall postings).

What is preventing the sales representative from accessing detailed information on the contacts Facebook page?

- A. The link to the Facebook profile is not configured with the administrator password to access detailed information
- B. The information shown is based on the sales representative's connection level with the contact on Facebook
- C. The fields configured by Universal Containers administrator on the contact page layout are missing
- D. Universal Containers must purchase the Facebook license to access public information for its users

Answer: B

NEW QUESTION 497

- (Exam Topic 4)

UC sells to a customer segment that has dozens of daily order and payment transactions. These customers have low credit limits which are closely monitored. At the time orders are accepted, management wants to check the customers available credit in Salesforce using information sourced from a third-party cloud application. What approach should a consultant recommend for this credit system Integration?

- A. Create a web service using Apex to retrieve credit balances as needed.
- B. Create a scheduled batch using Apex to retrieve credit balances each night.
- C. Create a data mapping in Data Loader for periodic manual credit uploads.
- D. Create a daily job using the custom object import wizard to retrieve credit balances.

Answer: A

NEW QUESTION 501

- (Exam Topic 4)

A premier customer for Universal Software needs access to confidential product roadmap information.

To securely send this information using content delivery, what step should a sales representative take? Choose 2 answers

- A. Require the recipient to log into Salesforce to access the content.
- B. Require the customer to enter a security token to download the content.
- C. Require the customer to enter a password to view the content.
- D. Remove access to the content after a specified date.

Answer: CD

NEW QUESTION 505

- (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. Custom mobile
- B. chatter for mobile
- C. Salesforce
- D. Mobile classis

Answer: C

NEW QUESTION 510

- (Exam Topic 4)

Universal Containers is implementing Salesforce Knowledge at its contact center. The contact center has a dedicated support team for each product that it supports. Contact center agents should only be able to view articles for the product they support. Which solution should a consultant recommend to meet this requirement?

- A. Assign Team-based roles to the associated product data category value.
- B. Assign Team-based profiles to the associated product data category value.
- C. Assign Team-based roles to the associated product article type.
- D. Assign Team-based profiles to the associated product article type.

Answer: A

NEW QUESTION 513

- (Exam Topic 4)

Part of Cloud Kicks' solution design is to incorporate Lightning Experience. The Consultant wants to see if there is an increase in the number of Lightning users. How should a Consultant track this?

- A. Use the Lightning Usage app and look at the monthly data graph.
- B. Create a report on users and add a Lightning component.
- C. Create a report on users and filter for "Lightning user."
- D. Use the Lightning Experience transition Change Management Hub.

Answer: A

NEW QUESTION 517

- (Exam Topic 4)

The Sales Director at Cloud Kicks noticed that while Lead conversion rates were high, Opportunities were not moving through the sales cycle, many of the contacts that were converted had no phone, email, or background information captured. Which three solutions can be used to improve the quality of Leads being converted? Choose 3 answers

- A. Create a validation rule to check that necessary information is complete upon Lead conversion.
- B. Update web-to-lead forms to require input fields be completed prior to submission.
- C. Schedule a report that notifies Lead owners daily of Leads with incomplete information.
- D. Implement a trigger that warns the user of incomplete information during Lead conversion.
- E. Mandate that all Lead data must be reviewed prior to being created in Salesforce.
- F. Review Lead conversion mapping to ensure necessary fields are mapped correctly.

Answer: BDE

NEW QUESTION 518

- (Exam Topic 4)

Universal Containers wishes to implement a sales methodology that focuses on identifying customers challenges and addressing them with offerings. Which sales methodology is described above?

- A. Direct selling
- B. Solution selling
- C. Relationship selling
- D. Target account selling

Answer: B

NEW QUESTION 519

- (Exam Topic 4)

Sales stages are shared between sales methodologies at Cloud Kicks; however, there are three product lines with unique sales methodologies- A few sales stages overlap between the three. Which three components should be configured to support this? Choose 3 answers

- A. Three sales processes
- B. One hybrid sales process
- C. One set of opportunity stages
- D. Three record types
- E. Three sets of opportunity stages
- F. Three page layouts

Answer: ADE

NEW QUESTION 521

- (Exam Topic 4)

The Cloud Kicks global sales team has asked for a simpler way to view and manage its Opportunity pipeline. The team is often responsible for hundreds of deals at a time across multiple countries and currencies. The account executive has suggested using the Kanban view. What are three considerations? Choose 3 answers

- A. The Kanban view can show rollup summaries for currency fields.
- B. The Kanban view can summarize records by currency fields.
- C. The Kanban view displays amounts in the user's currency.
- D. The Kanban view can display a maximum of 200 records.
- E. The Kanban cards display up to 10 fields.

Answer: BCD

NEW QUESTION 524

- (Exam Topic 4)

Cloud Kicks is a large global company. The week of global training falls on a holiday week for the European region of the office on holiday. Which best practice should the Consultant recommend to overcome this obstacle?

- A. Run the training as planned and record it so the other users can watch the video.
- B. Talk to the manager of that region and tell them how important training is and that they should come.
- C. Set up training session for just European region and run the scheduled training.
- D. Move training for all users to the following week and communicate the change.

Answer: C

NEW QUESTION 525

- (Exam Topic 4)

To properly plan for company growth, Cloud Kicks needs to track monthly revenue projections from the sales of its annual Subscription service. How should the Consultant configure Salesforce to support this reporting need?

- A. Opportunity Dashboard showing Opportunities Closed each month
- B. Opportunity Dashboard showing Products sold each month
- C. Opportunity Products with monthly Product Schedules
- D. Opportunity Products with formula fields for each month's value

Answer: C

NEW QUESTION 528

- (Exam Topic 4)

Universal Containers plans to migrate its existing knowledge base into Salesforce Knowledge. Which three statements must be considered? Choose 3 answers

- A. A separate .csv import file is uploaded for each data category
- B. Each article must be associated to an article type
- C. A separate .csv import file is uploaded for each article type
- D. Attachments and .html files must be referenced in a corresponding .zip file
- E. Once .csv import file is uploaded for all article types

Answer: BCD

NEW QUESTION 533

- (Exam Topic 4)

Universal Containers wants to improve the accuracy of its current sales forecast. It also wants to improve the relevance of its sales stages and the role they play in the sales process. How should the relationships between the various elements of the sales process be defined to meet these requirements?

- A. Map appropriate sales stage to opportunity stage; assign accurate forecast probability
- B. Map opportunity stages to forecast categories; assign accurate probability to each stage.
- C. Map forecast probability to opportunity probability; assign appropriate sales stage
- D. Map sales probability values to forecast categories; assign sales stages accurate percentages

Answer: B

NEW QUESTION 536

- (Exam Topic 4)

UC wants to migrate accounts from a legacy system into Salesforce. The client wants the unique account IDs for the account records in the legacy system to be imported into Salesforce to allow a quality control comparison to be conducted after the migration is complete and facilitate future integration. What solution should the consultant recommend to meet this requirement?

- A. Create a custom external ID field in Salesforce and migrate the legacy system account ID into this field
- B. Create a custom object called external ID and migrate the legacy system account ID data into this custom object.
- C. Ensure that the names of the account records are migrated correctly so the client can conduct proper quality control U testing.
- D. Create a custom unique number field in Salesforce and migrate the legacy system account ID into this field.

Answer: A

NEW QUESTION 538

- (Exam Topic 4)

UC wants to migrate accounts from the legacy system into Salesforce. Client want the unique Account Ids for the account records in the legacy system to be imported into the salesforce to allow the quality control comparison to be conducted after the migration is completed and facilitate future integration. What solution the consultants recommend to meet this requirement?

- A. Create a custom unique number field in salesforce and migrate the legacy account Id in this field.
- B. Ensure the names of Account Records are migrated correctly so the client can conduct proper quality control testing.
- C. Create a custom object called external Id and migrate the legacy system account Id data this custom objects.
- D. Create a custom External Id field in salesforce and migrate the legacy system Account Id into this.

Answer: D

NEW QUESTION 540

- (Exam Topic 4)

Which two advantages does Salesforce provide with the OpenCTI framework? Choose 2 answers

- A. Agents can use telephone on a wide range of browsers and operating systems while only developing once
- B. Developers can integrate with any telephone platform available with little to no need for a customization
- C. Agents can run their Softphone at the operating system level, embedded in the task bar or system tray
- D. Developers can embed API calls and process on web pages to automate call handling processes

Answer: D

NEW QUESTION 542

- (Exam Topic 4)

UC wants to use its customer portal to allow customers to provide suggested changes to products and comment on other people's suggestions. What Salesforce feature supports this?

A.

Answer: D

Explanation:

- B. Chatter
- C. Solutions
- D. Ideas

NEW QUESTION 545

- (Exam Topic 4)

Universal Containers knows it will be adding new Cases at a rate of 4-6 million per year and wants to maintain performance over time. Which two recommended techniques should be utilized? Choose 2 Answers

- A. Ask contact center managers to review data each quarter to possibly delete
- B. Write an Apex trigger that deletes one case each time a new case is created
- C. Create a data retention plan that archives or purges cases at regular intervals
- D. Optimize queries to reduce the scope of Cases included with each search

Answer: CD

NEW QUESTION 550

- (Exam Topic 4)

UC shares specific accounts with its partners and is considering the use of Salesforce to Salesforce to increase visibility and collaboration for deals managed through its partner channel. The company's key partners also currently use Salesforce. What should be considered for this implementation? Choose 2 answers

- A. Partners can see all opportunities created by Universal Containers on shared accounts.
- B. Universal Containers can report on shared opportunities managed by partners.
- C. Partners will be able to see all Chatter feeds on shared opportunities.
- D. Partners can create and share opportunities associated to shared accounts.

Answer: BD

NEW QUESTION 551

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

Answer: A

NEW QUESTION 555

- (Exam Topic 4)

Sales directors at Northern Trail Outfitters (NTO) need access to edit opportunity fields in the case of last minute updates once the sales stage reaches Negotiation/Review; however, sales representatives should not have editing rights at the stage. Which solution should the consultant advise?

- A. Modify the profile for sales directors to enable the 'Modify AN' object permission for opportunities
- B. Change the field-level security for sales representatives to restrict field access based on the sales stage
- C. Create a workflow rule to enable field access for sales directors based on the sales stage
- D. Create a validation rule to enforce field access based on the sales stage and a custom permission

Answer: D

NEW QUESTION 556

- (Exam Topic 4)

UC processes its orders through a separate system from Salesforce but would like to integrate the order history data into Salesforce. This would give sales representatives a view of all past orders by account. Which solution should a consultant recommend?

- A. Create an order history object with a relationship to accounts.
- B. Create a closed opportunity record type for each order history record.
- C. Configure the opportunity history object to hold order history data.
- D. Configure the quote object to hold the order history data.

Answer: A

NEW QUESTION 558

- (Exam Topic 4)

ACloud Kicks syncs with a distributor partner's external system that ships the "Shoe of the Month" club to all Cloud Kicks' monthly subscribers. The VP Of Delivery wants to get notifications when machines that fold the boxes are malfunctioning, so that they can preemptively communicate to subscribers that the shipment may be delayed. What should the Consultant recommend?

- A. Platform Events
- B. Salesforce-to- Salesforce
- C. Salesforce Connect
- D. Workflow rules with email alerts

Answer: C

NEW QUESTION 563

- (Exam Topic 4)

The sales representatives at Universal Containers have been experiencing the following Challenges with sales data within their Salesforce application. It has been difficult to effectively reach contacts. There are many duplicate contacts. They are unable to segment account data. What should a consultant recommend to

remedy all of these challenges?

- A. Utilize Data.com to flag duplicates and update existing data.
- B. Export contacts and accounts from Data.com and upload using data loader.
- C. Utilize data loader to export data and flag duplicate records.

Answer: A

NEW QUESTION 564

- (Exam Topic 4)

Universal Containers would like to implement Omni-Channel within Service Cloud for their representatives. What is the first step an Administrator is required to perform in order to configure Omni Channel?

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

Answer: C

NEW QUESTION 569

- (Exam Topic 4)

Universal Containers forecasts and closes business monthly, and it needs to store the details of open opportunities weekly. The sales management team wants to analyze how the sales funnel is changing throughout the month. What should a consultant recommend to meet this requirement?

- A. Schedule a custom forecast report to run weekly and store the results in a custom report folder.
- B. Create a reporting snapshot to run daily and store the results in a custom object.
- C. Schedule a custom forecast report to run daily and store the results in a custom report folder.
- D. Create a reporting snapshot to run weekly and store the results in a custom object.

Answer: D

NEW QUESTION 572

- (Exam Topic 4)

Universal Containers requires that each of its products is sold with 12 months of product maintenance. This is entered as a separate opportunity product line item on the opportunity. Once an opportunity is closed/won and the order has been shipped to the customer, the service manager manually records the maintenance line item in the assets object and sends an alert 90 days prior to the expiration date. What should a consultant recommend to streamline this process?

- A. Request the sync order to asset feature from salesforce to create an asset record once an opportunity is closed/won.
- B. Install an AppExchange app or create a trigger to automatically create an asset record once an opportunity is closed/won.
- C. Create a trigger on the asset object once an opportunity is closed/won, and add a button to the opportunity layout.
- D. Turn on the sync asset feature from the asset settings to create an asset record once an opportunity is closed/won.

Answer: B

NEW QUESTION 574

- (Exam Topic 4)

Universal Containers has a large sales department that is dispersed worldwide. Sales managers want greater visibility into the opportunities in progress with their respective teams and would like to receive email notifications when key opportunity fields are changed (e.g., amount or sales stage). However, individuals would like to control the frequency of their email notifications. Which solution should a consultant recommend for this scenario?

- A. Configure the individual Salesforce for Outlook email settings to control notification frequency.
- B. Define a workflow rule and email task that is triggered when key fields are updated to new values.
- C. Configure the opportunity teams for opportunities so that only interested sales users are receiving notifications.
- D. Configure Chatter and its related notification settings to provide relevant updates to interested sales managers.

Answer: D

NEW QUESTION 575

- (Exam Topic 4)

UC requires credit checks for all opportunities greater than \$50,000. The credit management team members are all Salesforce users. What should a consultant recommend to notify the credit manager that an opportunity needs a credit check?

- A. Use workflow to send an email to the credit manager profile.
- B. Use a validation rule to send an email to the credit manager role.
- C. Use an Apex trigger to create a task for the credit manager user.
- D. Use workflow to assign a task to the credit manager user.

Answer: D

NEW QUESTION 580

- (Exam Topic 4)

What is a consideration when implementing Advanced Currency Management? Choose 3 answers

- A. The converted amount of an opportunity uses dated exchange rates based on the close date of the opportunity.
- B. Advanced currency management dated exchange rates are automatically updated on a monthly basis
- C. Currency roll-up summary fields from opportunity products to an opportunity use the dated exchange rate

D. Advanced currency management can be enabled or disabled in the organization under the company profile if needed.

Answer: ACD

NEW QUESTION 584

- (Exam Topic 4)

How are members assigned to a community? (choose 2)

- A. Through their contact record
- B. Through their profiles
- C. Through permission sets
- D. Through their roles

Answer: BC

NEW QUESTION 587

- (Exam Topic 4)

A customer successfully places an order with UC for five widgets. The order is activated in Salesforce and the products are shipped to the customer, One week later the customer return one widget. What is the effective method of recording the event in salesforce?

- A. Create a custom field on the order product object
- B. Change the quantity value on the order product to 4
- C. Create a reduction order under the activated order
- D. Create a new sales product with quantity set to -1

Answer: C

NEW QUESTION 590

- (Exam Topic 4)

Universal Containers agents often need to access the same cases, contacts, and orders multiple times per day. What should a consultant recommend to meet this requirement?

- A. Enable the “History” component within the Salesforce Console for Service
- B. Enable the “Access Recent Items” user permission on the user profiles
- C. Create a custom list view for cases, contacts, and orders and pin them to the side bar
- D. Embed a “Recent Items” Visualforce component into the Salesforce Console for Service

Answer: A

NEW QUESTION 592

- (Exam Topic 4)

Cloud Kicks has been late for every deadline and has missed several meetings.

What should the Consultant recommend to the Cloud Kicks project manager to get the project back on track?

- A. Revisit the communication plan and set up more frequent touch points the customer.
- B. Ask what the customer would like the solution to be and demo it to them at the end of the build phase.
- C. Setup Requirements Workshop and get sign-off.
- D. Write a solution design and get sign-off so the build phase can start.

Answer: A

NEW QUESTION 596

- (Exam Topic 4)

Cloud Kicks has a private sharing model on Accounts. Account Executives need to ensure that Business Development Users can qualify marketing Opportunities on their accounts. There can be different Business Development Users for a given opportunity. Sales Management needs to be able to report on which Business Development Users are assigned to opportunities. What should the Consultant recommend to the Account Executives?

- A. Share Opportunities with Business Development Users by granting read access to Opportunities in their portfolio.
- B. Add Business Development Users as Account Team members with a role that grants Modify All access.
- C. Share Accounts with Business Development Users.
- D. Add Business Development Users as Opportunity Team members with a role that grants read/write access.

Answer: D

NEW QUESTION 597

- (Exam Topic 4)

Sales representatives at Cloud Kicks often receive important customer emails they want to record as activities related to Contacts in Salesforce. Cloud Kicks has Office 365, and there is a policy preventing users from Installing anything directly on their computers. Which solution should a Consultant recommend to meet this requirement?

- A. Salesforce Console for Sales
- B. Lightning Sync
- C. Lightning Console for Sales
- D. Salesforce for Outlook

Answer: B

NEW QUESTION 600

- (Exam Topic 4)

Joe is the record owner of a Lead. A Lead sharing rule has been defined so that leads owned by Joe are shared with public group called 'Joe's Team'. When the Lead is converted to an Account, Contact, and Opportunity, who will have access to these records assuming that a private sharing model is in place on these objects and there are no sharing rules defined for these objects?

- A. Joe, all members of the public group, Joe's Team, and anyone above any group member in the role hierarchy will be able to access the three records.
- B. Joe, all members of the public group, and Joe's Team will be able to access the three records
- C. Joe will be the only person who will be able to access the Account, Contact, and opportunity records.
- D. Joe and anyone above him in the role hierarchy will be able to access the three records

Answer: B

NEW QUESTION 605

- (Exam Topic 4)

On Lead creation, the Sales Director of Cloud Kicks wants to implement rules to assign lead to the appropriate user. The new record should have the assignee's default record type.

Which approach should the Consultant recommend to meet the requirement?

- A. Specify the Lead Assignment Rules to take the record type of the assignee.
- B. Specify in the Profile settings to take the record type of the assignee.
- C. Specify in the Lead settings to take the record type of the assignee.
- D. Specify in the User settings to take the record type of the assignee.

Answer: A

NEW QUESTION 607

- (Exam Topic 4)

Cloud Kicks recently started using Sales Cloud and hosts its business website outside of Salesforce. On its website, Cloud Kicks has a lead generation web page. The VP of Sales wants the Leads captured in its self-hosted website to be reflected in Salesforce. What should Consultant recommend?

- A. Implement Salesforce Connect to create Leads in Salesforce from the Cloud Kicks website.
- B. Implement the SOAP web service API to send Leads from the Cloud Kicks website to Salesforce.
- C. Implement Web-to-Lead to create Leads in Salesforce from the Cloud Kicks website.
- D. Implement the REST web service API to send Leads from the Cloud Kicks website to Salesforce.

Answer: C

NEW QUESTION 612

- (Exam Topic 4)

As part of Enterprise Territory management implementation, Cloud Kicks wants the user to manually search for territory in an active territory model and assign to Opportunities.

Which approach should the Consultant suggest to meet this requirement?

- A. Use the default Enterprise Territory Management to provide access to assign any active territory to the Opportunity.
- B. Enable sharing access to the account to assign any active territory to Opportunities.
- C. Create Apex class code to assign territories to open Opportunities.
- D. Update the Profile with the "Manage Territory" permission.

Answer: A

NEW QUESTION 613

- (Exam Topic 4)

Universal Containers uses contracts in Salesforce to record fixed pricing structures from closed won opportunities. The contracts expire throughout the year. To ensure the company is not missing Potential renewal revenue, sales management wants to implement the following Process, 30 days before a contract is due to expire, a lead is automatically created with contract renewal as the source. All leads go to a pre-sales team who qualify and convert them to opportunities. When leads are converted to opportunities and closed/won, an alert is sent to the account team. What features of Salesforce should a consultant use to meet this requirement?

- A. Lead assignment, Apex, and opportunity assignment.
- B. Workflow, reports, queues, and lead assignment.
- C. Apex, workflow, lead assignment, and queues.

Answer: C

NEW QUESTION 617

- (Exam Topic 4)

A sales representative at Universal Containers who recently lost a sales deal to a competitor has set the opportunity stage to closed/lost. What impact will this have on the opportunity in the forecast?

- A. It will be associated with the closed forecast category and it contributes to the forecast.
- B. It will be associated with the omitted forecast category and sales management must override to exclude it from the forecast.
- C. It will be associated with the lost forecast category and only sales managers will be able to view it in the forecast.
- D. It will be associated with the omitted forecast category and does NOT contribute to the forecast.

Answer: D

NEW QUESTION 619

- (Exam Topic 4)

Sales representatives at Universal Software need to collaborate with customers on sales deals to gather requirements, analyse solutions, and deliver proposals. Universal Software wants to ensure that customers are fully engaged throughout each stage in the sales process. What solution should a consultant recommend to facilitate collaboration with customers? Choose 2 answers

- A. Invite customers into private chatter groups
- B. Allow customers to follow opportunities in Chatter
- C. Share Chatter files with customers.
- D. Add customers to Salesforce as Chatter Free users

Answer: AD

NEW QUESTION 622

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