Exam Questions Sales-Cloud-Consultant

Certified Salesforce Sales Cloud Consultant

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NEW QUESTION 1
Sales reps at Cloud Kicks (CK) often receive important customer emails they want to record as activities related to contacts in Salesforce. CK has Office 365, as well as a policy that
prevents users from installing anything directly on their computers. Which solution should a consultant recommend meeting this requirement?

A. Salesforce for Outlook
B. Salesforce Console for Sales
C. Einstein Activity Capture
D. Lightning Console for Sales

Answer: C

NEW QUESTION 2
During the Deploy phase at Cloud Kicks, users are finding it difficult to use a new system, which is adoption. How should the consultant avoid this issue in the future?

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

Answer: B

NEW QUESTION 3
Northern Trail Outfitters (NTO) wants to expand its use of Salesforce and start tracking orders on accounts. NTO has hired a consultant to complete the project. Which two considerations should the consultant take into account when implementing sales orders' Choose 2 answers

A. Order line items can be added or removed after an order is activated.
B. Products have to be manually added to a cloned order.
C. Contract Number is a required field on the order page layout.
D. Organization-Wide defaults must be set to Controlled by Parent.

Answer: AD

NEW QUESTION 4
A consultant has completed the Build and Validate phases of a Sales Cloud implementation at Cloud Kicks. Which step should the consultant complete next?

A. Upgrade to the latest Salesforce Release.
B. Sign off on the statement of work.
C. Deliver training.
D. Complete a post-mortem.

Answer: C

NEW QUESTION 5
Northern Trail Outfitter has created a Complaints custom object related to Accounts. Due to the sensitive nature of these records, the object's visibility has been set to Private. A dedicated subnet of support users who will work on these items has been added to a Complaints Specialist public group. Only users within the Complaints Specialist public group should be able to view and edit any Compliant record.
Which two options should a consultant recommend to meet the requirements? Choose 2 answers

A. Use Apex managed sharing to grant record access to users In the Complaints Specialist public group and restrict manager visibility.
B. Uncheck the Grant Access Using Hierarchies checkbox in Sharing Settings for the Complaints object.
C. Create a catena-based sharing rule that grants Read/Write access to the Complaints Specialist public group.
D. Set the Complaint object's default visibility to allow only the users in the Complaints Specialist group to access the records.

Answer: BC

NEW QUESTION 6
The Cloud Kicks team needs to quickly look up contacts, accounts, and opportunities and easily log calls from their mobile phones. Due to limited coverage in certain geographic areas, the team wants access to customer information while out of the office and when they are without an internet connection.
Which two steps should the consultant recommend? Choose 2 answers

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

Answer: BD

NEW QUESTION 7
Cloud Kicks wants to know how many closed won Opportunities a Campaign has generated over the last 30 days. Which two steps should the consultant take to meet this requirement using standard functionality?
Choose 2 answers

A. Add child Campaigns of the primary Campaign source automatically.

B. Add criteria to the auto-association settings to limit the matches to the past 30 days.
C. Define rules for Campaigns to add Opportunities and then lock after 30 days.
D. Ask the admin to enable Customizable Campaign Influence.

Answer: BD

NEW QUESTION 8
Each product engineer at Cloud Kicks supports 3 specific product lines. There are three product lines. Sales reps sell all the company's product lines; Sales management wants the appropriate product engineer automatically assigned to any new Opportunity for their product line with Read-Only rights.
What are two actions the consultant can take to meet the requirement? Choose 2 answers

A. Manually assign a product-specific role to each product engineer.
B. Create criteria-based opportunity sharing rules for each product line.
C. Enable Default Opportunity Teams for the Opportunity.
D. Enable Default Account Teams for each product line.

Answer: AB

Explanation:
* A. Create criteria-based opportunity sharing rules for each product line. This allows you to specify criteria for sharing an Opportunity with a specific user or group of users. For example, you could create a rule that shares an Opportunity with the product engineer when the Opportunity has a certain product line assigned to it.
B. Enable Default Opportunity Teams for the Opportunity. This allows you to set a default Opportunity Team for an Opportunity, which will automatically assign the product engineer to the Opportunity when it is created. This is useful when you need to assign a specific user to multiple Opportunities.

NEW QUESTION 9
Cloud Kicks just deployed Sales Cloud globally and wants to make sure that all of its users are using Salesforce. How should the consultant determine if all regions are using Salesforce?

A. Assign all users to a region, build a report using user login history, and filter on region.
B. Create an Opportunity report per region, filtering by User.
C. Ask each regional sales manager to run the standard User Adoption report.
D. Install Salesforce Adoption Dashboards from the AppExchange and use the region chart.

Answer: D

NEW QUESTION 10
Universal Containers has hired a new employee for the Global Sales Leadership team. The employee is intere in fostering friendly competition between account executives, with emphasis on reinforcing activities that dm sales. Historically, for every four prospect meetings held, one sale was generated.
Which action would help support the sales teams?

A. Create subscription reports to send daily prospect meetings planned to the Assigned user for those events.
B. Show a leaderboard on the regional sales dashboards highlighting the account executives who have created the most opportunities.
C. Show a leaderboard on the regional sales dashboards highlighting account executives who have held the most prospect meetings.
D. Create a dashboard that displays the most sales dosed by region using charts to show sale: green and lost opportunities in red.

Answer: B

NEW QUESTION 10
Universal Containers recently implemented Sales Cloud. Stakeholders want insights into how logging interactions with customers impacts the number of won sales deafs.
Which report should the consultant create to meet the requirement?

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

Answer: B

NEW QUESTION 13
Cloud Kicks (CK) wants to implement sharing rules. Which three considerations should the consultant explain to CK?
Choose 3 answers

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

Answer: ABE

NEW QUESTION 18
Universal Containers' (UC) sales reps have said there are too many reports and dashboards which makes it hard to find what is important to them.
What should a consultant recommend that use to solve this issue?

A. Custom report types
B. Private folders

C. Enhanced Folder Sharing
D. Dashboard Filters

Answer: A

NEW QUESTION 20
Cloud Kicks (CK) wants to migrate data from its existing enterprise resource planning (ERP) system to CK wants to organize its data using the unique ID that is a number type in the ERP.
What should the consultant recommend to meet the requirement?

A. Map the ERP unique ID to a custom external ID unique number field.
B. Create a text field and insert the ERP unique ID.
C. Use the ERP unique ID as the Salesforce ID.
D. Create an external ID unique number field in the ERP labeled ERP unique ID.'

Answer: A

NEW QUESTION 24
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 the consultant meet this requirement?

A. Use Lead Conversion Reporting.
B. Create Conversation Insights.
C. Use Einstein Lead Scoring.
D. Create Cadence Steps.

Answer: C

NEW QUESTION 25
Cloud Kicks is preparing to deploy its configurations. The chosen release date is during a Salesforce Release window. The current configuration is in Non-Preview Sandbox. Which two strategies should a consultant recommend?
Choose 2 answers

A. Deploy before the Salesforce Release
B. Test new configurations in a Non-preview Sandbox
C. Deploy after the Salesforce Release.
D. Test new configurations in a Preview Sandbox.

Answer: CD

NEW QUESTION 30
Cloud Kicks wants to sell to both consumers and businesses. The consumer sales team and business sales team will use different Stages.
Which two Salesforce functions will allow the consultant to meet this requirement? Choose 2 answers

A. Sales Processes
B. Pipeline Inspection
C. Opportunity Splits
D. Record Types

Answer: AD

NEW QUESTION 33
Cloud Kicks is expanding its operations to Europe. The company wants to enable able Advanced Currency Management to support both EUR and USD currencies, and show the total values of open opportunities on account records.
How should the consultant implement a solution to meet the requirement?

A. Use a custom summary formula field on the Opportunity.
B. Install a third-party app from the AppExchange.
C. Use a Roll-up Summary field from the Opportunity to the Account.
D. Create a cross-object formula field on the Account.

Answer: B

NEW QUESTION 38
A Consultant is configuring Einstein Forecasting to help the sales team predict how much they will sell by the end of a forecasting period.
Which two considerations should the consultant keep in mind to ensure that predictions are displayed. Choose 2 answers

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

Answer: BC

NEW QUESTION 42
Cloud Kicks (CK) wants to migrate a data file containing 8,000 leads from a legacy system into Salesforce. Many of the lead owners have left the company, so CK wants to populate the Lead Owner field for these records using the active assignment rule.
Which two tools should a consultant recommend to meet the requirement? Choose 2 answers

A. Data Import Wizard
B. Data Loader
C. .Scheduled Apex
D. .dataloader.io

Answer: AB

NEW QUESTION 47
Cloud Kicks is concerned that the sales team is taking longer to dose opportunities in comparison to the same time last year. The VP of sales wants to determine the number of closed deals on a monthly basis and compare the month-over-month results.
Which two actions should the consultant take to meet the requirement? Choose 2 answers

A. Create a report based on the Opportunity reporting snapshot.
B. Create a dashboard component and schedule the dashboard to refresh monthly.
C. Schedule a reporting snapshot of the Opportunity History object to run monthly.
D. Schedule a reporting snapshot of the Opportunity object to run monthly.

Answer: AD

NEW QUESTION 49
Universal Containers has four product lines, each with its unique sales cycle. Once the prospect is qualified, the sales reps should follow the product-specific sales cycle. Which two actions should a consultant recommend to meet these requirements? Choose 2 answers

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

Answer: AB

NEW QUESTION 51
Cloud Kicks has hired a consultant to help with its quoting process. The consultant has determined that some quote custom fields should be viewed from the Opportunity. What should a consultant consider when implementing the custom fields?

A. Opportunity fields are inaccessible when configuring a Quote Template.
B. Related Opportunity Line Items remain when a synched Quote Line Item is deleted.
C. Related Quote Items on all Quotes are impacted when an Opportunity Line Item is deleted.
D. Only standard fields on the Quote object sync to the Opportunity.

Answer: C

NEW QUESTION 52
Northern Trail Outfitters (WTO) wants to share revenue from opportunities with multiple reps. A consultant recommends using opportunity splits.
Which two prerequisites should be considered before splits are enabled? Choose 2 answers

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

Answer: AC

NEW QUESTION 56
What are two considerations for enabling multiple currencies at Cloud Kicks? Choose 2 answers

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

Answer: AB

NEW QUESTION 61
A large company is about to undertake its Initial Sales Cloud implementation. Different people will create features in multiple sandboxes. The consultant has recommended using change sets to move customizations to the full copy sandbox for testing and then move them to production for release
Which two approaches should the consultant recommend to help migrate the customizations from the full copy sandbox to production?
Choose 2 answers

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

Answer:

BC

NEW QUESTION 63
Universal Containers is migrating data from a legacy system into Salesforce.
Which two considerations should a consultant take into account when importing Campaign Members? Choose 2 answers

A. Leads, Contacts, and Business Accounts can be Campaign Members.
B. The Marketing User feature license must be assigned.
C. The Campaign ID is required in the import file.
D. The Status of the Campaign Member is optional.

Answer: BC

NEW QUESTION 64
The Cloud Kicks sales team collaborates on opportunities which help them close more deals. What should the consultant configure to allow contributing sales team members to share in the revenue from closed opportunities?

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

Answer: A

NEW QUESTION 65
The admin at uBHMBon tamers has been getting complaints from sales reps about duplicate Leads … Salesforce. The admin has already set up a matching rule for Leads.
What should the consultant recommend to resolve the issue?

A. Confirm the standard matching rule is inactivated.
B. Change the criteria for the standard Lead matching rule.
C. Change the criteria for the standard Contact matching rule.
D. Confirm the custom matching rule is activated.

Answer: D

NEW QUESTION 70
Sales managers at Cloud Kicks have noticed that information in some opportunity reports is incomplete. A consultant has performed an analysis and determined that opportunity stages often lack key information that sales managers at each stage because sales reps have yet to enter the data.
What should the consultant recommend so opportunity stage reports always contain the data managers expect?

A. Configure Path by checking the key field required checkbox.
B. Create an Auto launched flow to determine if required fields are missing.
C. Customize path and create validate rules dependent on stages.
D. Mark the fields as required on the page layout.

Answer: C

NEW QUESTION 75
Universal Containers' sales operations team needs to provide visibility on sales pipeline changes on a monthly basis.
How should the consultant meet this requirement?

A. Create an Opportunity History report for open pipeline Opportunities in a given date range.
B. Create a custom pipeline date range field and display it on the Forecasting tab.
C. Create a sales pipeline dashboard that includes filters for Opportunity date ranges.
D. Create training an how to use date filters on reports to compare pipeline for different date ranges.

Answer: C

NEW QUESTION 77
The VP of sales at Good Kicks wants to know the percentage of opportunities in a certain stage that were eventually closed won.
Which two steps should a consultant take to create a solution? Choose 2 answers

A. Enable Feed Tracking.
B. Create a roll-up summary formula.
C. Update a custom field using automation.
D. Create a report and dashboard.

Answer: BD

NEW QUESTION 78
Organization-wide default settings for Account is set to Private at Cloud Kicks- Users are unable to see each others accounts.
When a Salesforce admin assigns User A as the owner of an opportunity related to User B's account, which additional access will User A gain?

A. User A will have Read-Write access to the opportunity's Account and its related contact records.
B. User A will have Read-Only access to the opportunity's Account record.

C. User A will have Read-Only access to the opportunity's Account and its related contact records.
D. User A will have Read-Write access only to the opportunity's Account record.

Answer: D

NEW QUESTION 79
Cloud Kicks uses .pdf documents in Sales Cloud to help the sales team learn about new products. Which feature should a consultant recommend to store these documents?

A. Files sync
B. Salesforce Files
C. Document lists
D. Salesforce Knowledge

Answer: B

NEW QUESTION 83
‘Cloud Kicks (CK) needs to comply with GDPR requirements. Personal information is limited to only users who need access to a company's:
Account. CK has a private Account model.
How should the consultant provide specific Account access to the renewals and sales operations teams?

A. Build renewals and sales operations Account team member roles and allocate them to the appropriate users,
B. Create a criteria-based sharing rule to share Accounts with the sales operations and renewals public groups.
C. Change the roles of renewals and sales operations team members in the default Opportunity team.
D. Create a role-based sharing rule to share all Accounts with the sales operations and renewals roles.

Answer: B

NEW QUESTION 87
During the Discovery phase of a project, which three steps should a consultant complete to prepare for a successful engagement? Choose 3 answers

A. Create implementation plan.
B. Establish project goals.
C. Define sales processes.
D. Define success metrics.
E. Set project milestones.

Answer: ADE

NEW QUESTION 91
Cloud Kicks wants to send a notification to sales reps when their opportunities remain open past the close date. Which two solutions should the consultant recommend to meet the requirement?
Choose 2 answers

A. Add sales reps to the Opportunity Team.
B. Instruct sales reps to follow their opportunities.
C. Enable Einstein Opportunity Insights.
D. Use Flow with a scheduled action and an email alert.

Answer: CD

NEW QUESTION 92
The Cloud Kicks marketing team wants to view and report in Lightning on any opportunities created as a result of 2 Campaign. Which two choices should a consultant recommend meeting the requirement?
Choose 2 answers

A. Use Data Loader to export Opportunity and Campaign Influence and merge the results.
B. Enable Customizable Campaign Influence in Setup.
C. Add the Campaign Influence related list to the Opportunity page layouts.
D. Create a joined report between Opportunity and Campaign to show influence.

Answer: AC

NEW QUESTION 97
Cloud Kicks’ global sales operations team has to export reports from Salesforce and manipulate them in Excel to convert regional deals to the correct currency conversion. What are two use cases for enabling Advanced Currency Management that will allow the company to generate accurate reporting directly in Salesforce?
Choose 2 answers

A. Adjust currency conversion dynamically based on a given date range.
B. Adjust currency rates on a set schedule.
C. Show deal value in a user's default currency.
D. Implement org-wide reporting that displays deal values appropriately.

Answer: AB

NEW QUESTION 102
Cloud Kicks (CK) has two sales divisions: a franchise sales division and a public sales division. The sales reps for each division have different user profiles. The sales reps for the franchise sales division should only be able to set up Business Accounts. What should the consultant recommend meeting this requirement?

A. Remove Person Account Record Types from the franchise sales user profile.
B. Ensure there are a minimum of two Record Types for Person Accounts.
C. Use sharing rules to share Accounts between franchise and public divisions.
D. Ask Salesforce Support to disable Person Accounts in CK's org.

Answer: A

NEW QUESTION 107
The sales director of retail products at Cloud Kicks wants to allow cloning of orders to help sales reps process repetitive orders.
What are two guidelines to consider when cloning an order with products? Choose 2 answers

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

Answer: AD

NEW QUESTION 111
A consultant is beginning a new project with Cloud Kicks to implement collaborative forecasting. What should the consultant use to gather requirements using an Agile methodology?

A. Linear process
B. Quip spreadsheet
C. User stories
D. Forecast hierarchy

Answer: D

NEW QUESTION 113
The sales director at Cloud Kicks wants to enable Person Accounts in its org. The sales director asked a consultant to evaluate the solution and present it to the sales team.
What should the consultant consider when evaluating Person Accounts?

A. Enabling the Person Accounts feature is Irreversible.
B. Enabling Person Accounts requires a Public Read/Write sharing model
C. Person Account records only count toward Account storage.
D. The Person Account object must have at least two record types.

Answer: A

NEW QUESTION 117
Cloud Kicks wants to release product enhancements effectively to drive user adoption mtd have the impact on the organization and users' day-to-day functions.
What are three steps for successful change and seasonal release management? Choose 3 answers

A. Prioritize executive requests.
B. Train end users after deployment.
C. Communicate updates to end user.
D. Create an org development model.
E. Collect input from stakeholders.

Answer: ACD

NEW QUESTION 119
Cloud Kicks (CK) frequently has multiple sales reps who collaborate on an opportunity. CK needs Salesforce to allocate credit to each sales rep to track against a sales quota.
Which Salesforce feature should the consultant use to meet this requirement?

A. Opportunity Splits
B. Sales Analytics
C. Custom Metadata
D. Collaborative Forecasting

Answer: A

NEW QUESTION 120
Cloud Kicks' sales productivity is on the decline, while its competitors are more successful. The consultant has suggested Einstein Opportunity Insights.
Which three insights can this provide? Choose 3 answers

A. Opportunity Representative Score
B. Sentiment Analysis
C. Follow-up Reminders
D. Deal Prediction

E. Key Moments

Answer: CDE

NEW QUESTION 123
The Cloud Kicks sales team can create leads for both business and individual customers. Person Accounts have been enabled in its Salesforce org.
Which action should be taken to convert a lead into a Person Account?

A. Create an Individual Lead Record Type.
B. Populate the Company field with ‘Person.
C. Enable Contacts to Multiple Accounts.
D. Leave the Company field blank.

Answer: D

NEW QUESTION 124
Cloud Kicks has a complicated sales process. Sales reps often have difficulty deciding when to move opportunities through various stages.
Which solution should the consultant recommend?

A. Use automation to send emails to sales reps with Guidance for Success
B. Configure a dashboard that shows opportunities that have remained in the same stage for 30 days
C. Activate Path and add up to five key fields and Guidance for Success
D. Advise sales reps to collaborate on Slack to move opportunities along the pipeline.

Answer: C

NEW QUESTION 127
Access to opportunities at Cloud kicks should be restricted. Sales users should only have access to two categories of opportunities: opportunities they own, and opportunities that are tied to accounts they own.
What are two actions a consultant can take to meet the requirement? Choose 2 answers

A. Set opportunity access on the role to View All opportunities associated with their accounts.
B. Set organization-wide defaults for opportunities to Private.
C. Set Territory Management to grant Read access to opportunities owned by others.
D. Set organization-wide defaults for opportunities to Public Read-Only.

Answer: AB

NEW QUESTION 131
Sales managers at Cloud Kicks have noticed that information in some opportunity reports is incomplete. A consultant has performed an analysis and determined that opportunity stage reports often lack key information that sales managers expect at each stage because sales reps have yet to enter the data.
What should the consultant recommend so opportunity stage reports always contain the data managers expect?

A. Create an Auto launched flow to determine if required fields are missing.
B. Mark the fields as required on the Page layout.
C. Customize Path and create validation rules dependent on stages.
D. Configure Path by checking the Key Field Required checkbox.

Answer: C

NEW QUESTION 136
Cloud Kicks (CK) plans to implement Advanced Currency Management for its Salesforce implementation. CK has Roll-up Summary fields on the Account and Opportunity.
What should CK consider when enabling Advanced Currency Management in its Salesforce org?

A. Dated exchange rates are used in Opportunity forecasting or currency fields in other types of reports.
B. Opportunity Roll-up Summary fields will update from the Opportunity Line Item object.
C. Account Roll-up Summary fields will update from the Opportunity object.
D. Account cross-object formulas always use the dynamic conversion rate for currency conversion.

Answer: B

NEW QUESTION 141
A customer notices a large increase in leads created overnight which exceed the daily limits. Upon examination, the leads appear to be created by bots. The Customer uses a standard web-to-lead from without safeguards in place to limit spam on forms.
What should the consultant recommend as the first line of defense before republishing the form?

A. Select Require reCAPTCHA Verification in Web-to-Lead settings
B. Use a custom Web-to-Lead alternative with built-in protection.
C. Use an AppExchange package to add a honeypot field.
D. Engage the web services team to write custom CSS for the form.

Answer: A

NEW QUESTION 142

Sales operations managers are reporting a higher number of Activities than is accurate for their teams When viewing reports, managers see Activities related to Opportunities and Accounts only for their team. However, Activity records related to Campaigns appear m all of the reports, regardless of which sales team should get credit for them. Enterprise Territory Management and role hierarchies are used.
Why are Campaign Activities for all teams visible m reports viewed by sales operations managers?

A. The sales operations managers are given Read access to the Campaign object m their profile.
B. Apex managed sharing is used to control the visibility of Activities related to Accounts.
C. The Organization-wide Default for Campaigns is set to Public Read-Only.
D. The Organization-Wide Default for Accounts is set to Private.

Answer: B

NEW QUESTION 144
The sales director at Cloud Kicks wants to prevent users from viewing each other's Opportunities but wants them to check to see that the Account already exists prior to creating a new Account. Which organization-wide default should the consultant recommend?

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

Answer: C

NEW QUESTION 149
The Cloud Kicks global sales teams are distributed across regions. Sales leadership wants to give access to dashboards based on region. For example, users within the region should have access to regional dashboards while the leadership team should have access to global dashboards.
What should the consultant recommend meeting this requirement?

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

Answer: A

NEW QUESTION 150
Prospects at Cloud Kicks are exposed to many different marketing activities. In most cases, a combination of several different activities result in a successful sale. How should the consultant configure Salesforce to track which marketing activities influenced the customer to make a purchase?

A. Implement Customizable Campaign Influence.
B. Create a junction object between Campaign and Opportunity.
C. Use Surveys to request the information from the customer.
D. Make the Primary Campaign Source required.

Answer: B

Explanation:
Creating a junction object between Campaign and Opportunity is the best way to track which marketing activities influenced a customer to make a purchase. This junction object will allow you to track the influence of multiple Campaigns on a single Opportunity, which can be used to gain insights into which Campaigns are most effective.

NEW QUESTION 153
To properly plan for company growth, Cloud Kicks needs to forecast monthly revenue projections from the sales of its annual subscription service.
What should the consultant configure to meet this requirement?

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

Answer: A

NEW QUESTION 156
Universal Containers compensates its sales team based on their achievement of the company's sales revenue goals. The sates ops team needs to track the sales reps' performance against these goals.
How should the consultant meet the requirement?

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

Answer: D

NEW QUESTION 160
Cloud Kicks has enabled territory forecasts to see how expected revenue compares between sales territories, and to determine which territory has dosed the most deals in a month. The territory hierarchy has three branches with child territories, where forecast managers may be assigned to a few of them.

Which two actions can forecast managers perform? Choose 2 answers

A. Add territory forecast to the hierarchy.
B. Add a Forecasts tab to the Sales app.
C. View the territory forecasts as a single-page summary.
D. Share the forecast with any Salesforce user.

Answer: CD

NEW QUESTION 163
Norther Trail Outfitters wants to migrate its Territory Management to a new structure for the upcoming fiscal year,
What are two aspects a consultant should consider for this migration? Choose 2 answers

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

Answer: AC

NEW QUESTION 166
Cloud Kicks has 300,000 account records and 16 million invoices In a custom object with a master-detail relationship to the Account. Each account record takes a long time to display due to the rendering time of the invoice related list.
What should the consultant do to solve this issue?

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

Answer: D

NEW QUESTION 171
Cloud Kicks needs to implement a group of Campaigns that are related to a specific marketing initiative to report on success.
What should a consultant recommend to meet the requirement?

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

Answer: D

NEW QUESTION 176
Cloud Kicks (CK) has just started selling its products internationally. Management wants Salesforce Opportunities and forecasting to reflect the respective currency of CK's prospects which include the U.S. dollar, euro, British pound, and Japanese yen.
In which two ways will this impact the existing CK price book? Choose 2 answers

A. Each user can select their personal currency.
B. Opportunities to multinationals can induce more than one currency.
C. Each currency requires its own custom price book
D. Every currency price needs to be added to all of the products in the standard price book.

Answer: BC

Explanation:
According to the Salesforce Sales Cloud Consultant Study Guide, in order to support multiple currencies in Salesforce Opportunities and forecasting, each currency requires its own custom price book. It is not necessary for each user to select their personal currency or for every currency price to be added to all of the products in the standard price book.

NEW QUESTION 178
Each year, representatives from Universal Containers attend two major industry conferences that Generate a large volume of leads. A few months after leads have been converted to opportunities, the team wants to determine the return on Investment (ROI) for each industry conference.
Which solution should the consultant recommend?

A. Create the Campaigns related list on the Lead page layout, and associate new leads with a Campaign.
B. Create a mufti-select picklist, and ask representatives to select which conference (s) influence the lead.
C. Create industry events as Campaigns, add leads as Campaign Members, and utilize Customizable Campaign influence.
D. Create a Slack channel for each industry conference and mention this channel on all new leads.

Answer: B

NEW QUESTION 181
A consultant is implementing a new instance of Sales Cloud for Cloud Kicks (CK).
CK has a global sales presence that supports a customer base throughout the: world, 'CK wants to set up an appropriate structure to track customers with subsidiaries.
Which approach should the consultant recommend meeting the requirement?

A. Location-specific Account structure with Account Hierarchies
B. Global Contact structure that links all Contacts with one global Account
C. Location-specific Account structure without Account Hierarchies
D. Global Account structure that links all Contacts with one global Account

Answer: A

NEW QUESTION 185
Cloud Kicks has enabled multi-Currency in its organization. All the rates are set. What will happen if the exchange rates are adjusted?

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

Answer: C

NEW QUESTION 186
A sales rep notices they can edit some opportunities associated with accounts they own, but is unable to edit other opportunities, although these are associated with accounts they own. Which three reasons could explain the sales rep’s experience?
Choose 3 answers

A. Sharing Rules for opportunities are set to Manager Groups.
B. Opportunity visibility allows View access to opportunities owned by others and associated with accounts they own.
C. The organization-wide defaults for opportunities are set to Private.
D. All provisioned Opportunity object permissions enable Read access with all accounts the sales rep.
E. Some opportunities associated with the sales rep's account are owned by other users.

Answer: BCE

NEW QUESTION 190
Cloud Kicks likes to have its supervisors coach the consultants based on the call transcripts. Which Salesforce product should the consultant recommend?

A. Salesforce Service Cloud
B. Salesforce native CTI Connector
C. Salesforce High Velocity Sales
D. Salesforce Sales Cloud

Answer: C

NEW QUESTION 192
The Cloud Kicks team has made a correction in a sandbox environment that needs to be deployed to production as soon as possible. The sandbox and production environments are on two different versions of Salesforce. The fix requires functionality in the sandbox version.
Which action should the consultant recommend?

A. Deploy from version control before the Salesforce Platform upgrade window.
B. Deploy changes from the sandbox to production this weekend.
C. Deploy the changes from the sandbox to production once both environments are on the same version.
D. Deploy the changes from me sandbox to production concurrently with the Salesforce Platform upgrade.

Answer: A

NEW QUESTION 197
Universal Containers (UC) has launched Salesforce Chat and staffed its contact center with agents to chat with website visitors who ask questions about commercial containers. When UC used to outsource its contact center work, reports from the vendor showed that about 15% of chat conversations would result in a new lead. Management wants better visibility into Chat's influence on lead creation in order to continue the program.
How can the consultant provide the insights UC needs to justify using Chat with internal contact center staff?

A. Install the Chat (Live Agent) Dashboard package from the AppExchang
B. Add a chart to the dashboard to show the number of agent chats associated to new leads compared to the total number of agent chats for the period.
C. Add a custom field on the Chat Transcript object so agents can check a checkbox when a conversation results in a new lea
D. Create a report using the custom field.
E. Create a lead report that identifies the number of new leads with the lead source "Chat".
F. Ask the marketing department to provide the program with Google Analytics data for the commercialcontainers web pages.

Answer: B

NEW QUESTION 200
Sales reps at Cloud Kicks are spending too much time coordinating meetings with prospective clients. Which solution should a consultant recommend to schedule meetings more efficiently?

A. Share the sales reps' Salesforce calendar wrth clients.
B. Utilize the Insert Availability feature in Salesforce Inbox.
C. Ask clients to share their Outlook calendars.
D. Create a site that clients can access to schedule meetings.

Answer: B

NEW QUESTION 202
Cloud Kicks has purchased a list of leads and wants sales reps to contact and measure the return on investment (ROI) of the purchased list.
Which solution should the consultant recommend?

A. Create a Campaign, import the list as Leads, and add them to the Campaign.
B. Import the list as new Leads and update the Lead Source to “Purchased Lead.
C. Create a new custom object to import purchased Leads,
D. Import the list as new Leads using the Data Import Wizard.

Answer: A

NEW QUESTION 204
Universal Containers has implemented Salesforce for all of its sales associates. All Sales associates are required to select the win or loss status every dosed Opportunity. Managers like to measure the win ratio for all of the sales associates.
How should a consultant meet the requirement?

A. Build a custom report on Opportunity with custom summary formulas to show win/loss ratio.
B. Create a custom formula held on Opportunity to capture the win ratio for Opportunities.
C. Ensure that all managers have access to the standard Win/Loss report.
D. Build a custom lightning component to show the win ratio based on won Opportunities.

Answer: A

NEW QUESTION 208
Access to opportunities at Cloud Kicks should be restricted. Sales users should only have access to two categories of opportunities: opportunities they own, and opportunities that are tied to accounts they own.
What are two actions a consultant can take to meet the requirement? Choose 2 answers

A. Set Territory Management to grant Read access to opportunities owned by others.
B. Set opportunity access on the role to view all opportunities associated with their accounts.
C. Set organization-wide defaults for opportunities to Private.
D. Set organization-wide defaults for opportunities to Public Read-Only.

Answer: BC

NEW QUESTION 209
A consultant has conducted Discovery sessions with Cloud Kicks stakeholders and is ready to start gathering user cases for Sales Processes.
Which two groups should provide content for the use cases? Choose 2 answers

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

Answer: AD

NEW QUESTION 212
Cloud Kicks (CK) acquired a company. The VP of technology wants to migrate all the sales data into CK’s Salesforce instance.
Which data migration sequence should the consultant recommend for the objects?

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

Answer: A

NEW QUESTION 214
Cloud Kicks currently supports three business lines within a single Salesforce instance:
Running, Athleisure, and Celebrity Co-Branded. The VP of Atheisure controls a large budget and is often able to re-prioritize business stories and ‘shadow projects’ into releases ahead of other groups.
This topic comes up frequently and often details the monthly project management meeting, which limits the amount of time available to cover other critical topics.
Which two strategies should the consultant recommend to address these issues? Choose 2 answers

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

Answer: AB

NEW QUESTION 215
Cloud Kicks needs to set sales quotas for all sales reps. Which three solutions should the consultant consider? Choose 3 answers

A. Use the Data Import Wizard.
B. Enable Forecast Quotas from Setup.

C. Use the API.
D. Assign Quota values by profile.
E. Use Data Loader.

Answer: CDE

NEW QUESTION 217
Cloud Kicks (CK) uses a sales model where pre defined groups of reps work collaboratively on Accounts. Each group is also responsible for specific Accounts. CK has organization wide default access set to Public Read/1 for Accounts. CK discovered this caused issues with data quality where reps edited Accounts outside their scope responsibility. CK wants to allow reps to view any Account, but restrict editing to only reps who are responsible for those specific Accounts.
Which two steps should a consultant recommend to allow reps to continue to collaborate while eliminating incorrect edits?
Choose 2 answers

A. Change Account organization-wide defaults to Private.
B. Enable Account Teams to allow owners to grant Read/Write access.
C. Create an Account sharing rule to grant Read/Write access to all Accounts.
D. Change Account organization-wide defaults to Public/Read-Only.

Answer: BD

NEW QUESTION 220
Cloud Kicks has enabled Quotas in forecasts. In which three ways can Quotas be managed for all users in the forecast hierarchy?
Choose 3 answers

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

Answer: ACD

NEW QUESTION 221
Cloud Kicks has decided to implement Sales Cloud Einstein. After setting up Sales Cloud Einstein, a consultant finds some of the features are not enabled.
What are two steps the consultant can take to troubleshoot the issue? Choose 2 answers

A. Check Sales Cloud Einstein permission set assignments.
B. Validate the Connected App Details.
C. Verify Integration User Profile Details
D. Reconfigure the Einstein Lead Scoring app.

Answer: BC

NEW QUESTION 222
Cloud Kicks manages contacts for lead generation in a marketing application. Following a new Salesforce implementation, inbound leads will be reviewed in the marketing application and then migrated to Salesforce.
Which contacts should the consultant migrate from the marketing application to leads in Salesforce?

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

Answer: C

NEW QUESTION 223
Sales managers at Cloud Kicks need to visualize all open opportunities based on the location of the related Account.
Which solution should a consultant recommend?

A. Using Tableau CRM, import a data lens with the State and City for all opportunities.
B. Enable Location Services and add the Account Address field to the Opportunity page layout.
C. Create a dashboard that uses a report grouping opportunities by Account.
D. Using Salesforce Maps, configure a Data Layer showing open opportunities.

Answer: D

NEW QUESTION 228
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