Salesforce

Exam Questions Sales-Cloud-Consultant

Certified Salesforce Sales Cloud Consultant

NEW QUESTION 1
- (Exam Topic 1)
What is a recommended way to migrate data from an external system while ensuring that the data adheres to data quality rules established for the Salesforce org?

A. Cleanse the data outside of Satesfbrce and then migrate the data.
B. Use the Salesforce data loader to load and cleanse the data.
C. Use the Salesforce import wizard to load and cleanse the data.
D. Upload the data into Salesforce and then run data cleansing tools.

Answer: A

NEW QUESTION 2
- (Exam Topic 1)
Universal Containers needs to provide contact center agents with access to a customer's payment history if the call concerns a billing problem. The following considerations need to be taken into account:
• Billing problems account for less than 5% of calls.
• Billing data is stored in an external system containing over 20 million records.
• Agents do not want to maintain separate login sessions for Salesforce and the billing system. Which two solutions should a consultant recommend? Choose 2 answers

A. Use Lightning Connect to connect and access data in real-time from the billing system.
B. Import payment data into Salesforce and add to the contact page layout as a related list.
C. Create a Visualforce page that retrieves payment information via a Web Service call-out.
D. Create a custom tab of type URL that displays a search page from the billing system.

Answer: CD

NEW QUESTION 3
- (Exam Topic 4)
UC is migrating data from a legacy system into Salesforce. The company needs to migrate lead, contact, and opportunity data from its legacy system and must be able to report on historical lead conversion for both legacy and newly created data. What is the recommended order for data migration?

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

Answer: D

NEW QUESTION 4
- (Exam Topic 4)
Cloud Kicks has started its operations in Europe in addition to the U.S. The company has enabled advanced currency management to support both EUR and USD.
Cloud Kicks also has existing roll-up summary fields.

A. Where are currency related roll-up summary fields supported?
B. From the Opportunity line object to the Opportunity object
C. From the Object rolling up to the Opportunity object
D. From any custom object to the Opportunity object
E. From the Opportunity object rolling up the Account object

Answer: A

NEW QUESTION 5
- (Exam Topic 4)
Cloud Kicks users Chatter to collaborate corporate-wide. Sales representatives are getting too many items showing on their feed, so it's hard to sort through to find items that are high priority or need the sales representative's immediate attention. Which solution should the Consultant recommend?

A. Create Chatter topics.
B. Increase the Chatter follower limit.
C. Increase Chatter Feeds bookmark limit.
D. Create Chatter Streams.
E. Create a Chatter Feed page layout.

Answer: D

NEW QUESTION 6
- (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 7
- (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 8
- (Exam Topic 3)
Universal Containers is using Salesforce and has set up a private sharing model. Sam is a sales executive who reports to John, a sales manager. Sam has ownership of the ABC Company account record and has created an opportunity for ABC Company. There is a sharing rule that allows the finance team to see all accounts and opportunities. Which statement is about data visibility is true?

A. John and Sam can see all of the same data
B. John can see all of Sam's data

Answer: B

NEW QUESTION 9
- (Exam Topic 4)
What actions can a consultant take during the project planning phase to ensure client stakeholder goals are met? Choose 2 answers

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

Answer: CD

NEW QUESTION 10
- (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 10
- (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 12
- (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 15

- (Exam Topic 4)
Universal containers would like to capture business sector information on a lead and display the information on the account and contact once the lead has been converted. How can these requirements be met?

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

Answer: B

NEW QUESTION 20
- (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 25
- (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 29
- (Exam Topic 3)
Sales methodology means an industry-recognized standard sales process.

A. True
B. False

Answer: B

NEW QUESTION 30
- (Exam Topic 3)
Who has permission to edit a Chatter profile?

A. An Administrator
B. An individual user
C. A user's manager
D. Profiles are not editable

Answer: B

NEW QUESTION 35
- (Exam Topic 3)
Most common integrations in a marketing organization take place when...

A. Lead Generation
B. Lead Qualification
C. Revenue Management (forecasting)
D. Campaign Management

Answer: A

NEW QUESTION 37
- (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 42
- (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 45
- (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 49
- (Exam Topic 3)
Data.com: What does the Reviewed Status indicate?

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

Answer: C

NEW QUESTION 51
- (Exam Topic 3)
Which best describes the Salesforce Automation feature "Contact Roles" ?

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: C

NEW QUESTION 56
- (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 60
- (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 63
- (Exam Topic 3)
Which of the following is good Chatter Etiquette? (Select all that apply)

A. Connect with co-workers by letting them know about your weekend
B. Direct users to a subject matter experts
C. Ask questions to gain vertical expertise
D. Ask questions about bonus schedules

Answer: BC

NEW QUESTION 65
- (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 66
- (Exam Topic 3)
A strong pipeline requires faster response. Which of the following example describes a need for faster response?

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

Answer: A

NEW QUESTION 68
- (Exam Topic 3)
Sales should evaluate lead quality and provide feedback to marketing.

A. True
B. False

Answer: A

NEW QUESTION 69
- (Exam Topic 3)
Which method can be used to improve agent retention? Choose 2 answers:

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

Answer: BD

NEW QUESTION 71
- (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 75
- (Exam Topic 3)
How many additions do you use to clean a record with Data.com?

A. 5
B. 12
C. 1

Answer: D

NEW QUESTION 80
- (Exam Topic 3)

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

A. True
B. False

Answer: B

NEW QUESTION 81
- (Exam Topic 3)
Which best describes the Salesforce Automation feature "Sales Processes" ?

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

Answer: F

NEW QUESTION 82
- (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 shows the relations to sales data, lead data, and analysis of campaigns?

A. VP Marketing
B. BI/Analytics
C. Marketing Executive
D. Campaign Manager

Answer: B

NEW QUESTION 83
- (Exam Topic 2)
Your company sells service contracts where the customer pays once a year for a monthly service package. 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: A

NEW QUESTION 88
- (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 92
- (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 97
- (Exam Topic 2)
Once you save a PDF quote, the file is automatically emailed to the customer.

A. True
B. False

Answer: B

NEW QUESTION 102

- (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 105
- (Exam Topic 2)
How can end users work with Salesforce for Outlook? (Select all that apply)

A. Define Outlook configurations
B. Assign configurations too their users with their profile
C. Install Salesforce for Outlook
D. Select Outlook sync folders

Answer: CD

NEW QUESTION 106
- (Exam Topic 2)
You are setting up security for your client, UCI. UCI has a collaborative sales model and want to make sure all team members work together to meet the customer needs. They are likely to require an open sharing model that will allow them to cross- and up-sell opportunities.

A. True
B. False

Answer: A

NEW QUESTION 111
- (Exam Topic 2)
Which of the following describes the Stage 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: A

NEW QUESTION 116
- (Exam Topic 2)
Which of the following statements about Standard and Custom Price Books are accurate? (Select all that apply)

A. A Standard Price Book includes a master list of all Products with their associated Standard Prices.
B. ACustom Price Book includes a master list of all Products with their associated Custom Prices.
C. ACustom Price Book is a subset of the Products listed in the Standard Price Book.

Answer: AC

NEW QUESTION 117
- (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 119
- (Exam Topic 2)
Which of the following stage should be matched with the Forecast Category "Omit"?

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

Answer: E

NEW QUESTION 120

- (Exam Topic 2)
Who is most interested in seamless migration?

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

Answer: D

NEW QUESTION 122
- (Exam Topic 2)
The Forecast Category on the Opportunity record maps directly, on a one-to-one basis, to the aggregates on the Forecast tab.

A. True
B. False

Answer: B

NEW QUESTION 124
- (Exam Topic 2)
How can end users sync their data from Outlook (using Salesforce for Outlook)? (Select all that apply)

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

Answer: AB

NEW QUESTION 127
- (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 130
- (Exam Topic 2)
Which of the following statements are true about the Opportunity field, "Stage"? (Select all that apply)

A. There are 10 default stage values, based on a commonly used sales methodology.
B. The list of default stage values cannot be edited or added.
C. There are other sales methodologies that can be downloaded from the App Exchange and used within Salesforce

Answer: AC

NEW QUESTION 134
- (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 138
- (Exam Topic 2)
Where do you select the "Marketing User" checkbox to enable a user to create, edit, delete, and clone campaigns; manage campaign members; and edit advanced campaign setup?

A. Org-wide defaults
B. User record
C. Profile
D. Sharing Rules

Answer: B

NEW QUESTION 140
- (Exam Topic 2)

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

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

Answer: BCDE

NEW QUESTION 144
- (Exam Topic 2)
You can track Assets through Accounts, Contacts, Products, or Cases.

A. True
B. False

Answer: A

NEW QUESTION 148
- (Exam Topic 2)
Which of the following steps accurately describe the process map in sales and marketing organizations?

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

Answer: A

NEW QUESTION 150
- (Exam Topic 1)
Universal Containers wants to implement a new web presence to support its customers. It has provided the following requirements:
• Ability for visitors to search Knowledge articles without registering or logging in
• Ability for over one million registered customers to securely submit cases and view the status of those cases
• Ability to display white papers to registered customers
• Ability for registered customers to save favorite Knowledge articles for easy access later What should the consultant recommend as part of the solution?

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

Answer: D

NEW QUESTION 151
- (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 154
- (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 157
- (Exam Topic 1)
The lifecycle of a Knowledge article consists of five stages. In which order does an article proceed through these stages?

A. Create, approve, publish, consume, feedback
B. Create, feedback, publish, approve, consume

C. Create, publish, feedback, approve, consume
D. Create, consume, feedback, approve, publish

Answer: A

NEW QUESTION 162
- (Exam Topic 1)
Universal Containers runs a support operation with multiple call centers. The Support Manager wants to measure first-call resolution by call center location, agent, and calendar month.
Which reporting solution should the Consultant recommend?

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

Answer: D

NEW QUESTION 164
- (Exam Topic 1)
Universal Containers wants to ensure the contracted service level requirements for its clients are being met. What should be configured to meet this requirement?

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

Answer: A

NEW QUESTION 168
- (Exam Topic 1)
Universal Containers provides Customer Support for two separate business operations. The cases managed for each operation have different steps and fields. Which three features could be implemented to support this? Choose 3 answers

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

Answer: ACD

NEW QUESTION 171
- (Exam Topic 1)
A consulting firm has been retained to implement a new Service Cloud platform for a company. This company requires quick iterations and a speedy project completion. The company has requested frequent project updates for check-ins and refinement.
Which methodology should the Consultant recommend to meet the given requirements?

A. Kanban
B. Lightning Platform
C. Agile
D. Waterfall

Answer: C

NEW QUESTION 173
- (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 175
- (Exam Topic 4)
The VP Of Sales at Cloud Kicks wants to give the sales team the power of the Salesforce Mobile app so that sales reps can do their tasks on the go. The sales team needs to create and edit Leads, Contacts, and Opportunities with ease. Which two features should the Consultant recommend for the sales team to use? Choose 2 answers

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

Answer: BC

NEW QUESTION 178
- (Exam Topic 4)
UC is deploying Salesforce for lead and opportunity Management. Several area of the application need to be customized using Apex & Visualforce in order to meet business requirements. Which steps can be taken to execute an effective test plan that will ensure high quality components? (2 answers)

A. Create test conditions that cross-reference use cases from project documents
B. Delegate unit testing to application end users because they understand the requirements best
C. Rely on automated test script tools to ensure maximum test coverage
D. Write detailed test scripts that define specific conditions, actions, and expected results

Answer: AD

NEW QUESTION 182
- (Exam Topic 4)
UC collaborates with consulting partners on some of its opportunities. If a partner account is added to the partners related list on a customer opportunity, what is the impact?

A. The partner account is added to the partners related list on the customer account
B. Contacts from the partner account are added to the contact roles related list on the opportunity
C. Contacts from the partner account are added to the opportunity team
D. The partner account owner is able to view all contacts for that customer account

Answer: A

NEW QUESTION 187
- (Exam Topic 4)
A system administrator has been asked to create a report for the executive leadership team to share the status of the call center. Which two chart types should be used to graphically display how long a case has been open? Choose 2 answers

A. Line chart
B. Bar chart
C. Gauge Chart
D. Donut chart
E. Funnel chart

Answer: B

NEW QUESTION 192
- (Exam Topic 4)
Cloud Kicks has a multi-phase selling process where every sales stage corresponds with a phase in the process. The first phase is preliminary qualification, where Opportunities should not contribute to Cloud Kicks' forecast.
Which two actions should be taken to ensure that Opportunities do not contribute to Cloud Kicks' forecast during the first stage? Choose 2 answers

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

Answer: AB

NEW QUESTION 193
- (Exam Topic 4)
Cloud Kicks uses a custom object named GumShoe. GumShoe is the child in a master-detail relationship with the Opportunity object. Staff members use this object to create requests for supporting research. They want to easily generate new GumShoe records from their phones by using the Salesforce Mobile App. What should a Consultant recommended to meet the requirements?

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

Answer: C

NEW QUESTION 195
- (Exam Topic 4)
Cloud Kicks wants to default Opportunity name to naming convention. Which solution 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 197
- (Exam Topic 4)
Universal Containers is migrating data from a legacy system into Salesforce. The company needs to migrate lead, contact, and opportunity data from its legacy system and must be able to report on historical lead conversion for both legacy and newly created data. What is the recommended order for data migration?

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

Answer: B

NEW QUESTION 198
- (Exam Topic 4)
Which two solutions should Universal Containers consider to increase Contact Center Agent productivity? Choose 2 answers

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

Answer: BC

NEW QUESTION 202
- (Exam Topic 4)
Which two areas can an Administrator make Open CTI features available to users when building a Lightning App using the App Manager? Choose 2 answer

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

Answer: AC

NEW QUESTION 203
- (Exam Topic 4)
Universal Containers recently rolled out a Salesforce knowledge implementation; however, users are finding unreliable and unrelated Knowledge Articles displayed in the Knowledge One widget in the Salesforce Console. Which two actions should a Consultant recommend to address the lack of quality checking? Choose 2 answers

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

Answer: BC

NEW QUESTION 204
- (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 209
- (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 211
- (Exam Topic 4)
The VP of sales at Universal Containers wants to be able to see a visual representation of sales by month for each account in salesforcel mobile app.
What should a consultant recommend to meet this requirement?

A. Embed a chart on the account page, no other customization needed
B. Embed a chart on the account page and use a custom link to filter by account

C. Create a of visualforce page with an embedded chart component for each account.
D. Create a dashboard component and use chatter feed on the account on salesfrocel

Answer: A

NEW QUESTION 216
- (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 219
- (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 223
- (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 227
- (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 228
- (Exam Topic 4)
Universal containers has enabled Advanced Currency Management. How the converted amount data is reported on a report that spans time periods when the exchange rates was different.

A. Converted amount are based on the historical exchange rate associated with the close date
B. Converted amount are based on exchange rates that use the most current entry
C. Converted amount are based on the exchange rates entered in the opportunity
D. Converted amount are based on exchange rates that use the oldest entry

Answer: A

NEW QUESTION 230
- (Exam Topic 4)
Cloud Kicks needs the ability to determine the effectiveness of a recent marketing campaign on new leads. Which solution should the Consultant recommend?

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

Answer: A

NEW QUESTION 231
- (Exam Topic 4)
During the planning stage of a project, what customer information should be required to ensure requirements are successfully gathered? Choose 3 answers.

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

Answer: BCD

NEW QUESTION 233
- (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 238
- (Exam Topic 4)
Universal Containers wants to provide its customer with more support options. Which three should a Consultant recommend? Choose 3 answers

A. Implement SOS for mobile experience
B. Add Live Agent to public-facing sties
C. Utilize KCS to manage Knowledge
D. Configure Chatter for public access
E. Create a Customer Community

Answer: ABE

NEW QUESTION 243
- (Exam Topic 4)
Cloud Kicks has enabled quotas in collaborative forecasts.
In which three ways can the quotas be managed for all users in forecast hierarchy? Choose 3 answers.

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

Answer: ADE

NEW QUESTION 248
- (Exam Topic 4)
A sales Rep in the UC won a sales deal and set the opportunity stage as Closed/Won. What impact will this change have on the opportunity in the forecast?

A. It will be associated with the Closed/Won forecast category and automatically contribute to the forecast.
B. It will be associated with the Closed/Won forecast category and will need to be added by the sales rep.
C. It will be associated with the Closed/Won forecast category and will need to be committed by the sales rep.
D. It will be associated with the Closed/Won forecast category and contribute to the forecast once approved with the manager.

Answer: A

NEW QUESTION 253
- (Exam Topic 4)
The Cloud Kicks pipeline and forecasting reports are inaccurate because sales representatives are creating opportunities after they are already closed/won. The VP of Sales wants visibility on how often the sales representatives are creating opportunities like this. Which two solutions should the Consultant recommend? Choose 2 answers

A. Utilize a process builder to send an email to sales management when the Opportunity is created in the closed/won stage.
B. Run the Opportunity pipeline standard report to view the upcoming Opportunities by stage.
C. Configure a report that displays Opportunities that have a closed date less than, or equal to, the created date.
D. Implement a process builder that automatically updates the Opportunity to the first stage in the sates process.
E. Enable High Velocity Sales so that the VP of Sales can get a global view of quick closed Opportunities.

Answer: AC

NEW QUESTION 254
- (Exam Topic 4)
The shipping department at the Universal Containers is responsible for sending product samples as part of the sales process. When an opportunity moves to the 'Sampling1 stage, Universal Containers an automatic email sent to the shipping department listing the Products on the opportunity. How can this requirement be

met using a workflow email?

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

Answer: B

NEW QUESTION 255
- (Exam Topic 4)
UC has set accounts, contacts, and opportunities to private. Sales reps manage the accounts for which they are the account owner. The company also employs sales specialists to assist sales repson deals. What should a consultant recommend to allow the sales specialists to see account information and any opportunity information associated with an account?

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

Answer: D

NEW QUESTION 258
- (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 259
- (Exam Topic 4)
AConsultant for Cloud Kicks notices that the Deploy date for the Sales Cloud project is also the same weekend of a Salesforce release.
What should the Consultant recommend?

A. Complete the project sooner and push before the Salesforce release
B. Let Cloud Kicks know that there is a Salesforce release and that it may take longer
C. Stop all work because the impact of the Salesforce release is unknown
D. Update the project plan for the following week and communicate the change

Answer: D

NEW QUESTION 262
- (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 266
- (Exam Topic 4)
Cloud Kicks has many customers that regularly renew their "shoe of the month" club membership. The sales representatives use an Account type called "shoe of the month" club for these customers. Sales management wants to use Salesforce to automate repeat opportunities.
What should a Consultant, recommend to meet this requirement?

A. Develop an Apex trigger for renewal customers that inserts a copy of an Opportunity for the sales representative when it reaches the dosed/won stage.
B. Configure a Process Builder process for renewal customers that sends a reminder task to the sales representative to create a new Opportunity when it reaches the closed/won stage.
C. Configure a workflow rule for renewal customers that inserts a copy of an Opportunity for the sales representative when it reaches the closed/won stage.
D. Develop a lightning Component to set an Opportunity revenue schedule that automatically sets up a new Opportunity for renewal customers when it reaches the dosed/won stage.

Answer: A

NEW QUESTION 270
- (Exam Topic 4)
Universal Containers North American and European sales teams have different business requirements related to creating new of 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 273
- (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 277
- (Exam Topic 4)
Cloud Kicks recently completed an implementation of Sales Cloud. CK has trained its users to use the Salesforce Mobile app to access Salesforce from their mobile devices and wants to determine how often the Salesforce Mobile app is being used. What should the consultant recommend?

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

Answer: A

NEW QUESTION 279
- (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 283
- (Exam Topic 4)
Cloud Kicks needs to forecast on monthly business that closes and details of open opportunities on a weekly basis. The VP of Sales asks the business analyst to review how the sales funnel is changing month over months. Which two actions should the Consultant take to meet this requirement? Choose 2 answers

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

Answer: BE

NEW QUESTION 286
- (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 291
- (Exam Topic 4)
Cloud Kicks recently released a custom Action for Competitor Notes, that will prompt sales representatives to provide information about competitors for

Opportunities. The sales representatives reported that even though the Action works well on their desktop, they cannot see the Action on their mobile app. What is required to fix this problem?

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

Answer: C

NEW QUESTION 292
- (Exam Topic 4)
Universal Containers wants to implement a Knowledge management process with the following requirements: It must contain four different kinds of content: customer FAQs, product specifications, contact center procedures, and product manuals.
It must provide the ability to filter Knowledge search results by a single product, multiple products, or all 56 products.
Any product-related content created by contact center agents must be approved by the contact center manager and the Knowledge manager before being published.
Product content should only be visible internally to contact center agents who handle that product. How should a consultant recommend that Knowledge be configured? Choose 3 answers

A. Define approval processes for each product.
B. Configure workflow rules for each data category.
C. Define approval processes for each article type.
D. Configure data category values for each product.
E. Configure article types for each kind of content.

Answer: CDE

NEW QUESTION 297
- (Exam Topic 4)
Universal Containers sells three unique products and each product has its own sales process. The company qualifies prospects for the three products in a consistent manner; however, once the customer has shown interest, the sales representatives must follow the relevant products sales process. What solution should a consultant recommend to meet these requirements? Choose 2 answers

A. Create sales stages that align with opportunity record types.
B. Configure opportunity record types for each sales process.
C. Define sales processes to map to each opportunity record type.
D. Define the default opportunity teams for each opportunity record type.

Answer: BC

NEW QUESTION 300
- (Exam Topic 4)
In order to increase and promote adoption, sales management at Cloud Kicks wants sales representatives to follow Opportunities they create.
Which two actions should the Consultant recommend to create a solution? Choose 2 answers

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

Answer: BD

NEW QUESTION 303
- (Exam Topic 4)
What are the two basic concepts of Knowledge-Centered Support (KCS)? Choose 2 answers

A. Creating content as a result of solving issues
B. Evolving Content-based product lifecycles
C. Rewarding learning, collaboration, sharing and improving
D. Developing a knowledge base on the experience of an individual

Answer: AC

NEW QUESTION 304
- (Exam Topic 4)
Universal Containers has a public sharing model for accounts and uses the parent account field to create a multi-level account hierarchy. When viewing a parent account, the company would like to see the total value of open opportunities for all accounts in the hierarchy. What solution should a consultant recommend to meet this requirement?

A. Use apex to update a custom field on the parent account with the total value of open opportunities from the child accounts.
B. Create a roll-up summary field on the parent account showing the total value of open opportunities from the child accounts.
C. Define a workflow rule to update the custom field on the parent account with the total value of open opportunities from the child accounts.
D. Create a link on the account that opens a report showing the total value of open opportunities for all the accounts in the hierarchy.

Answer: A

NEW QUESTION 307
- (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 308
- (Exam Topic 4)
The management at universal container noticed that the lead conversion ratio has remained the same for the hospitality industry despite increase in lead creation. What steps can help determine the issue

A. Campaign dashboard by industry
B. Industry performance dashboard
C. Report on lead lifetime by industry
D. Report on lead by source.

Answer: C

NEW QUESTION 313
- (Exam Topic 4)
Cloud Kicks is excited about implementing Lightning features during the implementation. The company has rolled out a few groups of Sales Cloud users on Lightning already, but not all are trained on the Sales Cloud Lightning features requested for this implementation. What should the Consultant recommend for a successful deployment?

A. Communicate the information so that they have more staff available for changes.
B. Adjust the project plan and communicate that the deployment will now be a week earlier.
C. Deploy all the changes that do not affect the Sales team and deploy the changes in the following sprint.
D. Adjust the project plan and delay the deployment of the sprint.

Answer: A

NEW QUESTION 314
- (Exam Topic 4)
Cloud Kicks is implementing Enterprise Territory Management for its retail sales unit. The sales director wants a detailed roll-up forecast for Territories to be provided.
Which two recommendations should the Consultant make? Choose 2 answers

A. Include the Forecast Manager field on the Territory page layout.
B. Create Apex class code to roll up forecast details for a Territory.
C. Assign a Forecast Manager to a Territory.
D. Include the Formula field in the Territory page layout.

Answer: AC

NEW QUESTION 317
- (Exam Topic 4)
Universal Containers has a large customer base of over 15,000 Accounts and 60,000 contacts. The marketing manager wants to use the customer data for an upcoming new product launch but its concerned contact may have moved to other organization (Contact's email tec has changed) what should a consultant recommend to ensure customer data is accurate?

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

Answer: B

NEW QUESTION 321
- (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 322

- (Exam Topic 4)
Which three processes are a use case for Visual Workflow? Choose 3 answers

A. Assignment of email to a case queue based on subject.
B. Decision-based troubleshooting for agents.
C. Cross-sell promotions for agents.
D. Field validation during case creation.
E. Caller verification and creation of a new case.

Answer: BCE

NEW QUESTION 324
- (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 329
- (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 332
- (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 335
- (Exam Topic 4)
AConsultant has created a custom formula field on Opportunity that multiplies the Opportunity Amount by the Account's Discount field. Which Currency will the formula field use for its value if the Opportunity and the Account records have different Currencies?

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

Answer: D

NEW QUESTION 336
- (Exam Topic 4)
Cloud Kicks wants sales representatives to be able to share key documents directly with customers who are not Community users. Which Salesforce feature satisfies this requirement?

A. CRM Content
B. Chatter links
C. Documents
D. Attachments

Answer: A

NEW QUESTION 337
- (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 339
- (Exam Topic 4)
Universal Containers initiates cases based on electronic transmissions from power units. The case management process is as follows:
A work order is submitted to a field service team to perform a technical review.
After the technical review is closed, an agent needs to contact the customer to review activities. Cases can only be closed after the customer review has been completed
Universal containers needs to determine whether the work orders and customers contacts should be stored as child cases or on a related custom object
Which three aspects should the consultant consider to meet these requirements? Choose 3 answers

A. Visibility and access to the work order records
B. Work Order and customer contact escalation requirements
C. Account team relationship to the primary contact
D. Case closure rules on the original case
E. Total number of account and contact records in the database

Answer: AC

NEW QUESTION 343
- (Exam Topic 4)
A Salesforce partner regularly works with Salesforce Account Executives to close deals with clients that are looking for a partner to implement Sales Cloud. As new partner sales reps are on-boarded, they spend quite a bit of time trying to determine which Account Executive maps to which Accounts and Opportunities.
What should the Consultant recommend when rolling this out?

A. Add a Lookup field on the Opportunity to indicate Partner Executives
B. Add the Title field to all Contact Layout
C. Implement Account Contact Roles
D. Implement Account Partner Roles

Answer: C

NEW QUESTION 346
- (Exam Topic 4)
The Could 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 349
- (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 351
- (Exam Topic 4)
Universal Containers has just enabled advanced currency management. The Vice-president (VP) of Asia Pacific Sales wants to view currency in opportunity revenue reports in both the corporate currency of USE and the relevant country's currency. The VP of Asia Pacific Sales uses USE as the default currency. What solution should a consultant recommend to meet this requirement?

A. Create a dashboard and set the display currency to show all currencies for Asia Pacific.
B. Create an opportunity revenue report for each country and use a Joined report to display values.
C. Create a dashboard and a dashboard filter to only display Asia Pacific currencies.
D. Create an opportunity revenue report and include the amount and converted amount values.

Answer: D

NEW QUESTION 356
- (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 358
- (Exam Topic 4)
A company needs to enable a community to better engage with its customers. The key aspects of the community will include Cases, Knowledge, and Community Discussions. The company wants to quickly enable the community via a template. Which template should the company use?

A. Napili (Customer Service)
B. Koa
C. Salesforce Tabs +Visualforce
D. Kokua

Answer: B

NEW QUESTION 359
- (Exam Topic 4)
Universal Containers has a lead qualification team that qualifies and converts leads into opportunities. During lead conversion, the new opportunity must be assigned to the account owner. Which solution should a consultant recommend to meet this requirement?

A. Create an assignment rule on the opportunity.
B. Create a trigger on the opportunity.
C. Create an assignment rule on the account.
D. Create a workflow on the opportunity.

Answer: B

NEW QUESTION 362
- (Exam Topic 4)
Cloud Kicks operates in multiple countries and wants to track historical exchange rates. The Consultant at Cloud Kicks has implemediated exchange rates by using advanced currency management. How is the converted currency amount on Opportunities calculated?

A. Based on the Opportunity stage regardless of the Close Date
B. Based on the historical exchange rate regardless of the Close Date
C. Based on the Close Date regardless of the Opportunity stage
D. Based on the exchange rate regardless of the Close Date

Answer: C

NEW QUESTION 367
- (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 contact 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 369
- (Exam Topic 4)
Universal Containers Credit department uses the 3rd party application for credit ratings. Credit department manager need to launch an external web based credit application from a customer's account record in salesforce. The application uses the credit id on the account object. What should a consultant recommended to meet these requirement?

A. Create the workflow rule to launch the product fulfilment application and pass the credit Id.
B. Create a formula field that uses a hyperlink function to launch the credit application and pass the credit Id
C. Create a custom button that calls an apex trigger to launch the credit application and pas the credit id.
D. Create a custom Credit Id field as an external Id on the account object to lunch the credit application and pass the credit Id.

Answer: B

NEW QUESTION 372
- (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. Salesforcel
D. Mobile classis

Answer: C

NEW QUESTION 374
- (Exam Topic 4)
UC wants to prevent sales user to modify certain opportunity fields when the sales stage has reached Negotiation/Review. However sales directors must able to edit these fields in case last minute updates are required. Which solution should a consultant recommended?

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

Answer: B

NEW QUESTION 379
- (Exam Topic 4)
The Service Manager at Universal Containers wants to improve the adoption of public Knowledge Articles and has decided to review published articles that have NOT been updated in the last 90 days, so that
out-of-date articles can be refreshed. Which solution will allow the Service Manager to see the articles that need to be reviewed?

A. Provide the Service Manager with the edit permissions to the standard Knowledge Article reports
B. Create a custom report for Knowledge Articles that filters the results based on publications status and last modified date
C. Create a custom list view for Knowledge Articles that filters the results based on publication status and last modified date
D. Provide the Service Manager with edit permissions to the stand Knowledge Article views

Answer: B

NEW QUESTION 382
- (Exam Topic 4)
Universal Container (UC) is currently live with Sales Cloud and in the process of implementing Service Cloud. UC wants to create a sandbox to test its Service Cloud implementation with real Sales Cloud Data. Which three Sandbox types can be used to accomplish this? Choose 3 answers

A. Test Sandbox
B. Partial Copy Sandbox
C. Full Sandbox
D. Developer Pro Sandbox
E. Administrator Sandbox

Answer: BCD

NEW QUESTION 384
- (Exam Topic 4)
ACloud Kicks sales team based in the U.S. is working on business development to grow market share in Australia. The organization has multicurrency enabled and has added the Australian Dollar as an available currency. How can the Consultant allow the sales team to report on Australian deal values in USD?

A. Create a formula field to perform a currency calculation on the Opportunity amount.
B. Set each sales user's default currency to the Australian Dollar.
C. Use USD for Australia Opportunity currencies
D. Enable parenthetical currency conversation.

Answer: D

NEW QUESTION 386
- (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 391
- (Exam Topic 4)
Cloud Kicks has just completed a Sales Cloud implementation and the marketing team is creating campaigns. Cloud Kicks wants to gain feedback on the implementation. What should the Consultant recommend?

A. Upgrade to the latest Salesforce release.
B. Sign off on the Statement of work.
C. Complete a post-mortem.
D. Undergo training

Answer: C

NEW QUESTION 393
- (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 395
- (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 396
- (Exam Topic 4)
The sales manager at Universal Containers wants to be informed when a lead created from the "Contact Us" form on the corporate website has not been followed up within 24 hour of being submitted. What salesforce feature should the consultant use to meet the requirement?

A. Notify using publisher action
B. Notify using chatter on Lead
C. Send an email using lead escalation rule
D. Send an email using time based workflow

Answer: D

NEW QUESTION 399
- (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 402
- (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 406
- (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 410
- (Exam Topic 4)
Universal Containers has an upcoming maintenance window where read-only access will be available Which two actions will Universal Containers be able to perform during this window? Choose 2 answers

A. Run and view Salesforce reports
B. Post report information on Chatter
C. Update case data for a customer
D. Review existing cases for an account

Answer: AD

NEW QUESTION 412
- (Exam Topic 4)
You have completed the configuration of Salesforce CRM for your client. You have a data set that is clean and ready to be migrated into Salesforce CRM. What should you do prior to loading this data set?

A. Set up delegated administrators
B. Deactivate users
C. Install a connector for Microsoft Office
D. Suspend workflow rules

Answer: D

NEW QUESTION 417
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