

# 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 Salesforce 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)

Which feature should a Consultant recommend to allow a Tier 2 Service Representative to take over case processing from Tier 1 and know how far Tier 1 had progressed in troubleshooting?

- A. Service Console Macros
- B. Lightning Guided Engagement
- C. Path for Cases
- D. Lightning Flow Component

**Answer:** B

#### NEW QUESTION 3

- (Exam Topic 1)

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

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

**Answer:** B

#### NEW QUESTION 4

- (Exam Topic 1)

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

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

**Answer:** BC

#### NEW QUESTION 5

- (Exam Topic 1)

Universal Containers is using the Lightning Service Console for managing cases and wants to add a softphone to enable click-to-call capability. Which three configurations are needed for the softphone to work in Salesforce? Choose 3 answers

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

**Answer:** ACD

#### NEW QUESTION 6

- (Exam Topic 4)

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

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

**Answer:** A

#### NEW QUESTION 7

- (Exam Topic 4)

Universal Containers would like to reduce the clicks a Customer Support Agents uses when working on a case. This includes the time it takes to create, resolve, and close the case. Which three Salesforce productivity features should be used to accomplish this requirement? Choose 3 answers

- A. Publisher Actions
- B. Chatter
- C. Macros
- D. Omni-Channel
- E. Quick Text

**Answer:** ACE

#### NEW QUESTION 8

- (Exam Topic 4)

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

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

**Answer:** B

#### NEW QUESTION 9

- (Exam Topic 4)

The sales management team of Universal Containers has noticed that opportunities are taking longer to close. Historically, it has taken 30 days for a new opportunity to be moved to closed/won. Recently, this time period has increased to 45 days. What analytics tool can the sales management team leverage to help determine the cause? Choose 2 answers

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

**Answer:** AB

#### NEW QUESTION 10

- (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 10

- (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 14

- (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 16

- (Exam Topic 4)

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

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

**Answer:** C

#### NEW QUESTION 18

- (Exam Topic 4)

Universal Containers does not have a direct sales team; its channel partners are responsible for selling and servicing products. Over the past quarter, there has been an increased volume of leads. However, the Vice President of Channels has been receiving many complaints from partners on the poor quality of the leads and has noticed a significant drop in the lead conversion rate. What should a consultant recommend to improve partner satisfaction with the leads being shared?

- A. Use the lead Score on the find duplicates button and assign the leads with a score in the high category
- B. Create multiple validation rules to ensure that all fields on the lead record are populated with data
- C. Assign all leads to the partner channel manager to validate the lead data and manually assign to partners
- D. Create a custom lead score field to assess lead quality and assign the leads that exceed the score to partners

**Answer:** D

#### NEW QUESTION 23

- (Exam Topic 4)

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

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

**Answer:** ABE

#### NEW QUESTION 28

- (Exam Topic 3)

A strong pipeline requires greater visibility. Which of the following example describes a need for greater visibility?

- 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:** C

#### NEW QUESTION 30

- (Exam Topic 4)

88. Universal containers has an extensive distributor and reseller community. To help manage this partner network, the company is implementing a partner portal. What must be considered when setting up partner users? Choose 2 answers

- A. Partner users are associated with the same set of profiles as internal users.
- B. Partner users cannot receive emails generated through workflow action...3
- C. The sharing model should be re-evaluated when the partner community.
- D. Partner user can own account and opportunity records in salesforce.

**Answer:** AC

#### NEW QUESTION 32

- (Exam Topic 4)

Sales management at Universal Containers would like to track the following information:

\* Number of open opportunities in the current quarter by sales representative

\* Number of closed opportunities in the last quarter by sales representatives What should a consultant recommend to meet these requirements?

- A. Create an analytic snapshot
- B. Create a joined report.
- C. Create a dynamic dashboard
- D. Create a summary report with cross filters

**Answer:** B

#### NEW QUESTION 37

- (Exam Topic 4)

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

- A. Create a lookup to a custom object for the installed product

- B. Use the standard Opportunity relationship
- C. Use the standard Asset relationship
- D. Create a lookup object to the contract record

**Answer:** C

#### NEW QUESTION 38

- (Exam Topic 4)

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

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

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

**Answer:** B

#### NEW QUESTION 42

- (Exam Topic 3)

Which pair of reports is best associated with the business driver "Build a strong pipeline"?

- A. "# of Face-to-Face Meetings" and "# of Deals Won, Lost, and In-Progress"
- B. "Stage Duration Age" and "Forecast by Sales Rep"
- C. "Closed Opportunities by Lead Source" and "Reasons for Lead Disqualification"

**Answer:** C

#### NEW QUESTION 45

- (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 49

- (Exam Topic 3)

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

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

**Answer:** CD

#### NEW QUESTION 54

- (Exam Topic 3)

What are the main challenges that Marketing faces when trying to drive more business? (Select all that apply)

- A. Website integration: Lack of website integration, which delays entry of leads into CRM
- B. Email Marketing: Difficult to track and report on effectiveness of emails that were sent
- C. Search Marketing: No reportable relationship between search words and closed sales
- D. Reporting: Must create reports manually, which slows down lead generation
- E. Campaign M

**Answer:** ABCE

#### NEW QUESTION 57

- (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 62

- (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 67

- (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 helps to know who to target for future campaigns?

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

**Answer:** D

#### NEW QUESTION 68

- (Exam Topic 3)

Which pair of reports is best associated with the business driver "Improve Sales Rep productivity"?

- A. "# of Face-to-Face Meetings" and "# of Deals Won, Lost, and In-Progress"
- B. "Stage Duration Age" and "Forecast by Sales Rep"
- C. "Closed Opportunities by Lead Source" and "Reasons for Lead Disqualification"

**Answer:** A

#### NEW QUESTION 70

- (Exam Topic 3)

Which of the following descriptions best describe Quotes?

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

**Answer:** A

#### NEW QUESTION 72

- (Exam Topic 3)

Which option best identifies with the Chatter Home Page?

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

**Answer:** A

#### NEW QUESTION 75

- (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 77

- (Exam Topic 3)

What are the factors that influence marketing metrics and drive key marketing business challenges?

- A. Insufficient lead generation
- B. Poor alignment with sales



C. Measuring marketing ROI

**Answer:** A

**NEW QUESTION 78**

- (Exam Topic 3)

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

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

**Answer:** B

**NEW QUESTION 83**

- (Exam Topic 3)

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

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

**Answer:** B

**NEW QUESTION 87**

- (Exam Topic 3)

The native mass email functionality is not recommended for marketing.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 89**

- (Exam Topic 3)

Which of the following descriptions best describe Content?

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

**Answer:** C

**NEW QUESTION 93**

- (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 97**

- (Exam Topic 3)

Which of the following descriptions best describe Chatter?

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

**Answer:** D

**NEW QUESTION 100**

- (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 102**

- (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 106**

- (Exam Topic 2)

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

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

**Answer:** ABD

**NEW QUESTION 109**

- (Exam Topic 2)

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

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

**Answer:** BCDE

**NEW QUESTION 111**

- (Exam Topic 2)

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

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

**Answer:** ABC

**NEW QUESTION 112**

- (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 113**

- (Exam Topic 2)

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

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

**Answer:** D

**NEW QUESTION 116**

- (Exam Topic 2)

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



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

**Answer:** C

#### NEW QUESTION 121

- (Exam Topic 2)

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

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 125

- (Exam Topic 2)

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

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

**Answer:** F

#### NEW QUESTION 127

- (Exam Topic 2)

Standard fiscal years must start on January 1st.

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 132

- (Exam Topic 2)

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

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

**Answer:** E

#### NEW QUESTION 136

- (Exam Topic 2)

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

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

**Answer:** A

#### NEW QUESTION 139

- (Exam Topic 2)

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

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

**Answer:** A

#### NEW QUESTION 144

- (Exam Topic 2)

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

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

**Answer:** C

#### **NEW QUESTION 146**

- (Exam Topic 2)

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

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

**Answer:** B

#### **NEW QUESTION 148**

- (Exam Topic 2)

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

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

**Answer:** BC

#### **NEW QUESTION 151**

- (Exam Topic 1)

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

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

**Answer:** B

#### **NEW QUESTION 152**

- (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 154**

- (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 157**

- (Exam Topic 2)

Your forecast is available to your manager only after you have clicked the Submit button.

- A. True
- B. False

**Answer:** B

#### **NEW QUESTION 158**

- (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 160

- (Exam Topic 2)

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

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 165

- (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 167

- (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 170

- (Exam Topic 2)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 175

- (Exam Topic 2)

Role hierarchy should normally mimic the org structure.

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 177

- (Exam Topic 2)

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

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

**Answer:** A

#### NEW QUESTION 181

- (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 186

- (Exam Topic 1)

Universal Containers wants to provide its five million customers a solution where customers can submit inquiries, monitor the status of those inquiries, and view their contact information.

Which type of Community license should be used to meet these requirements?

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

**Answer:** C

#### NEW QUESTION 191

- (Exam Topic 1)

The Universal Containers' customer support organization has implemented Knowledge Centered Support (KCS) in its call center. However, the call center management thinks that agents are not contributing new knowledge articles as often as they should.

Which two should the company do to address this situation? Choose 2 answers

- A. Measure and reward agents based on the number of new articles submitted for approval.
- B. Measure and reward agents based on the number of new articles approved for publication.
- C. Create a dashboard that includes articles submitted by agents and approved for publication.
- D. Require agents to check a box on the case when submitting a new suggested article.

**Answer:** AC

#### NEW QUESTION 195

- (Exam Topic 1)

What are two design considerations for a Live Agent implementation? Choose 2 answers

- A. Chat Visitor Browser
- B. Chat Window Title
- C. Chat Character Limit
- D. Idle Connection Timeout

**Answer:** AD

#### NEW QUESTION 196

- (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 199

- (Exam Topic 1)

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

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

**Answer:** D

#### NEW QUESTION 204

- (Exam Topic 1)

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

- A. Omni-channel Skills-based routing
- B. Live Agent Queue-based routing
- C. Omni-channel Queue-based routing

D. Case Skills-based Assignment Rules

**Answer:** B

**NEW QUESTION 207**

- (Exam Topic 1)

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

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

**Answer:** A

**NEW QUESTION 208**

- (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 212**

- (Exam Topic 1)

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

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

**Answer:** BD

**NEW QUESTION 217**

- (Exam Topic 1)

Which Lightning Service Console feature should be used to enable Service Reps to send emails with attachments to customers based on the Case details?

- A. Process Builder
- B. Lightning Knowledge
- C. Macros
- D. Visual Workflow

**Answer:** A

**NEW QUESTION 222**

- (Exam Topic 4)

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

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

**Answer:** D

**NEW QUESTION 225**

- (Exam Topic 4)

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

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

**Answer:** D

**NEW QUESTION 228**

- (Exam Topic 4)

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

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

**Answer: B**

#### NEW QUESTION 233

- (Exam Topic 4)

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

What should the Consultant recommend to meet this requirement?

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

**Answer: C**

#### NEW QUESTION 234

- (Exam Topic 4)

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

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

**Answer: AC**

#### NEW QUESTION 238

- (Exam Topic 4)

The Cloud Kicks IT team wants to enable person Accounts in its Salesforce org.

Which three prerequisites must be met before the Consultant can enable person Accounts? Choose 3 answers

- A. The Organization-wide Default for Contacts has been set to Controlled by Parent.
- B. The Cloud Kicks Salesforce Community has been disabled to allow person Account self-registration in the future.
- C. The Organization-wide Default for both Accounts and Contacts have been set to Public Read/Write.
- D. At least one record type has been created for Accounts.
- E. User profiles with read access to Accounts also have read access to Contacts.

**Answer: ADE**

#### NEW QUESTION 240

- (Exam Topic 4)

Universal Containers sells two product lines that each use a distinct selling methodology. Additionally, each product line captures different information that is used to sell the products. What should a consultant recommend to support selling the two product lines?

- A. Create two page layouts and two sales processes; assign them to the respective product lines to collect relevant information.
- B. Create two page layouts, one opportunity record type, and one workflow rule to assign the correct page layout to the record type.
- C. Create one page layout, two sales processes, and validation rules to capture relevant opportunity information.
- D. Create two sales processes and two page layouts; assign them to two different opportunity record types for each product line.

**Answer: D**

#### NEW QUESTION 242

- (Exam Topic 4)

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

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

**Answer: C**

#### NEW QUESTION 246

- (Exam Topic 4)

Universal Containers is moving their legacy Customer Relationship Management (CRM) system to salesforce sales cloud. What should the consultant recommend



to ensure a successful implementation?

- A. Review the current system with all levels of users to understand their requirements
- B. Review the current system with executive management to understand their requirement
- C. Review the current system with and configure sales cloud to work in the same way
- D. Review the current system with IT management to understand their requirement

**Answer:** A

#### NEW QUESTION 248

- (Exam Topic 4)

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

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

**Answer:** BD

#### NEW QUESTION 251

- (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 253

- (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 256

- (Exam Topic 4)

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

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

**Answer:** D

#### NEW QUESTION 261

- (Exam Topic 4)

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

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

**Answer:** B

#### NEW QUESTION 264

- (Exam Topic 4)

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

quality of lead data? Choose 2 answers

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

**Answer:** AB

#### NEW QUESTION 265

- (Exam Topic 4)

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

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

**Answer:** ACE

#### NEW QUESTION 268

- (Exam Topic 4)

UC wishes to track relationships between its customers. For example, some customers are suppliers for other customers. What should a consultant recommend to track multiple customer relationships in Salesforce?

- A. Add the related company to the first company's account team, with supplier as the role.
- B. Add the related company to the first company's custom supplier lookup field as a value.
- C. Add the related company to the first company's partner related list, with supplier as a value.
- D. Add the related company to the first company's contact roles related list, with supplier as a value.

**Answer:** C

#### NEW QUESTION 269

- (Exam Topic 4)

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

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

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

**Answer:** D

#### NEW QUESTION 274

- (Exam Topic 4)

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

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

**Answer:** D

#### NEW QUESTION 278

- (Exam Topic 4)

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

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

**Answer:** AB

#### NEW QUESTION 283

- (Exam Topic 4)

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

- A. Map solution design documents to system test scripts

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

**Answer:** BD

#### NEW QUESTION 284

- (Exam Topic 4)

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

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

**Answer:** ADF

#### NEW QUESTION 287

- (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 salesforce 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 Visualforce page with an embedded chart component for each account.
- D. Create a dashboard component and use chatter feed on the account on salesforce mobile app

**Answer:** A

#### NEW QUESTION 291

- (Exam Topic 4)

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

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

**Answer:** A

#### NEW QUESTION 295

- (Exam Topic 4)

The Universal Containers sales team would like to track product shipments for each of its customers. The shipment tracking information is currently available in a back-end system, which the company plans to integrate with Salesforce. Which objects are relevant for this integration?

- A. Opportunity, opportunity product, contract, custom object-shipment status
- B. Lead, account, opportunity product, custom object-shipment status
- C. Opportunity, opportunity product, custom object-shipment status
- D. Lead, opportunity, product, custom object-shipment status

**Answer:** C

#### NEW QUESTION 298

- (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 303

- (Exam Topic 4)

Universal Containers is implementing Salesforce and plans to migrate several marketing campaigns from a legacy system. Which approach would a consultant recommend to ensure that the campaign and campaign member data is accurately maintained?

- A. Create external ID fields for campaigns, leads, and contacts
- B. Create external ID fields for campaigns, leads, and accounts.
- C. Create external ID fields for campaigns, accounts, and contacts.
- D. Create external ID fields for campaigns, campaign members, and accounts.

**Answer:** A

**NEW QUESTION 306**

- (Exam Topic 4)

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

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

**Answer:** D

**NEW QUESTION 310**

- (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 313**

- (Exam Topic 4)

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

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

**Answer:** B

**NEW QUESTION 314**

- (Exam Topic 4)

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

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

**Answer:** A

**NEW QUESTION 317**

- (Exam Topic 4)

UC has set accounts, contacts and opportunities to private. Sales Rep manage the account for which they are the account owner. The company also employs sales specialist to assist sales rep on deals. What should a consultant recommended to allow sales specialist to see account information and any opportunity information associated with the account?

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

**Answer:** C

**NEW QUESTION 322**

- (Exam Topic 4)

Universal Containers is nearing the end of a quarter and the committed forecast is well below target. In order to identify additional sales opportunities. Universal Containers needs to track the competitor products used by its customers so it can sell into those customer accounts. Where should the competitor product information be tracked?

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

**Answer:** A

#### NEW QUESTION 327

- (Exam Topic 4)

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

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

**Answer:** ABE

#### NEW QUESTION 330

- (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 331

- (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 334

- (Exam Topic 4)

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

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

**Answer:** ACE

#### NEW QUESTION 336

- (Exam Topic 4)

Universal Containers has configured a private sharing model for accounts and opportunities. As part of its sales strategy, each sales representative collaborates with the same set of Individuals for each opportunity. What should a consultant recommend to grant sales Rep the appropriate access to an opportunity?

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

**Answer:** D

#### NEW QUESTION 339

- (Exam Topic 4)

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

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

**Answer:** C

#### NEW QUESTION 340

- (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 344

- (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 347

- (Exam Topic 4)

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

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

**Answer:** A

#### NEW QUESTION 349

- (Exam Topic 4)

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

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

**Answer:** A

#### NEW QUESTION 351

- (Exam Topic 4)

Universal Containers wants to track the campaigns that influence won opportunities. Using standard functionality, what should a consultant recommend to meet this requirement? Choose 2 answers

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

**Answer:** AB

#### NEW QUESTION 352

- (Exam Topic 4)

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

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

**Answer:** CE

#### NEW QUESTION 356

- (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 357

- (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 359

- (Exam Topic 4)

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

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

**Answer:** BD

#### NEW QUESTION 360

- (Exam Topic 4)

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

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

Assign appropriate sales stage.

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

**Answer:** BE

#### NEW QUESTION 363

- (Exam Topic 4)

How would you design a solution to give UP a 360 degree view of an account?

- A. Create custom formula fields to display the related information
- B. Set the field-level security to visible for the appropriate related lists
- C. Ensure that the appropriate related lists are on the account page layout
- D. Create an apex trigger to display related information

**Answer:** C

#### NEW QUESTION 364

- (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 368

- (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 371

- (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 374

- (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 379

- (Exam Topic 4)

AConsultant arrives for a requirements workshop, but key resources are absent. What is the likely reason the key resources are absent?

- A. The proper roles, resources, and risks were not identified.
- B. The resources were not on the Project Kick-off
- C. The purpose and scope were not defined
- D. The project plan did not receive sign-off

**Answer:** A

#### NEW QUESTION 383

- (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 385

- (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 387

- (Exam Topic 4)

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

- A. Check to ensure the products have been added to the price book.
- B. Activate the products in the price book.
- C. Check that the products have a SO list price
- D. Check that the products have a standard price in the list price field.

E. Activate the price book

**Answer:** AB

**NEW QUESTION 388**

- (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 391**

- (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 394**

- (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 399**

- (Exam Topic 4)

Universal Containers recently enabled Chatter and has found it extremely helpful in the sales process. Given the success, Universal Containers would like to bring the competitive intelligence team into Salesforce to leverage Chatter to collaborate on opportunities when key competitors are identified. Which step should be considered when setting up the competitive intelligence team? Select two answers.

- A. Set up each member of the competitive intelligence team with standard user licenses.
- B. Add the competitive intelligence team to Chatter groups organized by competitor.
- C. Set up each member of the competitive intelligence team with Chatter Free licenses.
- D. Create a single user for the competitive intelligence team to share.

**Answer:** AB

**NEW QUESTION 401**

- (Exam Topic 4)

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

- A. Enable Content in the Partner Community and enable Content email alerts for partner users.
- B. Enable the Document tab in the Partner Community and enable email alerts for partner users.
- C. Add the Content related list to the partner contact page layout and enable content delivery.
- D. Add the Content related list to the partner account page layout and enable content delivery.

**Answer:** A

**NEW QUESTION 404**

- (Exam Topic 4)

A sales representative at UC frequently has multiple quotes related to an opportunity. Which solution should a consultant recommend to manage the quotes?

- A. Click the Start Sync button on an opportunity to link it to a quote for an automatic synchronisation.
- B. Update the quote line Item when a change is made to the opportunity product line items.
- C. Click the Start Sync button on a quote to link it to the opportunity for automatic synchronisation.
- D. Create workflow rules on opportunity product and quote line items to keep them synchronised.

**Answer:** C

**NEW QUESTION 407**

- (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 411**

- (Exam Topic 4)

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

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

**Answer:** D

**NEW QUESTION 415**

- (Exam Topic 4)

Sales management at Universal Containers wants product managers to become more involved with sales deals that are being delayed in the negotiation stage of the sales process. Product managers need to understand the details of specific sales deals, and address product capability and roadmap questions with customers. What solution should a consultant recommend to help product managers engage in sales deals? Choose 2 answers

- A. Add the opportunity team, product managers, and customers to libraries containing files relevant to sales u deals
- B. Use an assignment rule to notify product managers when opportunities are updated
- C. Create a chatter group to share product information with sales team, product managers, and customers
- D. @mention product managers in chatter posts on relevant sales deals

**Answer:** AC

**NEW QUESTION 418**

- (Exam Topic 4)

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

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

**Answer:** C

**NEW QUESTION 422**

- (Exam Topic 4)

When an Opportunity Stage is marked as Closed Won, Cloud Kicks wants an email to be sent to a team of Executives. This email should include details about the Opportunity along with the related Opportunity Products and Account. Which solution should the Consultant recommend to active this requirement?

- A. Use Process Builder and HTML Email Templates.
- B. Develop an Inbound Email Service.
- C. Use Workflow rules and HTML Email Templates.
- D. Develop a custom Apex Trigger that uses custom email messaging.

**Answer:** D

**NEW QUESTION 425**

- (Exam Topic 4)

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

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

**Answer:** A



**NEW QUESTION 426**

- (Exam Topic 4)

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

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

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

**Answer:** A

**NEW QUESTION 427**

- (Exam Topic 4)

Universal Containers has set the organization-wide default to public read-only for accounts, contacts, and opportunities. Activities are set to be controlled by the parent. The ABC corporation account is owned by a sales user whose profile grants to create, read, edit and delete access to accounts, contacts and opportunities. Based on this information, the owner of the ABC Corporation account record has the rights to take which actions?

- A. Transfer ownership of related contacts and opportunities owned by other users
- B. Share the account with other users through manual sharing and account teams
- C. View, edit and delete related contacts and opportunities owned by other users
- D. View, edit, and delete activities owned by other users directly related to the account

**Answer:** BD

**NEW QUESTION 430**

- (Exam Topic 4)

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

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

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

**Answer:** B

**NEW QUESTION 435**

- (Exam Topic 4)

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

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

**Answer:** A

**NEW QUESTION 439**

- (Exam Topic 4)

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

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

**Answer:** B

**NEW QUESTION 444**

- (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 448

- (Exam Topic 4)

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

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

**Answer:** ADE

#### NEW QUESTION 450

- (Exam Topic 4)

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

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

**Answer:** BCD

#### NEW QUESTION 454

- (Exam Topic 4)

What Sales Cloud feature would allow UP to track which campaigns are related to a specific program initiative?

- A. Campaign members
- B. Campaign hierarchy
- C. Contact roles
- D. Campaign influence

**Answer:** B

#### NEW QUESTION 455

- (Exam Topic 4)

Cloud Kicks wants to integrate back-end systems with Salesforce. The track the "Shoe of the Month" product shipments to each customer and the associated tracking information is stored in a back-end tracking system. Which set of this integration?

- A. Custom object "Status," Opportunity, Product
- B. Custom Lightning Component, opportunity, Lead, Product
- C. Custom object "Status," Opportunity line Item, Product
- D. Custom Lightning Component, Opportunity, Product
- E. Custom object "Status," Opportunity, Lead, Account, Product

**Answer:** A

#### NEW QUESTION 459

- (Exam Topic 4)

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

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

**Answer:** BD

#### NEW QUESTION 461

- (Exam Topic 4)

Resellers for Universal Containers need access to reports in the partner communities to help manage their opportunities. How should Salesforce be configured to give resellers the correct level of access to reports?

- A. create the appropriate list views and report folder, and share with all partner users
- B. Create the opportunity list view and report folder in the partner communities for all partners
- C. create a new tab in the partner communities to display the appropriate list view and report folder
- D. create a chatter group that allows partner to post item appropriate list view and report

**Answer:** B

#### NEW QUESTION 463



- (Exam Topic 4)

The Universal Containers Contact Center has Customer Support Agents who speak Spanish and wants all cases where Spanish is the preferred language to be handled by these agents in real time. Universal Containers allows customers to contact agents through phone and chat. Which Solution should be implemented to support this?

- A. Visual Workflow
- B. Omni-Channel
- C. Case Auto-Response Rules
- D. Case Assignment Rules

**Answer: B**

#### NEW QUESTION 465

- (Exam Topic 4)

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

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

**Answer: A**

#### NEW QUESTION 469

- (Exam Topic 4)

As part of a new Salesforce Knowledge implementation, Universal Containers would like to migrate articles from their current database. Which factor should a Consultant consider as part of the migration strategy?

- A. Prepare a single .csv file that can be used to migrate all article types at once and include a properties file in a .zip for import
- B. Verify that each article type has field-level security on all fields set to read-only prior to import, in order to prevent any loss of data
- C. Ensure that each existing article type has a corresponding Salesforce Knowledge article type that matches its structure and content
- D. Convert any articles containing HTML into plain text before importing because HTML is NOT supported in any article field types

**Answer: C**

#### NEW QUESTION 473

- (Exam Topic 4)

During the Cloud Deploy phase, end users are complaining that they have a new system to log into, and it's holding up training. What is the likely cause of these complaints?

- A. Cloud Kicks did not gain buy-in during the Analyze phase and they did not build buzz during the Build and Validate phase.
- B. Cloud Kicks did not gain buy-in during the Design phase the solution was not designed.
- C. A communication plan was not designed during the Plan phase and buzz was not generated during the Deploy phase.
- D. A training plan was not made during the Validate phase and buzz was not during the Design and Validate phase.

**Answer: C**

#### NEW QUESTION 474

- (Exam Topic 4)

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

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

**Answer: B**

#### NEW QUESTION 479

- (Exam Topic 4)

A Regional Sales Manager's (RSM) direct reports are frequently added as sales team members for other sales representatives' opportunities. Which report view filter should be applied to a pipeline report to display all of the opportunities for which the RSM's direct reports are involved?

- A. My team-selling opportunities
- B. My team's opportunities
- C. My team-selling and my opportunities
- D. My team's team-selling and their opportunities

**Answer: D**

#### NEW QUESTION 484

- (Exam Topic 4)

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

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

**Answer:** D

**NEW QUESTION 485**

- (Exam Topic 4)

UC wants to give access to Salesforce to its sales reps on the road, even when they are in areas not covered by internet reception. What solution should a consultant propose?

- A. Salesforce Touch
- B. Salesforce Classic
- C. Salesforcel app
- D. Custom hybrid app

**Answer:** C

**NEW QUESTION 486**

- (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 488**

- (Exam Topic 4)

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

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

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

**Answer:** A

**NEW QUESTION 491**

- (Exam Topic 4)

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

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

**Answer:** D

**NEW QUESTION 494**

- (Exam Topic 4)

The sales director at Cloud Kicks wants to ensure, on the creation of Contacts for an existing Account, that the mailing address of a contact is the same as the shipping address of the parent Account based on the postal code. Which solution should the Consultant suggest to meet this requirement?

- A. Create a Validation rule on the Person Account object to validate the MalingPostalCode of the contact with the ShippingPostalCode of the account.
- B. Create a Validation rule on the Contact object to validate the ShippingPostalCode of the contact with the MalingPostalCode of the account.
- C. Create a Validation rule on the Contact object to validate the MalingPostalCode of the contact with the ShippingPostalCode of the account.
- D. Create a Validation rule on the Account object to validate the MalingPostalCode of the contact with the ShippingPostalCode of the account.

**Answer:** C

**NEW QUESTION 498**

- (Exam Topic 4)

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

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

**Answer:** D

**NEW QUESTION 501**

- (Exam Topic 4)

Universal Containers is expanding sales internationally and has created new price books to handle the various currencies for the five new countries. When a sales representative selects one of the new price books to add a product to an opportunity, there are no products available. What should be evaluated when troubleshooting this issue?

- A. Confirm that the old pricebook is disabled for the sales representative.
- B. Confirm that the products are shared with the sales representative's role.
- C. Confirm that product line items on opportunities are enabled.
- D. Confirm that the products and currencies are associated with the pricebook.

**Answer:** D

**NEW QUESTION 506**

- (Exam Topic 4)

Cloud Kicks frequently has multiple sales representatives that collaborate on an Opportunity and needs Salesforce to allocate credit to each sales representative in order to track against a sales quota. Which Salesforce feature satisfies this requirement?

- A. Opportunity Teams
- B. Account Teams
- C. Public Groups
- D. Opportunity Splits

**Answer:** D

**NEW QUESTION 509**

- (Exam Topic 4)

What is the Capability of Chatter Files? Choose 2 answers

- A. Files can be synced from Chatter to a folder in a local directory
- B. All content files from content libraries can be synced in Chatter
- C. Private content may only be shared in private Chatter groups
- D. Users can use @mentions to share files in content libraries

**Answer:** AB

**NEW QUESTION 511**

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