



Salesforce

Exam Questions Sales-Cloud-Consultant

Certified Salesforce Sales Cloud Consultant

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NEW QUESTION 1

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

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

Answer: C

NEW QUESTION 2

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

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

Answer: B

NEW QUESTION 3

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

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

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

Answer: ADE

NEW QUESTION 4

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

Choose 2 answers

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

Answer: BD

NEW QUESTION 5

Universal Containers has hired a new employee for the Global Sales Leadership team. The employee is interested in fostering friendly competition between account executives, with emphasis on reinforcing activities that drive sales. Historically, for every four prospect meetings held, one sale was generated.

Which action would help support the sales teams?

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

Answer: B

NEW QUESTION 6

Cloud Kicks has 12 stages in its sales process. The probability of winning the sale must be indicated. The sales manager uses sales stages and probability for forecasting. The sales manager wants a condensed summary of the forecasts without affecting the sales team.

Which approach should a consultant recommend to streamline forecast reporting?

- A. Create a custom object to be used in forecast reporting.
- B. Reduce the number of opportunity stages and report on probability.
- C. Align opportunity stages with probability and use collaborative forecasts for reporting.
- D. Align forecast categories to multiple opportunity stages and report on forecast category.

Answer: D

NEW QUESTION 7

Universal Containers' (UC) sales reps have said there are too many reports and dashboards which makes it hard to find what is important to them.

What should a consultant recommend that use to solve this issue?

- A. Custom report types
- B. Private folders
- C. Enhanced Folder Sharing
- D. Dashboard Filters

Answer: A

NEW QUESTION 8

Cloud Kicks (CK) wants to migrate data from its existing enterprise resource planning (ERP) system to CK wants to organize its data using the unique ID that is a number type in the ERP.

What should the consultant recommend to meet the requirement?

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

Answer: A

NEW QUESTION 9

A sales manager at Cloud Kicks wants the sales team to stay informed about the team's progress in Quip. Which approach should a consultant recommend?

- A. Use Salesforce Chatter groups and enable access to the sales team.
- B. Utilize Salesforce Notes standalone related list in Lightning Experience.
- C. Connect a document or spreadsheet to a Slack channel.
- D. Use Salesforce Chatter groups and restrict access to the sales team.

Answer: C

NEW QUESTION 10

Cloud Kicks (CK) hired a consultant to analyse its Salesforce forecasting configuration and advise CK on how to improve it. The consultant found opportunities in the Value Proposition stage showed up in Collaborative Forecasting inconsistently, which led to inaccurate reporting.

What should the consultant recommend to ensure that opportunities show up consistently?

- A. Make the Forecast Category a required field.
- B. Change the Forecast Report to include Forecast Category.
- C. Map opportunity stages to the Forecast Category.
- D. Add a validation rule to the Forecast Category.

Answer: C

NEW QUESTION 10

Cloud Kicks is expanding its operations to Europe. The company wants to enable Advanced Currency Management to support both EUR and USD currencies, and show the total values of open opportunities on account records.

How should the consultant implement a solution to meet the requirement?

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

Answer: B

NEW QUESTION 13

The Cloud Kicks CEO needs to run reports from the sales team's reports folder. The CEO's assistant needs to control access to the reports. Sales managers need to change the reports when necessary.

How should the consultant meet the requirement?

- A. Set the CEO access level to View, the CEO's assistant to Manage, and the sales manager to Edit on ACO the folder.
- B. Enable Manage Reports in Public Folders and give access to the CEO and their subordinates.
- C. Set the CEO access level to View All, the CEO's assistant to Modify All, and the sales manager public group to Create.
- D. Enable Manage access for the CEO role and subordinates, and Manage access for the CEO'S assistant profile.

Answer: A

NEW QUESTION 14

Cloud Kicks (CK) wants to migrate a data file containing 8,000 leads from a legacy system into Salesforce. Many of the lead owners have left the company, so CK wants to populate the Lead Owner field for these records using the active assignment rule.

Which two tools should a consultant recommend to meet the requirement? Choose 2 answers

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

Answer: AB

NEW QUESTION 17

The Cloud Kicks (CK) sales team works with two different types of leads: distributors and retailers. CK's management wants the sales team to follow two different lead qualification processes before converting the Lead into an opportunity.

Which three actions should a consultant recommend to meet this requirement? Choose 3 answers

- A. Create retailer and distributor lead processes.
- B. Create a new profile and only assign one lead record type to it.
- C. Add leads to different campaigns based on lead type.
- D. Create Status picklist values specific to each lead type.
- E. Create distributor and retailer lead record types.

Answer: ADE

NEW QUESTION 18

Universal Containers is analyzing data to identify gaps and wants to know which Accounts with open Opportunities are missing Contacts.

Which feature should a consultant recommend building this report?

- A. Custom report type
- B. Joined report
- C. Custom filter
- D. Cross filter

Answer: D

NEW QUESTION 21

Universal Containers (UC) deployed Sales Cloud three months ago to the North American sales teams. One of the reasons UC selected sales cloud is its mobile support which provides flexibility for account executive.

How should the consultant assure UC's management that Sales Cloud is being successfully adopted on mobile devices?

- A. Create a report to show the volume of opportunities created in the last three months compared to a year ago.
- B. Create a custom report type to show the use of mobile devices by users in the last three months.
- C. Track sales results month-over-month for the last three months to show an increase in the average order size.
- D. Leverage Visualforce to show the use of mobile devices by users during the last three months.

Answer: D

NEW QUESTION 25

Universal Containers is analyzing data to identify gaps, and wants to know which Accounts with ...opportunities are missing Contacts.

Which feature should a consultant recommend to build this report?

- A. Custom report type
- B. Joined report
- C. Cross filter
- D. Custom filter

Answer: C

NEW QUESTION 30

A sales rep owns an opportunity and can view the associated account, but is unable to view contacts on that account.

What should the consultant recommend to allow account owners to selectively share an account's contacts with opportunity owners?

- A. Add opportunity owners to the Opportunity Team and configure contact sharing.
- B. Transfer account ownership from themselves to the opportunity owner.
- C. Transfer contact ownership from themselves to the opportunity owner.
- D. Add opportunity owners to the Account Team and configure contact sharing.

Answer: D

NEW QUESTION 31

Cloud Kicks (CK) sells online subscriptions for its leading Shoe of the Month club. Customers can make a single payment or pay weekly, monthly, or quarterly. CK wants to use Opportunities to track and report on these subscription deals.

What should a consultant recommend to meet this requirement?

- A. Activate schedules on the Opportunity object.
- B. Enable schedules on the Product object.
- C. Configure assets with a look up to the Opportunity object.
- D. Implement contracts with a look up to the Opportunity object.

Answer: B

NEW QUESTION 32

A consultant for Cloud Kicks notices that the deploy date for the Sales Cloud project is also the same weekend as a Salesforce Release.

What should the consultant recommend?

- A. Continue the planned deployment concurrent with the Salesforce Release.
- B. Update the project plan for the following week and communicate the change.

- C. Inform Cloud Kicks about the Salesforce Release and that the project may take longer.
- D. Stop all work because the impact of the Salesforce Release is unknown.

Answer: B

NEW QUESTION 37

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

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

Answer: AB

NEW QUESTION 39

Cloud Kicks (CK) has a custom object, Project__c, that has a lookup relationship to the Opportunity object. The CK project manager has requested a report that includes both Project__c and Opportunity data.

What should the consultant use to include data from both the Project__c and Opportunity objects in one report?

- A. Matrix reports
- B. Junction reports
- C. Cross-object filters
- D. Custom report types

Answer: D

NEW QUESTION 43

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

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

Answer: BC

NEW QUESTION 47

Universal Containers has configured the Account organization-wide default (OWD) sharing as Public Read Only. All customer Accounts are owned by the customer success manager. When a customer calls support to update their contact information, the support agent on their Account team is unable to edit the Account.

Which approach should a consultant recommend allowing the support agent to edit the Account, while still enforcing the Public Read Only OWD?

- A. The support agent should add themselves to the customer's Account team to grant Edit permissions.
- B. The support agent should contact the customer success manager to update the Account.
- C. The customer success manager should change the owner of the Account to the support agent.
- D. The customer success manager should include the support agent on the default Account team with Edit permissions.

Answer: D

NEW QUESTION 48

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

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

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

Answer: B

NEW QUESTION 50

Sales managers at Cloud Kicks have noticed that information in some opportunity reports is incomplete. A consultant has performed an analysis and determined that opportunity stages often lack key information that sales managers at each stage because sales reps have yet to enter the data.

What should the consultant recommend so opportunity stage reports always contain the data managers expect?

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

Answer: C

NEW QUESTION 53

The sales managers at Universal Containers (UC) believe that many of the sales reps' deals that are being lost to competitors are getting less attention than deals that are won.

What should a consultant build so management can assess whether its belief is correct and monitor it going forward?

- A. Create formula fields on Opportunity and Activity.
- B. Install an AppExchange app for tracking Lead conversion.
- C. Build a report on Opportunities and Activities.
- D. Build a report on Leads and Activities.

Answer: B

NEW QUESTION 54

The sales department at Cloud Kicks is growing quickly. New sales executives should prioritize interacting with existing contacts who are decision makers and influencers to further the business relationship.

Which solution should the consultant recommend?

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

Answer: A

NEW QUESTION 58

A consultant is implementing a new Sales Cloud instance for Cloud Kicks (CK) that has a public sharing model for Accounts. Different sales reps own local Accounts that create a multi-level Account Hierarchy. CK needs to see the total number of closed won opportunities and the revenue value for all Accounts in the hierarchy when viewing 2 Parent Account. Which recommendation meets this requirement?

- A. Configure an after-save flow to update a custom field on the parent Account with the total value of opportunities from the child Accounts.
- B. Create a Roll-Up Summary field on the parent Account with the total value of won Opportunities from the child Accounts
- C. Create a workflow rule to update the custom field on the parent Account with the total value of won Opportunities from the child Accounts
- D. Use the View Account Hierarchy option and include a custom Roll-Up Summary field with the total value of won Opportunities in the displayed columns.

Answer: A

NEW QUESTION 60

Cloud Kicks wants to improve its return on investment (ROI) by creating intelligent processes built on trusted, targeted data.

What are two justifications for using third-party data enrichment tools? Choose 2 answers

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

Answer: BC

NEW QUESTION 65

During a Discovery session at Cloud Kicks, a topic is highlighted that How should the consultant proceed?

- A. Conduct another Discovery session.
- B. Define and submit a change order for the new items.
- C. Revise the timeline for the new items.
- D. Continue work because it is covered by the warranty.

Answer: B

NEW QUESTION 70

Organization-wide default settings for Account is set to Private at Cloud Kicks- Users are unable to see each others accounts.

When a Salesforce admin assigns User A as the owner of an opportunity related to User B's account, which additional access will User A gain?

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

Answer: D

NEW QUESTION 73

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

Which three standard dashboards are available? Choose 3 answers

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

E. Lead Score Distribution

Answer: ABE

NEW QUESTION 76

A consultant is working with Cloud Kicks (CK) on its initial Sales Cloud implementation. CK wants its sales reps to be able to use Sales Cloud to track accounts, contacts, and opportunities before its global conference in 4 months. What should the consultant recommend to meet the requirement?

- A. Set obtainable metrics, goals, and milestones for the deadline.
- B. Deploy the Salesforce mobile app to the team prior to the event.
- C. Reschedule the event to ensure functionality is complete.
- D. Implement additional features to make the team more productive

Answer: A

NEW QUESTION 79

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

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

Answer: D

NEW QUESTION 81

Cloud Kicks is implementing Sales Cloud and has asked a consultant to create an architecture diagram of the system. Which stage of the project lifecycle does this fall under?

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

Answer: D

NEW QUESTION 86

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

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

Answer: AC

NEW QUESTION 90

Cloud Kicks wants its sales operations team to place orders for United States customers in Sales Ootid. The sales ops team needs to calculate sales tax on the orders. Sales tax is a complex calculation based on tax law that may change at any time. What should the consultant recommend to meet the requirement?

- A. A formula field on the Order object
- B. An app from the AppExchange
- C. A screen flow for orders
- D. A spreadsheet with formulas

Answer: B

NEW QUESTION 92

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

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

Answer: D

NEW QUESTION 93

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

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

Answer: D

NEW QUESTION 96

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

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

Answer: ACD

NEW QUESTION 100

Cloud Kicks requires its sales reps to go through an internal certification process on myTrailhead before they add specific groups of Products to Opportunities. Which two solutions should be used to validate that sales reps have completed the myTrailhead badge? Choose 2 answers

- A. Use a validation rule on Opportunity Products to prevent a sales rep from adding Products marked as requiring the myTrailhead badge if the rep has yet to complete the badge.
- B. Use a Process Builder process on Products marked as requiring the myTrailhead badge to automatically share the Products with sales reps who have completed the badge.
- C. Use a validation rule on Products marked as requiring the myTrailhead badge to prevent those Products from being added to an Opportunity.
- D. Use a separate once book for the Products requiring the myTrailhead badge and only share the once book with sales reps who have completed the badge

Answer: AB

NEW QUESTION 102

Access to opportunities at Cloud Kicks should be restricted. Sales users should only have access to two categories of opportunities: opportunities they own, and opportunities that are tied to accounts they own.

What are two actions a consultant can take to meet the requirement? Choose 2 answers

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

Answer: AB

NEW QUESTION 105

Sales managers at Cloud Kicks have noticed that information in some opportunity reports is incomplete. A consultant has performed an analysis and determined that opportunity stage reports often lack key information that sales managers expect at each stage because sales reps have yet to enter the data.

What should the consultant recommend so opportunity stage reports always contain the data managers expect?

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

Answer: C

NEW QUESTION 107

Cloud Kicks (CK) plans to implement Advanced Currency Management for its Salesforce implementation. CK has Roll-up Summary fields on the Account and Opportunity.

What should CK consider when enabling Advanced Currency Management in its Salesforce org?

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

Answer: B

NEW QUESTION 110

Cloud Kicks is expanding to international markets. Sales reps are unable to find specific products in the international price book.

Which two steps should the consultant take to resolve this issue? Choose 2 answers

- A. Add the products to a product family.

- B. Activate the products
- C. Add the products to the price book.
- D. Share the products with sales reps.

Answer: BC

NEW QUESTION 112

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

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

Answer: C

NEW QUESTION 114

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

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

Answer: C

NEW QUESTION 117

Cloud Kicks (CK) has implemented different sales stages across its varied product lines. CK wants to deploy Collaborative Forecasting to all sales users. Which two statements should a consultant consider when enabling forecasting? Choose 2 answers

- A. Opportunity Splits must be enabled at the same time.
- B. Multiple Forecast Types must be created and activated.
- C. A Single Category or Cumulative Forecast Rollup should be defined.
- D. The Forecast tab should be visible to easily view the forecasts.

Answer: CD

NEW QUESTION 119

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

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

Answer: A

NEW QUESTION 121

Cloud Kicks has an integration between the data warehouse and Salesforce. The VP of operations wants to synchronize customer data between the systems. What should the consultant recommend to ensure data integrity?

- A. Set up a Process Builder process on the Account object to check for unique values on a monthly basis.
- B. Set up an encrypted field on the Account object with Read Only on the field security settings for all profiles except the admin profile.
- C. Set up an External ID field on the Account object with Read Only on the field security settings for all profiles except the admin profile.
- D. Set up an import of the data from the data warehouse on a monthly basis using Data Loader

Answer: B

NEW QUESTION 123

After a project deployment, several bugs are identified by end users and prioritized by the project team. What are two ways a consultant should resolve these issues?

Choose 2 answers

- A. Build out issue resolution release in the appropriate development sandbox.
- B. Build out issue resolution release in the production environment.
- C. Perform user acceptance testing (UAT) in the appropriate development sandbox.
- D. Perform user acceptance testing (UAT) in a Full sandbox.

Answer: AD

NEW QUESTION 126

Cloud Kicks has just deployed an of its configurations. The admin wants to build a separate process but uses most of the objects that were deployed.

What is the best practice a consultant should recommend to the admin?

- A. Build in a test release environment and test changes in Production.
- B. Build in a Developer Sandbox and test changes in Production.
- C. Build in a Developer Sandbox and test changes in a test release environment.
- D. Build in a test release environment and test changes in a test release environment.

Answer: C

NEW QUESTION 127

Cloud Kicks (CK) sells Formal and Athletic footwear shoes. CK is using Product Families on Products to associate each product to its corresponding line. CK currently forecasts an Expected Revenue amount that combines all products together.

A consultant is assessing how CK can divide its forecasts by footwear line. Which solution should the consultant recommend to improve CK's forecasts?

- A. Configure a new Forecast Type on Opportunity Product grouped by Product Family.
- B. Configure a new Forecast Type on Opportunity grouped by Product Family.
- C. Use Flow to populate custom Formal and Athletic currency totals, then forecast by these Fields.
- D. Make separate stages and sales processes for each Product Family.

Answer: A

NEW QUESTION 130

Cloud Kicks needs to implement a group of Campaigns that are related to a specific marketing initiative to report on success.

What should a consultant recommend to meet the requirement?

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

Answer: D

NEW QUESTION 135

A small company has hired a consultant to plan its Sales Cloud implementation. The company wants to get up and running with Sales Cloud right away. The deadline has yet to be established, and the requirements still need to be defined.

Which project management methodology should a consultant recommend to ensure the implementation is successful?

- A. Six Sigma
- B. Waterfall
- C. Prince2
- D. Agile

Answer: D

NEW QUESTION 136

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

Which two actions should the consultant recommend working around the issue?

Choose 2 answers

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

Answer: CD

NEW QUESTION 140

Cloud Kicks want to track different details for trade shows and customer webinars.

Which capability enables the use of custom fields, contextual validation rules, and varied layouts?

- A. Parent Campaigns
- B. Custom Picklist
- C. Campaign Hierarchies
- D. Record Types

Answer: D

NEW QUESTION 145

The Discovery phase with Cloud Kicks (CK) has just ended. CK wants a visual way to see how the new processes will work. CK's process is complex and requires multiple slides.

What should the consultant design to give CK this high-level view?

- A. SIPOC Map
- B. Value Stream Map
- C. Capability Model
- D. Universal Process Notation

Answer: C

NEW QUESTION 147

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

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

Answer: BD

NEW QUESTION 149

The VP of sales at Cloud Kicks wants to provide options to sales reps for changing account or contract details for a created order. Which two conditions should the consultant consider to meet this requirement? Choose 2 answers

- A. The order associated with the account should be in draft status.
- B. The price book associated with the order is associated with the new account.
- C. The currency associated with the order can be different from the new contract.
- D. The contract associated with the order is associated with the new account.

Answer: AD

NEW QUESTION 150

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

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

Answer: A

NEW QUESTION 151

Universal Containers is analyzing data to identify gaps, and wants to know which Accounts with open Opportunities are missing Contacts. Which feature should a consultant recommend to build this report?

- A. Custom report type
- B. Cross filter
- C. Joined report
- D. Custom filter

Answer: B

NEW QUESTION 154

Cloud Kicks (CK) uses Collaborative Forecasts and has a custom currency field, Discount, on Opportunity that allows sales reps to record when they give a discount on an opportunity. CK just added a new business unit to Salesforce. Managers in the new business unit report that their forecasts are accurate but they are unable to see the discount amount in the Opportunity list in Collaborative Forecasting. What should a consultant do to resolve the issue?

- A. Add a new discount field for the new business unit.
- B. Check the field level security for the managers' profile.
- C. Add the Discount field to the Sales Path for the managers.
- D. Use a validation rule to ensure that a discount is entered.

Answer: B

NEW QUESTION 155

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

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

Answer: A

NEW QUESTION 159

A consultant has successfully deployed Sales Cloud at Cloud Kicks. What is the final step in completing an engagement?

- A. Measure adoption
- B. Perform testing
- C. Deploy solution
- D. Hand over documentation

Answer: A

NEW QUESTION 161

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

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

Answer: B

NEW QUESTION 164

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

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

Answer: B

NEW QUESTION 166

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

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

Answer: A

NEW QUESTION 170

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

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

Answer: A

NEW QUESTION 175

Universal Containers is realigning sales territories and needs to update ownership across its 400,000 accounts. The organization-wide default for Accounts is Private.

Which two factors should the consultant consider when updating the sales territories and Account owners? Choose 2 answers

- A. The organization-wide default should be set to Public before the update can be performed.
- B. The Salesforce Platform can update up to 200 accounts at a time.
- C. The data update will cause sharing recalculations and should be completed during off-peak hours.
- D. The team can defer sharing calculations to decrease the risk of lock errors during the data update.

Answer: AD

NEW QUESTION 180

Access to opportunities at Cloud Kicks should be restricted. Sales users should only have access to two categories of opportunities: opportunities they own, and opportunities that are tied to accounts they own.

What are two actions a consultant can take to meet the requirement? Choose 2 answers

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

Answer: BC

NEW QUESTION 182

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

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

Answer: A

NEW QUESTION 184

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

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

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

Answer: BD

NEW QUESTION 188

At Cloud Kicks (CK), each sales rep is assigned a sales ops specialist and a sales engineer. CK wants to ensure that the assigned sales ops specialist and sales engineer have access to the correct Accounts. The organization wide defaults (OWD) for Contact are set to 'Controlled by Parent', Which solution should the consultant recommend to meet this requirement?

- A. Use Apex Managed Sharing to automatically share any new Contacts.
- B. Set up Account Teams with defaults for each sales rep.
- C. Change the Contact OWD to Private and create sharing rules to grant visibility.
- D. Add the Sharing button to the page layout so sales reps can share Contacts as needed.

Answer: B

NEW QUESTION 190

Cloud Kicks (CK) is migrating Account and Contact information from a legacy CRM system into Salesforce using Data Loader. Accounts in the legacy system have a unique ID field that is used to related Contacts to Accounts in the legacy system, CK wants to automatically match these Contacts to the relevant Accounts when loading Contacts into Salesforce.

What should a consultant recommend to meet the requirement?

- A. Create Master-Detail on Contact.
- B. Create Master-Detail on Account.
- C. Create External ID on Contact.
- D. Create External ID on Account.

Answer: D

NEW QUESTION 193

Sometimes, sales reps need to create contacts without accounts based on business processes. What should the consultant take into consideration about these contacts?

- A. Contacts without accounts need to be shared through sharing rules
- B. Contacts without accounts are shared through the Role Hierarchy.
- C. Contacts without accounts are private and only the owner and admin can view them.
- D. Contacts without accounts need to be manually shared.

Answer: C

NEW QUESTION 196

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

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

Answer: ACD

NEW QUESTION 201

Cloud Kicks has decided to implement Sales Cloud Einstein. After setting up Sales Cloud Einstein, a consultant finds some of the features are not enabled.

What are two steps the consultant can take to troubleshoot the issue? Choose 2 answers

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

Answer: BC

NEW QUESTION 202

Which two use cases will protect the integrity of order data with activation limitations? Choose 2 answers

- A. New Products can be added to active orders.
- B. Products can be removed from active reduction orders.
- C. Orders can be activated only if they include a Product.
- D. Multiple reduction orders can be created for a single order.

Answer: CD

NEW QUESTION 203

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

Which two recommendations should the consultant make? Choose 2 answers

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

Answer: AC

NEW QUESTION 206

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

What should a consultant Implement to meet the requirement?

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

Answer: C

NEW QUESTION 208

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