



# Salesforce

## Exam Questions Sales-Cloud-Consultant

Certified Salesforce Sales Cloud Consultant

## About ExamBible

### *Your Partner of IT Exam*

## Found in 1998

ExamBible is a company specialized on providing high quality IT exam practice study materials, especially Cisco CCNA, CCDA, CCNP, CCIE, Checkpoint CCSE, CompTIA A+, Network+ certification practice exams and so on. We guarantee that the candidates will not only pass any IT exam at the first attempt but also get profound understanding about the certificates they have got. There are so many alike companies in this industry, however, ExamBible has its unique advantages that other companies could not achieve.

## Our Advances

### \* 99.9% Uptime

All examinations will be up to date.

### \* 24/7 Quality Support

We will provide service round the clock.

### \* 100% Pass Rate

Our guarantee that you will pass the exam.

### \* Unique Gurantee

If you do not pass the exam at the first time, we will not only arrange FULL REFUND for you, but also provide you another exam of your claim, ABSOLUTELY FREE!

#### 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

Cloud Kicks has configured Account Teams and is ready to go live in Production. How should the consultant migrate Account Team configuration to Production?

- A. Push with Workbench.
- B. import with Data Loader.
- C. Create manually.
- D. Deploy with Change Sets.

**Answer: B**

#### NEW QUESTION 3

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

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

**Answer: C**

#### NEW QUESTION 4

Northern Trail Outfitter has created a Complaints custom object related to Accounts. Due to the sensitive nature of these records, the object's visibility has been set to Private. A dedicated subnet of support users who will work on these items has been added to a Complaints Specialist public group. Only users within the Complaints Specialist public group should be able to view and edit any Compliant record.

Which two options should a consultant recommend to meet the requirements? Choose 2 answers

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

**Answer: BC**

#### NEW QUESTION 5

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 6

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

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

**Answer: D**

#### NEW QUESTION 7

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

Which action would help support the sales teams?

- A. Create subscription reports to send daily prospect meetings planned to the Assigned user for those events.
- B. Show a leaderboard on the regional sales dashboards highlighting the account executives who have created the most opportunities.

- C. Show a leaderboard on the regional sales dashboards highlighting account executives who have held the most prospect meetings.
- D. Create a dashboard that displays the most sales closed by region using charts to show sales: green and lost opportunities in red.

**Answer:** B

#### NEW QUESTION 8

Cloud Kicks has hired a consultant to help with its initial Salesforce implementation.

Which three steps should the consultant take to help Cloud Kicks get Salesforce up and running? Choose 3 answers

- A. Define company vision.
- B. Finalize integrations.
- C. Prioritize goals.
- D. Define KPIs.
- E. Analyze competitors.

**Answer:** ACD

#### NEW QUESTION 9

Universal Containers recently implemented Sales Cloud. Stakeholders want insights into how logging interactions with customers impacts the number of won sales deals.

Which report should the consultant create to meet the requirement?

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

**Answer:** B

#### NEW QUESTION 10

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 10

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

Choose 2 answers

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

**Answer:** CD

#### NEW QUESTION 15

Cloud Kicks has completed the discovery stage, and leadership has aligned on the project's business goals. What should the consultant formalize with stakeholders before moving to the next project stage?

- A. Develop wireframes to visualize the product end state.
- B. Onboard team members to start development of the solution.
- C. Define key metrics to identify how success will be measured.
- D. Create user stories to present for prioritization.

**Answer:** A

#### NEW QUESTION 20

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 24

Cloud Kicks' (CK) VP of technology wants to start using Salesforce for all the sales team's automation. CK migrated 70 million records from a legacy database to the datawarehouse that will be synced with Salesforce. CK wants to search and cross-reference records with the original source database. What should a consultant recommend meeting this requirement?

- A. Use the standard External ID field and map this to the source record ID value.
- B. Use a custom External ID field and map this to the source record ID value.
- C. Use the standard External ID field and map this to the Salesforce record ID value.
- D. Use a custom field named External ID and map this to the Salesforce record ID value.

**Answer:** B

#### NEW QUESTION 26

The marketing team is using a separate platform for managing prospects and wants to hand off qualified prospects to the sales team. How should the consultant meet this requirement?

- A. Create Salesforce users for the marketing team so they can enter leads directly Into Salesforre.
- B. Recommend an integration with the marketing platform that creates leads in Salesforce,
- C. Recommend an integration with the marketing platform to Salesforce that generates tasks with lead information.
- D. Create a report of Salesforce leads and compare it with marketing data on a regular basis.

**Answer:** B

#### NEW QUESTION 29

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 30

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 35

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 38

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

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

**Answer:** C

#### NEW QUESTION 43

Sales reps at Cloud Kicks are responsible for creating leads manually and entering relevant details. The marketing department has noticed that some leads are missing important information.

What are two functionalities the consultant should apply to ensure that key fields are populated?

Choose 2 answers

- A. An assignment rules

- B. A flow
- C. A required field
- D. A validation rules

**Answer:** CD

#### NEW QUESTION 48

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

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

**Answer:** AC

#### NEW QUESTION 51

Cloud Kicks (CK) maintains products and price books on an external platform due to the high frequency of pricing changes to products. CK has a B2B license. Sales managers want to monitor pipeline by sales rep and territory, report on team revenue to goal, and view order status «n Salesforce. What are two actions the consultant should take to meet the requirements? Choose 2 answers

- A. Enable Optional Price Books for Orders.
- B. Implement Opportunity Teams and Opportunity Splits
- C. Use opportunities and enable Forecasts
- D. Import products and price books from the external platform.

**Answer:** AB

#### NEW QUESTION 53

The admin at Cloud Kicks needs to understand the adoption of Salesforce Files and multi-factor authentication. What should a consultant recommend analysing adoption?

- A. Review the Setup Audit Trail.
- B. Create a report for the Login History object.
- C. Run the Salesforce Optimizer.
- D. Open the Lightning Usage App.

**Answer:** CD

#### NEW QUESTION 55

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

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

**Answer:** AB

#### NEW QUESTION 60

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 65

The sales manager at Cloud Kicks has proposed that the consultant one large Discovery meeting with 250 employees who use Salesforce currently to gain information to improve adoption.

What are the three efficient approaches the consultant could recommend to the sales manager? Choose 3 answers

- A. Arrange multiple sessions with small groups of employees.
- B. Send a survey to all employees asking for a list of desired changes.
- C. Ask management to select which employees should participate In sessions.
- D. Ask all employees to email their ideas and feedback to the consultant.
- E. Meet with a large group of employees to listen to their feedback.

**Answer:** ABC

#### NEW QUESTION 68



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 70

Universal Containers is migrating data from a legacy system into Salesforce.

Which two considerations should a consultant take into account when importing Campaign Members? Choose 2 answers

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

**Answer:** BC

#### NEW QUESTION 71

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

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

**Answer:** A

#### NEW QUESTION 74

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 77

The VP of sales at Good Kicks wants to know the percentage of opportunities in a certain stage that were eventually closed won.

Which two steps should a consultant take to create a solution? Choose 2 answers

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

**Answer:** BD

#### NEW QUESTION 81

Cloud Kicks has identified the KPIs it wants to track for the year. The inside sales team wants a visual way to see the team's progress for the year.

What should the consultant recommend to meet the requirement?

- A. Modify a report based on KPIs.
- B. Set up a dashboard with the KPI reports.
- C. Set up a Path based on the KPIs.
- D. Install a KPI Tracker app from the AppExchange.

**Answer:** D

#### NEW QUESTION 86

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 88

The admin at Universal Containers is attempting to retire a Product, but they are receiving an error because the Product is associated to an Opportunity. What should the consultant recommend to resolve the issue most efficiently?

- A. Remove the related Product from all Opportunities and Quotes.
- B. Archive the Product or Price Book and each related Price Book entry.
- C. Edit the Product record and uncheck the Active field.
- D. Create a Flow to automatically delete the Product from the Price Book.

**Answer:** A

#### NEW QUESTION 93

Northern Trails Outfitters (NTO) is ready to start the next phase of its Salesforce implementation. A consultant recommends using Universal Process Notation (UPN) to document the business process maps NTO will use as its guide.

As NTO maps out its processes, which two key principals of UPN should the team keep in mind? Choose 2 answers

- A. Attach supporting information at the detail level.
- B. Use symbols of different colors, arrows, and swim lanes for clarity.
- C. Limit the number of activity boxes on the screen to 8 to 10.
- D. Keep version control and change history at the diagram level.

**Answer:** CD

#### NEW QUESTION 97

Universal Containers wants to set up Einstein Activity Capture for Microsoft to allow automatic syncing of sales reps' Person Accounts with Microsoft contacts and vice versa.

Which consideration should the consultant be aware of?

- A. Lightning Sync works in conjunction with Einstein Activity Capture.
- B. Einstein Activity Capture is supported in the Salesforce Classic interface.
- C. New Person Accounts should be created in Microsoft and synced to Salesforce.
- D. New Person Accounts should be created in Salesforce and synced to Microsoft.

**Answer:** A

#### NEW QUESTION 98

Universal Containers (UC) wants to make it easier for sales reps to log their customer interactions, such as emails and events, directly from their email and calendar applications. UC wants to report on these activities in Salesforce.

Which two actions should the consultant recommend? Choose 2 answers

- A. Implement Inbox to sync Outlook or Gmail calendar events.
- B. Log emails with records in Salesforce from Outlook or Gmail.

**Answer:** AB

#### NEW QUESTION 99

The sales team at Cloud Kicks has been late meeting deadlines on a specific project and has missed multiple project meetings.

What should the consultant recommend to the project manager?

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

**Answer:** A

#### NEW QUESTION 100

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 105

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 106

Cloud Kicks uses Salesforce in Lightning Experience to manage business Accounts and Person Accounts. The sales director wants to associate Person Accounts to business Accounts and/or Contacts.

Which Salesforce feature should the consultant recommend to meet these requirements?

- A. Use a junction object between Accounts and Contacts.
- B. Use the Contacts to Multiple Accounts feature.
- C. Create a custom lookup from Accounts to Contacts.
- D. Create a reverse lookup from Contacts to Accounts.

**Answer:** B

#### NEW QUESTION 111

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 115

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

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

**Answer:** A

#### NEW QUESTION 117

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 122

Universal Containers is planning to migrate two million account records and 10 million contact records from its existing legacy CRM application to sales cloud. Which solution should the consultant recommend?

- A. Batch Apex
- B. Data Import Wizard
- C. Data Loader
- D. Third-party tool

**Answer:** D

#### NEW QUESTION 123

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

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

**Answer:** C

#### NEW QUESTION 126

The enterprise architect for cloud Kicks wants to understand how objects in sales cloud are connected to one another. Which two approaches should a consultant use to help the architect? Choose 2 answers

- A. Explain the types of object relationships in Salesforce
- B. Review the Object Manager tab in Setup with the customer.
- C. Use Schema Builder to show a visual of related objects.
- D. Obtain an export of object data from the current system.

**Answer:** AB

#### NEW QUESTION 129

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

Why are Campaign Activities for all teams visible m reports viewed by sales operations managers?

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

**Answer:** B

#### NEW QUESTION 133

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 134

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 135

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 140

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 142

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

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

**Answer:** A

#### NEW QUESTION 144

Sales reps at Universal Containers (UC) want to know when a customer or prospect Contact opens an email, they sent so they can follow up with the Contact shortly afterward. Which tool should a consultant recommend to meet the requirement?

- A. Outlook Desktop Integration
- B. Einstein Activity Capture
- C. High Velocity Sales
- D. Salesforce Inbox

**Answer: B**

#### NEW QUESTION 149

Universal Containers compensates its sales team based on their achievement of the company's sales revenue goals. The sales ops team needs to track the sales reps' performance against these goals.

How should the consultant meet the requirement?

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

**Answer: D**

#### NEW QUESTION 150

Cloud Kicks wants to utilize Opportunities to report and track subscriptions to its Shoe of the Month club. Subscribers can make a single payment or pay weekly, monthly, or quarterly.

Which solution should the consultant recommend to meet the requirement?

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

**Answer: A**

#### NEW QUESTION 155

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

Which two actions can forecast managers perform? Choose 2 answers

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

**Answer: CD**

#### NEW QUESTION 159

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 160

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 164

Universal Containers is creating a new program to allow customers to pay for large orders over the course of 1 to 3 years in monthly installments beginning in the month the products are sold. The admin needs to configure Sales Good to accommodate the new pricing term and to help the finance department forecast easily. What should the consultant recommend to meet the requirement?

- A. Use Revenue Schedules to capture installment payment plan details for each Product.
- B. Add a custom field to the Quotes object to capture the number of installments,

- C. Set the default quantities to 12, 24, and 36 in a new Price Book for installment sales.
- D. Create a Process Builder to create an Order for each installment payment.

**Answer:** B

#### NEW QUESTION 167

Universal Containers (UC) has acquired another company that uses Salesforce and is migrating its legacy email alerts, and approval processes. Which two steps should the consultant perform to maintain data integrity? Choose 2 answers

- A. Enable the Create Audit Fields permission to insert historically accurate records.
- B. Use the Salesforce Approval Process clone feature to migrate approval processes.
- C. Merge the legacy Salesforce org into UC's Salesforce org and migrate the approval processes.
- D. Insert users, and then migrate email alerts and approval processes into UCs Salesforce org.

**Answer:** AD

#### NEW QUESTION 169

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 173

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 178

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

Which solution should the consultant recommend?

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

**Answer:** B

#### NEW QUESTION 183

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 187

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 191

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 196

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 201

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

Choose 3 answers

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

**Answer:** BCE

#### NEW QUESTION 203

Cloud Kicks (CK) uses a custom object named GumShoe\_\_c. GumShoe\_\_c is the child in a master-detail relationship with the Opportunity object. Staff members use this object to create requests for supporting research. CK wants to easily generate new GumShoe\_\_c records from staff phones by using the Salesforce mobile app.

What should a consultant recommend to meet the requirements?

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

**Answer:** A

#### NEW QUESTION 207

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 209

Good Kicks has the goal of generating high-quality leads by implementing Sales Cloud. Which metrics should the consultant analyze to determine the success of this goal?

- A. Total number of Leads created by a Sales Rep
- B. Lead to Opportunity Conversion Rate
- C. Lead to Quote Conversion Rate
- D. Total number of Leads by source

**Answer:** B

#### NEW QUESTION 211

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 commercial containers web pages.

**Answer:** B

#### NEW QUESTION 216

The consultant at Cloud Kicks has noticed that sales data is quickly outdated and wants to keep Account data current. What should the consultant recommend to maintain current Account information?

- A. Build a weekly data update from in-house systems to refresh data in Salesforce.
- B. Email the contacts and leads to obtain their current information.
- C. Enable Automated Account Fields in Setup.
- D. Use third-party data to update and add records to Salesforce.

**Answer:** D

#### NEW QUESTION 220

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 224

Cloud Kicks recently purchased Salesforce and the leadership team is excited about being able to forecast more accurately. Sales managers say that making updates to 54. forecasted amounts during the pipeline meetings is time consuming, and it's difficult to review all of the committed opportunities within the meeting time.

What should the consultant recommend to help make meetings more efficient while making real-time forecast updates?

- A. Use in-line editing to update the forecast amount for records.
- B. Modify many opportunities at one time in a list view.
- C. Only review non-committed opportunities during the meetings.
- D. Have reps use the Kanban view to move opportunities between stages.

**Answer:** D

#### NEW QUESTION 228

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 231

Universal Containers (UC) has established Sales Ops teams. As part of the sales process, Tasks are used to track all customer interactions. UC wants any available Sales Ops team member to handle these Tasks as soon as possible.

Which Salesforce functionality should the consultant recommend to meet the requirement?

- A. Create Opportunity Teams to manage Tasks.
- B. Leave the Task's Assigned To held blank
- C. Use workflows to create a Task for each team member.
- D. Assign Tasks to a queue to share work efficiently.

**Answer:** D

#### NEW QUESTION 232

A consultant has conducted Discovery sessions with Cloud Kicks stakeholders and is ready to start gathering user cases for Sales Processes.

Which two groups should provide content for the use cases? Choose 2 answers

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



**Answer:** AD

#### NEW QUESTION 236

Cloud Kicks (CK) is implementing Sales Cloud and expects hundreds of new Accounts will be added into Salesforce on a daily basis. CK has an automated process to assign the Account owners. If no assignment can be made for an Account, it will be assigned to a fictitious owner and a person will manually review and re-assign it at a later date. At any given time, a fictitious owner may have more than 10,000 Account records assigned to it. Which two solutions should the consultant recommend when CK sets up the new Account process?

Choose 2 answers

- A. Place the fictitious owner in a separate role at the top of the role hierarchy.
- B. Keep the fictitious owner out of public groups that could be used in sharing rules.
- C. Assign the Modify All Data system permission to the fictitious owner.
- D. Add the fictitious owner to a role at the lowest level of the role hierarchy.

**Answer:** AB

#### NEW QUESTION 237

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 238

Universal Containers continues to see substantial growth year-over-year. Outside sales reps think the\* territories are too dense to cover adequately. Leadership has decided to modify the existing sales territories and hire additional staff to make the account allocations more manageable. So the states will change from one territory to two or more smaller territories. In these instances, accounts will need to be reassigned to new territories. Sales operations wants to review the territory account assignments and verify the accuracy before the changes are reflected in Sales Cloud. How should the consultant show sales operations what the data will look like after the change?

- A. Use Tableau to geocode account addresses and display on a territory map.
- B. Install the Territory Management Reporting Pack from the AppExchange.
- C. Run the updated assignment rules in Planning State and view the accounts on the territory detail page.
- D. Use Data Loader to export the accounts and make updates in Google Sheets.

**Answer:** D

#### NEW QUESTION 240

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

Choose 2 answers

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

**Answer:** BD

#### NEW QUESTION 245

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 248

Cloud Kicks has enabled the Einstein Lead Scoring feature and rolled out Sales Cloud Einstein to pilot users. The pilot users are unable to view the Lead Score field on the Lead record page.

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

- A. Add the Lead Score field to the Lead List View.
- B. Add the Lead Score field to the Lead Page layout.
- C. Assign the Einstein Lead Scoring permission set.
- D. Assign the Sales Cloud Einstein permission set.

**Answer:** AB

#### NEW QUESTION 253

During the last requirements meeting, Cloud Kicks team members said they will be taking the next week off to attend a conference. What should a consultant do in response to this news?

- A. Ask the client to sign off on requirements and start the build.
- B. Update the solution design while the team is out of the office.
- C. Set up two requirements workshops for the following week.
- D. Update the project plan and communicate it to stakeholders.

**Answer:** D

#### NEW QUESTION 255

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 260

The Cloud Kicks admin is planning to deploy new functionality as part of its quarterly update process. The consultant has recommended completing the update outside of business hours to avoid impacting users.

Where should the consultant direct the admin to check for scheduled system maintenance?

- A. Company Profile
- B. Trailblazer Community
- C. Trailhead
- D. Salesforce Trust

**Answer:** D

#### NEW QUESTION 264

Sales reps at Cloud Kicks (CK) need to see the Opportunity amount with the Account's discount field. CK sales reps are located in different regions and use different currencies. A consultant creates a custom formula field on the Opportunity.

Which currency will the custom formula use for its value if the opportunity and account records have different currencies?

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

**Answer:** C

#### NEW QUESTION 266

Cloud Kicks has requested a Statement of Work (SOW) that clearly states who will train users on new features and how the training will be delivered.

Which two sections of a SOW should the consultant discuss further with Cloud Kicks to meet the requirement?

Choose 2 answers

- A. Approach
- B. Scope
- C. Background
- D. Terms and Conditions

**Answer:** AB

#### NEW QUESTION 268

Cloud Kicks has a private sharing model on Accounts. Account executives need to ensure that specific users can qualify marketing Opportunities on their Accounts. There can be different users for a given Opportunity. Sales management needs to report on which users are assigned to Opportunities.

What should the consultant recommend to the account executives?

- A. Share Opportunities with specific users by granting Read access to Opportunities in their portfolio
- B. Add specific users as Account team members with a role that grants Modify All access.
- C. Add specific users as Opportunity team members with a role that grants Read/Write access
- D. Share Accounts with specific users and their respective teams.

**Answer:** C

#### NEW QUESTION 273

Cloud Kicks is running a campaign for the Shoe of the Month club. Sales management wants to use Campaign Influence features with Opportunities to attribute a

percentage of success to influential campaigns.

Which feature will allow for revenue share with standard and custom attribution models?

- A. Create a reporting snapshot for Campaigns.
- B. Use sharing rules to give access to Campaign members.
- C. Create a formula field to track Campaign Influence.
- D. Use Customizable Campaign Influence for reporting.

**Answer:** D

#### NEW QUESTION 274

.....

## Relate Links

**100% Pass Your Sales-Cloud-Consultant Exam with ExamBible Prep Materials**

<https://www.exambible.com/Sales-Cloud-Consultant-exam/>

## Contact us

We are proud of our high-quality customer service, which serves you around the clock 24/7.

Viste - <https://www.exambible.com/>