

Salesforce.Certified Sales Cloud Consultant.by.Rien.123q

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Exam A

QUESTION 1

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.

Correct Answer: C

Section:

QUESTION 2

An executive at Cloud Kicks (CK) has asked its admin to create a diagram to show the high-level process areas within the business. CK plans to use the diagram to show the context of a new area of the business within the overall business.

What should the admin create to meet this requirement?

- A. Suppliers, Imports, Processes, Outputs, Customers (SIPOC) Diagram
- B. Strengths, Weaknesses, Opportunities, Threats (SWOT) Diagram
- C. Value Stream Map
- D. Capability Model

Correct Answer: A

Section:

QUESTION 3

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

Choose 2 answers

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

Correct Answer: A, B

Section:

QUESTION 4

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 instalments beginning in the month the products are sold. The admin needs to configure Sales Cloud to accommodate the new pricing terms and to help the finance department forecast easily.

What should the consultant recommend meeting the requirement?



- A. Use Revenue Schedules to capture instalment payment plan details for each Product.
- B. Create a Process Builder to create an Order for each instalment payment.
- C. Add a custom field to the Quotes object to capture the number of instalments.
- D. Set the default quantities to 12, 24, and 36 in a new Price Book for instalment sales.

Correct Answer: A

Section:

QUESTION 5

Universal Containers wants to allow its Salesforce users to view and update customer billing information from the company's invoicing system within a separate Salesforce org. What should a consultant implement to meet this requirement?

- A. Salesforce Connect and External Objects
- B. My Domain and Single Sign-On
- C. Ce Nightly scheduled Batch Data jobs
- D. Workflow Rules and Outbound Messaging

Correct Answer: B

Section:

QUESTION 6

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

Correct Answer: A, C

Section:

QUESTION 7

Cloud Kicks(CK) is just kicking off its project. The consultant wants to dive deeper into CK's process and pain points. Which three approaches should a consultant use to learn about and empathize with the customer?
Choose 3 answers

- A. Embodying
- B. Shadowing
- C. Interviewing
- D. Role Playing
- E. Leading Workshops

Correct Answer: A, B, C

Section:



QUESTION 8

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

Correct Answer: D

Section:

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.

Correct Answer: C

Section:

QUESTION 10

Cloud Kicks needs to associate some Contacts with many Accounts. Which solution should a consultant recommend meeting this requirement?

- A. Use the Contact roles related list on Accounts.
- B. Add a customAccount lookup field on the Contact.
- C. Use the Contact to Multiple Accounts feature.
- D. Add Contact to the partners related list on other Accounts.

Correct Answer: C

Section:

QUESTION 11

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.

Correct Answer: C, D

Section:

QUESTION 12

Northern Trail Outfitters (NTO) has completed its annual planning and wants to update the territory assignments for all sales reps in its enterprise. NTO understands this can impact the current year closing due by the end of the quarter. The IT team is also planning a release of the new incentive management package that will be used by sales reps.

Which two considerations should the consultant consider when deciding on the timing of the release?

Choose 2 answers

- A. Testing changes to Territory Management and the incentive management package should be completed in a Full Sandbox before releasing to Production.
- B. Changes to Territory Management need to be made in Production directly and can be completed without impacting users.
- C. Installing a new incentive management package along with Territory Management changes may add high risk to the deployment.
- D. Combining the Territory Management changes, and the incentive management package allows for a faster ramp-up time for users.

Correct Answer: A, C

Section:

QUESTION 13

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.

Correct Answer: D

Section:

QUESTION 14

Cloud Kicks is migrating from its current CRM application to Salesforce in phases across various regions. The current CRM application manages customer and pipeline information that resides in a legacy back-end application which needs to be migrated to Salesforce.

Which approach should the consultant use for the source data migration?

- A. Migrate all Contacts, then Opportunities, and then Accounts from the legacy back-end application.
- B. Migrate all Accounts, then Contacts, and then Opportunities from the legacy back-end application.
- C. Migrate all Opportunities, and then associate Accounts and Contacts from the current CRM application.
- D. Migrate all Contacts, then Accounts, and then Opportunities from the current CRM application.

Correct Answer: B

Section:

QUESTION 15

Cloud Kicks (CK) frequently has multiple sales reps who collaborate on an opportunity. CK needs Salesforce to allocate credit to each sales rep to track against a sales quota.

Which Salesforce feature should the consultant use to meet this requirement?

- A. Opportunity Splits
- B. Sales Analytics
- C. Custom Metadata

D. Collaborative Forecasting

Correct Answer: A

Section:

QUESTION 16

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

Correct Answer: C

Section:

QUESTION 17

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.



Correct Answer: C, D

Section:

QUESTION 18

After completing a successful Sales Cloud rollout to a new business unit at Universal Containers, sales forecasting within Salesforce is inaccurate. Upon closer inspection, some opportunities appear in the incorrect forecast category.

How should a consultant troubleshoot this issue efficiently?

- A. Write a conditional validation rule on the Forecast Category field.
- B. Make the Forecast Category a required field on relevant Opportunity page layouts.
- C. Create a report to determine the number of opportunities in each forecast category.
- D. Verify the Stage to Forecast Category Mappings on the Opportunity object

Correct Answer: D

Section:

QUESTION 19

Cloud Kicks (CK) has a private Opportunity sharing model and leverages Opportunity teams to extend sharing. Occasionally, a team member's access needs to be removed due to changes in sales structure.

How can CK revoke Opportunity team access on an ad-hoc basis?

- A. REVISE
- B. REVISEC. Remove the user's Opportunity team member.
- C. Remove the Opportunity team related list from page layouts.

Correct Answer: C

Section:

QUESTION 20

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.

Correct Answer: B, D

Section:

QUESTION 21

The sales director at Universal Containers wants to ensure that a custom field on the Lead object is excluded from Einstein Lead Scoring.
How should the consultant meet the requirement?

- A. Exclude the custom field from all page layouts.
- B. Omit the custom field from the scoring model.
- C. Clear the custom field's values on all records.
- D. Make the custom field Read-Only on all profiles.



Correct Answer: B

Section:

QUESTION 22

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

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

Correct Answer: C

Section:

QUESTION 23

Universal Containers (UC) recently implemented new Sales Cloud solutions. UC stakeholders believe that user adoption is best measured by the login rate.
Which two additional key metrics should the consultant recommend?
Choose 2 answers

- A. Login lockouts
- B. Activities logged
- C. License assignments
- D. Data quality score

Correct Answer: B, D

Section:

QUESTION 24

Cloud Kicks wants to send a notification to sales reps when their opportunities remain open past the close date.

Which two solutions should the consultant recommend to meet the requirement?

Choose 2 answers

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

Correct Answer: C, D

Section:

QUESTION 25

Cloud Kicks (CK) has just completed its initial Sales Cloud implementation. The leadership team at CK wants to improve the rate of user adoption, What should the consultant recommend?

- A. Add an Approvals process to the Opportunity object to enforce data standards.
- B. Conduct a requirements workshop to gather user stories.
- C. Create a report to track the login rate over the last 7 days.
- D. Create a Slack channel to gather and discuss feedback from users.

Correct Answer: C

Section:

QUESTION 26

Norther Trail Outfitters wants to migrate its TerritoryManagement to a new structure for the upcoming fiscal year, What are two aspects a consultant should consider for this migration?

Choose 2 answers

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

Correct Answer: A, C

Section:

QUESTION 27

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

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

Correct Answer: A, D, E

Section:

QUESTION 28

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

Correct Answer: D

Section:

QUESTION 29

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.

Correct Answer: A

Section:

QUESTION 30

Cloud Kicks (CK) has just started selling its products internationally. Management wants Salesforce Opportunities and forecasting to reflect the respective currency of CK's prospects which include the U.S. dollar, euro, British pound, and Japanese yen.

In which two ways will this impact the existing CK pricebook?

Choose 2 answers

- A. Each user can select their personal currency.
- B. Opportunities to multinationals can induce more than one currency.
- C. Each currency requires its own custom price book
- D. Every currency price needs to be added to all of the products in the standard price book. According to the Salesforce Sales Cloud Consultant Study Guide, in order to support multiple currencies in Salesforce Opportunities and forecasting, each currency requires its own custom price book. It is not necessary for each user to select their personal currency or for every currency price to be added to all of the products in the standard price book.

Correct Answer: B, C

Section:

QUESTION 31

Cloud Kicks' sales productivity is on the decline, while its competitors are more successful. The consultant has suggested Einstein Opportunity Insights.

Which three insights can this provide?

Choose 3 answers

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

Correct Answer: C, D, E

Section:

QUESTION 32

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/Write for Accounts. CK discovered this caused issues with data quality where reps edited Accounts outside their scope of 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 allowing reps to continue to collaborate while eliminating incorrect edits?

Choose 2 answers

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



Correct Answer: B, D

Section:

QUESTION 33

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

Correct Answer: D

Section:

QUESTION 34

Cloud Kicks wants to enable representatives to view the individual team member's split percentage, where the split percentage is less than 100% of the revenue amount.

Which attribution method should the consultant recommend?

- A. Opportunity Percent field
- B. Opportunity Overlay Split
- C. Opportunity Currencyfield
- D. Opportunity Revenue Split

Correct Answer: A

Section:

QUESTION 35

Which data migration sequence should consultant recommend for the objects?

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

Correct Answer: D

Section:

QUESTION 36

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.

Correct Answer: A

Section:

QUESTION 37

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 newLeads 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.

Correct Answer: A

Section:

QUESTION 38

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.

Correct Answer: D

Section:

QUESTION 39

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. Opportunityvisibility 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.

Correct Answer: B, C, E

Section:

QUESTION 40

Cloud Kicks likes to have its supervisors coach the consultants based on the call transcripts. Which Salesforceproduct should the consultant recommend?

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

Correct Answer: C

Section:

QUESTION 41

Cloud Kicks' (CK) VP of technology wants to start usingSalesforce 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 aconsultant 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.

Correct Answer: B

Section:



QUESTION 42

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

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

Correct Answer: A, C

Section:

QUESTION 43

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.

Correct Answer: C

Section:

QUESTION 44

CloudKicks needs to set sales quotas for all sales reps. Which three solutions should the consultant consider?
Choose 3 answers

- A. Use the Data Import Wizard.
- B. Enable Forecast Quotas from Setup.
- C. Use the API.
- D. Assign Quota values by profile.
- E. Use Data Loader.

Correct Answer: C, D, E

Section:

QUESTION 45

Cloud Kicks sales reps want to see all of their current opportunities, and the full details, with a minimal amount of navigation or clicks to cycle through them. Which functionality should the consultant recommend?

- A. Construct a new Sales Console app including opportunities.
- B. Create a 'My Opportunities' report and open each opportunity in a new browser tab.
- C. Create a 'My Team Opportunities' report and open each opportunity in a new browser tab.
- D. From the 'My Opportunities' list view, select the Split View option.



Correct Answer: D

Section:

QUESTION 46

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.

Correct Answer: D

Section:

QUESTION 47

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.

Correct Answer: A

Section:

QUESTION 48

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.

Correct Answer: C, D

Section:

QUESTION 49

Cloud Kicks (CK) operates in multiple countries and wants to track historical exchange rates. The consultant at CK has implemented dated exchange rates by using Advanced Currency Management.

How is the converted currency amount calculation on Opportunities determined?

- A. The close date regardless of the opportunity stage



- B. The close date only when the stage is closed
- C. The current exchange rate regardless of the close date
- D. The exchange rate at the time the opportunity is closed

Correct Answer: A

Section:

QUESTION 50

The Universal Containers sales team wants to easily show Account relationships to its sales reps and report on these relationships.

Which two considerations should the consultant take into account?

Choose 2 answers

- A. Account relationships are visible from Person Account records.
- B. A Person Account can be either a parent or child in the Account Hierarchy.
- C. Account Hierarchy displays only the Amounts users have Read permission to view.
- D. Accounts can be organized into different divisions based on specific criteria.

Correct Answer: C, D

Section:

QUESTION 51

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.

Correct Answer: C

Section:

QUESTION 52

Universal Containers is working to expand its residential business in the U.S. Sales reps are being asked to canvas neighborhoods in their areas, leveraging new door-to-door campaign material to secure new customers.

Internal studies have shown the most valuable residential customers typically have a household income range between \$50,000 and \$70,000.

Which solution should the consultant recommend to help sales reps determine the best neighborhoods to canvas?

- A. Salesforce Maps using the Demographic Context data source to display income ranges for regions within their territories
- B. API integration with Salesforce Maps to plot existing customers on territory maps
- C. A Salesforce Maps component plotting non-customers in residential neighborhoods
- D. Salesforce Maps with ESR1 integration to display high density neighborhoods

Correct Answer: A

Section:

QUESTION 53

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.

Correct Answer: C

Section:

QUESTION 54

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.

Correct Answer: A

Section:



QUESTION 55

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.

Correct Answer: A, D, E

Section:

QUESTION 56

The sales director of retail products at Cloud Kicks wants to allow cloning of orders to help sales reps process repetitive orders.

What are two guidelines to consider when cloning an order with products? Choose 2 answers

- A. A new order's currency or price book will remain the same if the original order has products.
- B. The admin will be able to set up which fields can be cloned to a new order.

- C. A cloned order must be associated with the same contract as the original order.
- D. A cloned order's start date must fall between the associated contract's start and end dates.

Correct Answer: A, D

Section:

QUESTION 57

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

Correct Answer: B

Section:

QUESTION 58

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 Complaint 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.

Correct Answer: B, C

Section:

QUESTION 59

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

Correct Answer: D

Section:

QUESTION 60

Cloud Kicks has organization-wide defaults set to Private for Account. With the rollout of Opportunity Teams, what should a consultant consider?

- A. The Opportunity will be implicitly Write for the team,
- B. Opportunity should be set to Public Read/Write first.
- C. Account should be set to Public Read first.
- D. The Opportunity's Account will be implicitly Read for the team.

Correct Answer: D

Section:

QUESTION 61

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

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

Correct Answer: B

Section:

QUESTION 62

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.

Correct Answer: B

Section:

QUESTION 63

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

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

Correct Answer: B

Section:

QUESTION 64

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.'

Correct Answer: A

Section:

QUESTION 65

Universal Containers is growing its international business. Domestic account executives believe that the standard price book has become difficult to use because there are too many records reflecting different currencies and country-specific product variations.

What should the consultant recommend to improve usability for account executives?

- A. Create product families to enable users to filter by continent and country.
- B. Use custom price books for domestic and international customers.
- C. Use separate product catalogs for domestic and international customers.
- D. Update the product naming conventions to include the currency in the product name.

Correct Answer: B

Section:

QUESTION 66

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 sales: green and lost opportunities in red.

Correct Answer: B

Section:

QUESTION 67

A Cloud Kicks sales team based in the U.S. wants to grow market share in Australia. The company has multicurrency enabled and has added the Australian Dollar as an available currency. How should the consultant allow the sales team to report on Australian deal values in U.S. Dollars (USD)?

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

Correct Answer: B

Section:

QUESTION 68

Cloud Kicks has recently rolled out Lightning Experience and uses an ERP system as its system of record for customers. When a new Account has its first closed/won opportunity, the ERP system should immediately update with information from the account, contact, and opportunity records related to the Account to record a new customer. Which option should the consultant recommend to meet the requirement?

- A. Identify AppExchange products that can be deployed to update the ERP with opportunity, account, and contact information from Salesforce.
- B. Configure Outbound message to publish the opportunity wins and update the ERP with opportunity, account, and contact information from Salesforce.
- C. Implement Platform Events to publish opportunity wins to the ESB, which will call back for account, contact, and opportunity information and automatically update the ERP accordingly.
- D. Use enterprise ETL tools to extract closed/won opportunities from Salesforce and update the ERP with opportunity, account, and contact information from Salesforce.

Correct Answer: B

Section:

QUESTION 69

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.

Correct Answer: A

Section:

QUESTION 70

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

Correct Answer: D

Section:

QUESTION 71

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 UserB'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.

Correct Answer: B

Section:



QUESTION 72

Cloud Kicks is concerned that the sales team is taking longer to close opportunities in comparison to the same time last year. The VP of sales wants to determine the number of closed deals on a monthly basis and compare the month-over-month results.

Which two actions should the consultant take to meet the requirement?

Choose 2 answers

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

Correct Answer: A, D

Section:

QUESTION 73

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

Correct Answer: A, D

Section:

**QUESTION 74**

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.

Correct Answer: B

Section:

QUESTION 75

A couple of users at Cloud Kicks (CK) own more than 10,000 records. The CK admin has noticed that making changes to the sharing model is taking increasingly more time.

What are two solutions the consultant should implement to resolve the issue?

Choose 2 answers

- A. Move the users to the top of the role hierarchy.
- B. Move the users to the bottom of the role hierarchy.
- C. Mass transfer the records to another role in the role hierarchy.
- D. Remove the users from the role hierarchy.

Correct Answer: A, C

Section:

QUESTION 76

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

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

Correct Answer: C

Section:

QUESTION 77

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.

Correct Answer: A, D

Section:

QUESTION 78

Users at Cloud Kicks (CK) say the global search is returning too many results when searching for contacts. CK's admin confirmed that users have the correct permissions and record access to the contacts they want to see. What should a consultant recommend to yield better search results?

- A. Use quotation marks operator around contact's first and last name.
- B. Add company name next to contacts full name in the search window.
- C. Add LIKE keyword next to contact's full name in the search window.
- D. Use parentheses operator to limit search to the Contacts object.

Correct Answer: A

Section:

QUESTION 79

An executive at Cloud Kicks (CK) has asked its admin to create a diagram to show the high level processes the business. CK plans to use the diagram to show the context of a new process within the overall business whole. What should the admin create to meet this requirement?

- A. Capability Model
- B. Strengths, Weaknesses, Opportunities, Threats (SWOT) Diagram
- C. Suppliers, Imports, Processes, Outputs, Customers (SIPOC) Diagram

D. ValueStream Map

Correct Answer: A

Section:

QUESTION 80

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

Correct Answer: C

Section:

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.



Correct Answer: D

Section:

QUESTION 82

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.

Correct Answer: D

Section:

QUESTION 83

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 fromAccounts to Contacts.
- D. Create a reverse lookup from Contacts to Accounts.

Correct Answer: B

Section:

QUESTION 84

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.

Correct Answer: B, C

Section:

QUESTION 85

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



Correct Answer: B

Section:

QUESTION 86

In the Discovery phase of a Sales Cloud implementation, what are three effective ways a consultant can determine the design of the system? Choose 3 answers

- A. Schedule training.
- B. Establish performance benchmarks.
- C. Observer end users.
- D. Administrator a survey.
- E. Host a focus group.

Correct Answer: B, D, E

Section:

QUESTION 87

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

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

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

Correct Answer: B

Section:

QUESTION 88

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

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

Correct Answer: D

Section:

QUESTION 89

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

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

Correct Answer: C

Section:

QUESTION 90

NorthernTrail Outfitters finished implementing Sales Cloud for a mid market sales team. Sales management wants to track data trends and adoption. What should the consultant recommend to measure core Sales Cloud record data?

- A. Adoption Dashboards Pack
- B. User Login Report
- C. System Overview Page
- D. Salesforce Optimizer

Correct Answer: A

Section:

QUESTION 91

Cloud Kicks sales representatives are allowed to negotiate up to a 5% discount for the Shoe of the Month dub. Regional sales managers (RSMs) must approve discounts greater than 5%. Regional vice presidents (RVPs) also

must approve discounts greater than 10%.

Which two steps should a consultant recommend to satisfy these requirements?

Choose 2 answers

- A. Create two Approval Processes, one with the RSM and one with the RVP.
- B. Use Process Builder to send an approval Task and email to the RSM and RVP.
- C. Use Process Builder to automatically submit approvals over a 5% discount.
- D. Create a two-step Approval Process with the RSM and RVP as approvers.

Correct Answer: A, D

Section:

QUESTION 92

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 CreateAudit 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 UC's Salesforce org.

Correct Answer: A, D

Section:



QUESTION 93

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.

Correct Answer: B

Section:

QUESTION 94

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

Correct Answer: C

Section:

QUESTION 95

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. ChangeAccount 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.

Correct Answer: B, D

Section:

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 releasemanagement?

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.



Correct Answer: A, C, D

Section:

QUESTION 97

Cloud Kicks has enabled Orders to track and manage customer requests for products. The sates 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 2answers

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

Correct Answer: B, D

Section:

QUESTION 98

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.

Correct Answer: B

Section:

QUESTION 99

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.

Correct Answer: A, C, D

Section:

QUESTION 100

At Universal Containers, in addition to the sales team, support reps are sometimes eligible for commissions. When support reps are involved in a deal, they should receive a credit of 15% of the revenue. What should the consultant consider when designing a revenue sharing solution?

- A. Revenue splits are required in order to use overlay splits.
- B. Overlay splits Allocated on an Opportunity can total any percentage.
- C. Overlay splits can be assigned to any user with the appropriate profile.
- D. Revenue splits allocated on an Opportunity can total any percentage.

Correct Answer: D

Section:

QUESTION 101

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.

Correct Answer: B

Section:



QUESTION 102

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.

Correct Answer: D

Section:

QUESTION 103

Cloud Kicks plans to integrate its email system with Salesforce, and wants to show the last 2 months of email activity to its 75 sales reps.

What should a consultant recommend to meet this requirement?

- A. Sales Cloud Einstein
- B. Einstein Activity Capture Standard
- C. Email to Salesforce
- D. Sales Cloud Console

Correct Answer: B

Section:

**QUESTION 104**

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

Correct Answer: D

Section:

QUESTION 105

The sales team at Cloud Kicks Cloud has roughly 100 members. The sales director has requested that newly created reports be shared with the sales team.

How should the consultant efficiently share these reports?

- A. Create a report folder, add members in a specific profile, and share the Report folder.
- B. Create a report folder, add members in a specific Role, and share the Report folder.
- C. Create a report folder, add members to a Private Group, and share the Report folder.
- D. Create a report folder, add members in a specific Queue, and share the Report folder.

Correct Answer: B

Section:

QUESTION 106

Cloud Kicks has a requirement to measure end user adoption and data quality in Salesforce. Which solution should the consultant recommend?

- A. Einstein Conversation Insight-;
- B. tableau custom dashboard
- C. Adoption and Data Quality Dashboards Pack
- D. Salesforce Surveys

Correct Answer: C

Section:

QUESTION 107

Universal Containers needs to track quarterly sales goals for users. What are two ways a consultant can display sales goals and allow users to track their progress toward their goals?22. Choose 2 answers:

- A. Create a Custom Report Type.
- B. Enable Forecast Adjustments.
- C. Enable Show Quota % Attainment.
- D. Create a quarterly snapshot

Correct Answer: B, C

Section:

QUESTION 108

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

Correct Answer: A

Section:

QUESTION 109

CloudKicks' (CK) marketing department is migrating from its email campaign and management system to Salesforce. The marketing admin wants to ensure that CK's email templates are retained. Which two solutions should a consultant recommend for a successful migration? Choose 2 answers

- A. Import email templates with the Data Loader.
- B. Manually recreate the email and mail merge templates in Salesforce.27.
- C. Create an Email template change set or use the Lightning Platform.



D. Enable Email Import and use the ImportWizard

Correct Answer: A, B

Section:

QUESTION 110

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

Correct Answer: A, B, E

Section:

QUESTION 111

The sales manager at Cloud Kicks has asked a consultant to create a report to track when opportunities reach a certain stage with an amount equal to \$100,000. The consultant saves the report to the Big Deals folder, which is a subfolder of the Sales Team folder. The Sales Manager role has View access to the Sales Team folder. The sales manager wants to subscribe to the report.

Which permission does the sales manager need to subscribe to the report created by the consultant?

- A. Subscribe to Reports permission
- B. Subscribe to Reports: Set Running User permission
- C. Subscribe to Reports: Add Recipients permission
- D. Subscribe to Reports: Run Reports permission

Correct Answer: A

Section:

QUESTION 112

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

Correct Answer: B

Section:

QUESTION 113

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.

Correct Answer: A, B

Section:

QUESTION 114

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.

Correct Answer: A, B

Section:

QUESTION 115

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.

Correct Answer: A

Section:

QUESTION 116

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. 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.
- B. Add a custom field on the Chat Transcript object so agents can check a checkbox when a conversation results in a new lead. Create a report using the custom field.
- C. Create a lead report that identifies the number of new leads with the lead source 'Chat'.
- D. Ask the marketing department to provide the program with Google Analytics data for the commercial containers web pages.

Correct Answer: B

Section:

QUESTION 117

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 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.

Correct Answer: D

Section:

QUESTION 118

Cloud Kicks wants its sales operations team to place orders for United States customers in Sales Cloud. 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

Correct Answer: B

Section:

**QUESTION 119**

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.

Correct Answer: D

Section:

QUESTION 120

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.

Correct Answer: B

Section:

QUESTION 121

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.

Correct Answer: A, C

Section:

QUESTION 122

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



Correct Answer: B, C

Section:

QUESTION 123

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.

Correct Answer: C

Section: