Exam Questions Sales-Cloud-Consultant

Certified Salesforce Sales Cloud Consultant

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NEW QUESTION 1
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.

Answer: B

NEW QUESTION 2
Cloud Kicks (CK) has recently implemented Sales Cloud. CK wants to be able to forecast the number of shoes it sells to better coordinate with the logistics department to fulfill orders.
Which three options should a consultant recommend CK implement to accomplish this? Choose 3 answers

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

Answer: ADE

NEW QUESTION 3
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 4
Each product engineer at Cloud Kicks supports 3 specific product lines. There are three product lines. Sales reps sell all the company's product lines; Sales management wants the appropriate product engineer automatically assigned to any new Opportunity for their product line with Read-Only rights.
What are two actions the consultant can take to meet the requirement? Choose 2 answers

A. Manually assign a product-specific role to each product engineer.
B. Create criteria-based opportunity sharing rules for each product line.
C. Enable Default Opportunity Teams for the Opportunity.
D. Enable Default Account Teams for each product line.

Answer: AB

Explanation:
* A. Create criteria-based opportunity sharing rules for each product line. This allows you to specify criteria for sharing an Opportunity with a specific user or group of users. For example, you could create a rule that shares an Opportunity with the product engineer when the Opportunity has a certain product line assigned to it.
B. Enable Default Opportunity Teams for the Opportunity. This allows you to set a default Opportunity Team for an Opportunity, which will automatically assign the product engineer to the Opportunity when it is created. This is useful when you need to assign a specific user to multiple Opportunities.

NEW QUESTION 5
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

Answer: C

NEW QUESTION 6
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 goats.
D. Define KPIs.
E. Analyze competitors.

Answer: ACD

NEW QUESTION 7

Cloud Kicks has 12 stages m 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 8
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

Answer: B

NEW QUESTION 9
Cloud Kicks (CK) wants to migrate data from its existing enterprise resource planning (ERP) system to CK wants to organize its data using the unique ID that is a number type in the ERP.
What should the consultant recommend to meet the requirement?

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

Answer: A

NEW QUESTION 10
A sales manager at Cloud Kicks wants the sales team to stay informed about the team's progress in Quip. Which approach should a consultant recommend?

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

Answer: C

NEW QUESTION 10
Cloud Kicks (CK) hired a consultant to analyse its Selesforce forecasting configuration end advise CK on how to improve it. The consultant found opportunities in the Value Proposition stage showed up m Collaborative Forecasting inconsistently, which led to inaccurate reporting
What should the consultant recommend to ensure that opportunities show up consistently?

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

Answer: C

NEW QUESTION 11
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 13
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 18
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 art 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.

Answer: D

NEW QUESTION 23
The Cloud Kicks CEO needs to run reports from the sales team’s reports folder. The CEO's assistant needs to control access to the reports. Sales managers need to change the reports when necessary.
How should the consultant meet the requirement?

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

Answer: A

NEW QUESTION 24
Cloud Kicks (CK) wants to migrate a data file containing 8,000 leads from a legacy system into Salesforce. Many of the lead owners have left the company, so CK wants to populate the Lead Owner field for these records using the active assignment rule.
Which two tools should a consultant recommend to meet the requirement? Choose 2 answers

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

Answer: AB

NEW QUESTION 27
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 30
A consultant for Cloud Kicks notices that the deploy date for the Sales Cloud project is also the same weekend as a Salesforce Release.
What should the consultant recommend?

A. Continue the planned deployment concurrent with the Salesforce Release.
B. Update the project plan for the following week and communicate the change.
C. Inform Cloud Kicks about the Salesforce Release and that the project may take longer.
D. Stop all work because the impact of the Salesforce Release is unknown.

Answer: B

NEW QUESTION 33
Universal Containers has four product lines, each with its unique sales cycle. Once the prospect is qualified, the sales reps should follow the product-specific sales cycle. Which two actions should a consultant recommend to meet these requirements? Choose 2 answers

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

Answer: AB

NEW QUESTION 38
Universal Containers is working to expand its residential business in the U.S. Sales reps are being asked to canvas neighborhoods m 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

Answer: A

NEW QUESTION 42
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 46
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 51
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 56
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 58
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 62
The admin at uBHMBon tamers has been getting complaints from sales reps about duplicate Leads … Salesforce. The admin has already set up a matching rule for Leads.
What should the consultant recommend to resolve the issue?

A. Confirm the standard matching rule is inactivated.
B. Change the criteria for the standard Lead matching rule.
C. Change the criteria for the standard Contact matching rule.
D. Confirm the custom matching rule is activated.

Answer: D

NEW QUESTION 67
A consultant has been tasked with analyzing the way sates reps use Salesforce to work a deal from inception to close, and then presenting this information to management.
What should the consultant utilize to present the information?

A. Sales Architecture Map
B. Business Process Map
C. System Landscape Diagram
D. Entity Relationship Diagram

Answer: B

Explanation:
The best way for the consultant to present the information about how sales reps use Salesforce to work a deal is to utilize a Business Process Map. This map will provide an overview of the process, and can be used to explain how each step of the process works. Additionally, a Business Process Map can also be used to identify areas of optimization and improvement, as well as to document any changes that need to be made. A Sales Architecture Map, System Landscape Diagram, and Entity Relationship Diagram are not suitable for this purpose.

NEW QUESTION 69
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

Answer: AC

NEW QUESTION 73
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 an how to use date filters on reports to compare pipeline for different date ranges.

Answer: C

NEW QUESTION 77
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 80
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 84
Cloud Kicks noticed its data quality has degraded since its initial Sales ‘Cloud Hs ion and is working with a co to ip a data management plan. The consultant suggested some best practices for creating, processing, and maintaining data.
Which two areas could be improved by using third-party data enrichment tools? Choose 2 answers

A. Roles and record ownership
B. Validation rules
C. Monitoring changes and updates
D. Naming and formatting

Answer: BC

NEW QUESTION 87
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

Answer: B

NEW QUESTION 89
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 91
The Universal Containers management team wants to help sales reps determine the nght time to contact prospects.
What should the consultant recommend to meet the requirement?

A. Implement Sales Dialer and begin cold calling leads to request availability.
B. Create a formula field to determine the prospects time zone.
C. Configure Einstein Lead Scoring to determine the best time to make contact.
D. Enable Email Tracking with reporting and activity timeline.

Answer: D

NEW QUESTION 93
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 calender 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 calender events.
B. Log emails with records in Salesforce from Outlook or Gmail.

Answer: AB

NEW QUESTION 97
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 98
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 102
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 106
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.

Answer: AB

NEW QUESTION 110
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 115
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

Answer: BC

NEW QUESTION 116
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.

Answer: AD

NEW QUESTION 121
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.

Answer: A

NEW QUESTION 122
The sales director at Cloud Kicks wants to enable Person Accounts in its org. The sales director asked a consultant to evaluate the solution and present it to the sales team.
What should the consultant consider when evaluating Person Accounts?

A. Enabling the Person Accounts feature is Irreversible.
B. Enabling Person Accounts requires a Public Read/Write sharing model
C. Person Account records only count toward Account storage.
D. The Person Account object must have at least two record types.

Answer: A

NEW QUESTION 126
Universal Containers wants to divide the revenue of the closed Opportunities between sales reps that worked on the deal. Additionally, on some deals, the sales reps work with technical sales managers and want a way to credit them for their support.
How should the consultant meet this requirement?

A. Enable Opportunity Teams and ask Opportunity owners to add technical sales managers.

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

Answer: D

NEW QUESTION 130
Cloud Kicks (CK) has an external enterprise resource planning (ERP) system that stores product order information. CK wants to view those orders as a related list on the account record in real time.
Which best practice should the consultant recommend?

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

Answer: A

NEW QUESTION 134
Cloud Kicks wants to release product enhancements effectively to drive user adoption mtd have the impact on the organization and users' day-to-day functions.
What are three steps for successful change and seasonal release management? Choose 3 answers

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

Answer: ACD

NEW QUESTION 137
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

Answer: A

NEW QUESTION 141
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 142
Cloud Kicks (CK) plans to implement Advanced Currency Management for its Salesforce implementation. CK has Roll-up Summary fields on the Account and Opportunity.
What should CK consider when enabling Advanced Currency Management in its Salesforce org?

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

Answer: B

NEW QUESTION 147
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 148
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.

Answer: BDE

NEW QUESTION 149
Cloud Kicks (CK) has implemented different sales stages across its varied product lines. CK wants to deploy Collaborative Forecasting to all sales users.
Which two statements should a consultant consider when enabling forecasting? Choose 2 answers

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

Answer: CD

NEW QUESTION 154
Universal Containers compensates its sales team based on their achievement of the company's sales revenue goals. The sates 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 stone attainment.
D. Configure sales quotas and compare quota attainment on the forecast.

Answer: D

NEW QUESTION 159
Northern Trail 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

Answer: A

NEW QUESTION 163
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) m the appropriate development sandbox.
D. Perform user acceptance testing (UAT) m a Full sandbox.

Answer: AD

NEW QUESTION 164
Norther Trail Outfitters wants to migrate its Territory Management 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.

Answer: AC

NEW QUESTION 166
Cloud Kicks has 300,000 account records and 16 million invoices In a custom object with a master-detail relationship to the Account. Each account record takes a long time to display due to the rendering time of the invoice related list.
What should the consultant do to solve this issue?

A. Enable Collapsible Sections for the Invoice related list
B. Move the invoice related list to a separate tab on the Lightning page.
C. Convert the Invoice object into a lookup relationship.
D. Enable indexing on all visible fields on the invoice related list.

Answer: D

NEW QUESTION 170
Cloud Kicks has just deployed an of its configurations. The admin wants to build a separate process but uses most of the objects that were deployed.
What is the best practice a consultant should recommend to the admin?

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

Answer: C

NEW QUESTION 175
Cloud Kicks (CK) operates in multiple countries and wants to track historical exchange rates. The consultant at CX 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

Answer: A

NEW QUESTION 176
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

Answer: A

NEW QUESTION 177
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 180
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 price book? 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.

Answer: BC

Explanation:
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.

NEW QUESTION 183
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 188
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. Value Stream Map

Answer: A

NEW QUESTION 191
The consultant at Universal Containers recently enabled forecasts. A sales manager is concerned that all open opportunities appear in the Pipeline forecast category. Opportunities in Perception Analysis and Proposal/Price Quote stages should appear in the Best-Case category. Opportunities in the Negotiation/Review stage should appear in the Commit category.
How should the consultant ensure opportunities appear in the correct forecast categories?

A. Create a field update with Flow to update the forecast category based on the opportunity stage
B. Edit the probability percentage on opportunity stage picklist values.
C. Map opportunity stages to the appropriate forecast categories.
D. Update the opportunity stage picklist value labels to match the category to which they should be assigned

Answer: C

NEW QUESTION 193
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 198
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 201
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.

Answer: B

NEW QUESTION 204
Universal Containers ts 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 report7

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

Answer: B

NEW QUESTION 207
Cloud Kicks (CK) uses Collaborative Forecasts and has a custom currency field, Discount, on Opportunity that allows sales reps to record when they give a discount on an opportunity. CK just added a new business unit to Salesforce. Managers in the new business unit report that their forecasts are accurate but they are unable to see the discount amount in the Opportunity list in Collaborative Forecasting.
What should a consultant do to resolve the issue?

A. Add a new discount field for the new business unit.

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

Answer: B

NEW QUESTION 209
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 GumShow__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 213
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 me sandbox to production concurrently with the Salesforce Platform upgrade.

Answer: A

NEW QUESTION 216
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 wrth 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 217
Cloud Kicks has purchased a list of leads and wants sales reps to contact and measure the return on investment (ROI) of the purchased list.
Which solution should the consultant recommend?

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

Answer: A

NEW QUESTION 218
Universal Containers has implemented Salesforce for all of its sales associates. All Sales associates are required to select the win or loss status every dosed Opportunity. Managers like to measure the win ratio for all of the sales associates.
How should a consultant meet the requirement?

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

Answer: A

NEW QUESTION 222
Cloud Kicks recently purchased Salesforce and the leadership team is excited about being able to forecast more accurately. Sales managers say that making updates to54. 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 226
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 bank
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 230
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.

Answer: B

NEW QUESTION 231
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 235
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 236
Cloud Kicks 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.

Answer: CDE

NEW QUESTION 237
What are two capabilities of Data Loader? Choose 2 answers

A. Extracts organization and configuration metadata
B. Prevents importing duplicate records
C. Exports field history data
D. Runs one-time or scheduled data loads

Answer: CD

NEW QUESTION 242
Cloud Kicks has enabled the Einstein Lead Scoring feature and rolled out Sales Cloud Einstein to ptkst users. The pilot users are unable to view the Lead Score field on me 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 243
Cloud Kicks (CK) is migrating Account and Contact information from a legacy CRM system into Salesforce using Data Loader. Accounts in the legacy system have a unique ID field that is used to related Contacts to Accounts in the legacy system, CK wants to automatically match these Contacts to the relevant Accounts when loading Contacts into Salesforce.
What should a consultant recommend to meet the requirement?

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

Answer: D

NEW QUESTION 246
Cloud Kicks has decided to implement Sales Cloud Einstein. After setting up Sales Cloud Einstein, a consultant finds some of the features are not enabled.
What are two steps the consultant can take to troubleshoot the issue? Choose 2 answers

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

Answer: BC

NEW QUESTION 251
Cloud Kicks' (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 Import Wizard

Answer: AB

NEW QUESTION 255
Cloud Kicks (CK) recently finished a redeployment of is Lightning pages. CK users report that Lightning pages are loading slowly CK management wants to consider the impact this has on adoption.
Which two toots should the consultant recommend that CK use to evaluate lightning pages? Choose 2 answers

A. Guidance for App Butter
B. Lightning usage App
C. Performance Analysis for App Builder
D. Real-Time Event Monitoring

Answer: BC

NEW QUESTION 260
Which two use cases will protect the integrity of order data with activation limitations? Choose 2 answers

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

Answer: CD

NEW QUESTION 262
Sales reps want to review pricing on historical contracts when working on new opportunities at Cloud Kicks. Contracts are created from the Account page. Sales reps need to view all contracts for the Account on the Opportunity record.
What should a consultant Implement to meet the requirement?

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

Answer: C

NEW QUESTION 263
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
Cloud Kicks has configured Einstein Activity Capture (EAC) for email and is waiting to deploy it. In the meantime, a consultant is preparing training to help end users get up to speed on the product.
Which two points should the consultant include in the training information? Choose 2 answers

A. Users can choose to show emails added via EAC in the Related Lists activities view.
B. Users must connect an email account to Salesforce and agree to terms before they can send emails in Lightning.
C. Users can set their Excluded Addresses list which takes priority over the global Excluded Addresses list.
D. Users can share individual emails or make them private.

Answer: AB

Explanation:
Einstein Activity Capture (EAC) allows users to store emails and attachments in Salesforce and have them visible in the Activity Timeline and Related Lists. Users can choose to show emails added via EAC in the Related Lists activities view.
To use Einstein Activity Capture, users must connect their email accounts to Salesforce. They must also agree to the terms of the service provider before they can send emails in Lightning.

NEW QUESTION 269
Universal Containers continues to see substantial growth year-over-year. Outside sales reps think their 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. Some 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: C

NEW QUESTION 272
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. REVISE
C. Remove the user's Opportunity team member.
D. Remove the Opportunity team related list from page layouts.

Answer: C

NEW QUESTION 274
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