



# Salesforce

## Exam Questions Sales-Cloud-Consultant

Certified Salesforce Sales Cloud Consultant

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#### NEW QUESTION 1

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

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

**Answer: C**

#### NEW QUESTION 2

The Cloud Kicks team needs to quickly look up contacts, accounts, and opportunities and easily log calls from their mobile phones. Due to limited coverage in certain geographic areas, the team wants access to customer information while out of the office and when they are without an internet connection. Which two steps should the consultant recommend? Choose 2 answers

- A. Enable Salesforce Inbox.
- B. Enable caching and Offline Edit.
- C. Enable Mobile SDK.
- D. Download the Salesforce mobile app.

**Answer: BD**

#### NEW QUESTION 3

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.

**Answer: B**

#### NEW QUESTION 4

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 5

Cloud Kicks is preparing to deploy its configurations. The chosen release date is during a Salesforce Release window. The current configuration is in Non-Preview Sandbox. Which two strategies should a consultant recommend? Choose 2 answers

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

**Answer: CD**

#### NEW QUESTION 6

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 7

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

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

**Answer:** C

#### NEW QUESTION 8

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 9

A Consultant is configuring Einstein Forecasting to help the sales team predict how much they will sell by the end of a forecasting period. Which two considerations should the consultant keep in mind to ensure that predictions are displayed. Choose 2 answers

- A. Predictions are only shown when data sync in Tableau CRM is enable
- B. Tableau
- C. Predictions are based only on the standard Close Date and Amount fields
- D. Predictions are only shown when at least 12 months of Opportunity data exists
- E. Predictions are only shown when the user is in the forecasting hierarchy.

**Answer:** BC

#### NEW QUESTION 10

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

Which feature should a consultant recommend to build this report?

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

**Answer:** C

#### NEW QUESTION 10

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

What should a consultant recommend to meet this requirement?

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

**Answer:** B

#### NEW QUESTION 15

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 20

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.

**Answer:** AD

#### NEW QUESTION 25

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

**Answer:** D

#### NEW QUESTION 28

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

**Answer:** A

#### NEW QUESTION 30

The admin at Cloud Kicks needs to understand the adoption of Salesforce Files and multi-factor authentication.

What should a consultant recommend analysing adoption?

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

**Answer:** CD

#### NEW QUESTION 34

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 custom Account lookup field on the Contact.
- C. Use the Contact to Multiple Accounts feature.
- D. Add Contact to the partners related list on other Accounts.

**Answer:** C

#### NEW QUESTION 39

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

What should the consultant use to include data from both the Project\_\_c and Opportunity objects in one report?

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

**Answer:** D

#### NEW QUESTION 43

A large company is about to undertake its Initial Sales Cloud implementation. Different people will create features in multiple sandboxes. The consultant has recommended using change sets to move customizations to the full copy sandbox for testing and then move them to production for release.

Which two approaches should the consultant recommend to help migrate the customizations from the full copy sandbox to production?

Choose 2 answers

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

**Answer:** BC

#### NEW QUESTION 46

Cloud Kicks sales representatives are allowed to negotiate up to a 5% discount for the Shoe of the Month deal. 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.

**Answer:** AD

#### NEW QUESTION 50

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.

**Answer: C**

#### NEW QUESTION 53

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

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

**Answer: B**

#### NEW QUESTION 55

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 59

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

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

**Answer: A**

#### NEW QUESTION 64

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 66

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.

**Answer: ADE**

#### NEW QUESTION 69

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.



**Answer:** CD

#### NEW QUESTION 74

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 79

The sales manager at a company has noticed that sales teams are having trouble understanding who should an Opportunity. Sales teams base their sales Opportunities on assignments to specific ZIP codes. Which solution should the consultant recommend?

- A. Sharing Rules
- B. Territory Management
- C. Account Teams
- D. Sales Cloud Einstein

**Answer:** B

#### NEW QUESTION 84

Cloud Kicks rtants its sales operations team to place orders for United States customers in Sales Ootid. The sales ops team needs to calculate sates 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 requirement3

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

**Answer:** B

#### NEW QUESTION 86

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 88

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 91

The sales department at cloud kicks is growing quickly. New sales executives should prioritize interacting with existing contacts who are decision makers and influencers to further the business relationship. Which solution should the consultant recommend?

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

**Answer:** A

#### NEW QUESTION 93

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 96

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 100

The Cloud Kicks sales team can create leads for both business and individual customers. Person Accounts have been enabled in its Salesforce org.

Which action should be taken to convert a lead into a Person Account?

- A. Create an Individual Lead Record Type.
- B. Populate the Company field with 'Person.'
- C. Enable Contacts to Multiple Accounts.
- D. Leave the Company field blank.

**Answer:** D

#### NEW QUESTION 102

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

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

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

**Answer:** C

#### NEW QUESTION 104

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

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

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

**Answer:** B

#### NEW QUESTION 107

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

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

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

**Answer:** BC

#### NEW QUESTION 110

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 114

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 118

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

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

**Answer:** CD

#### NEW QUESTION 119

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

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

**Answer:** A

#### NEW QUESTION 122

Prospects at Cloud Kicks are exposed to many different marketing activities. In most cases, a combination of several different activities result in a successful sale. How should the consultant configure Salesforce to track which marketing activities influenced the customer to make a purchase?

- A. Implement Customizable Campaign Influence.
- B. Create a junction object between Campaign and Opportunity.
- C. Use Surveys to request the information from the customer.
- D. Make the Primary Campaign Source required.

**Answer:** B

#### Explanation:

Creating a junction object between Campaign and Opportunity is the best way to track which marketing activities influenced a customer to make a purchase. This junction object will allow you to track the influence of multiple Campaigns on a single Opportunity, which can be used to gain insights into which Campaigns are most effective.

#### NEW QUESTION 127

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

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

**Answer:** B

#### NEW QUESTION 128

The VP of sales at Cloud Kicks wants the sales team to use the Salesforce mobile app to complete their tasks. The sales team needs to create and edit leads, contacts, and opportunities with ease.

Which two features should the consultant recommend for the sales team to use? Choose 2 answers

- A. Lightning Mobile Component
- B. Quick Actions
- C. Einstein Activity Capture
- D. Mobile Smart Actions

**Answer:** BD

#### NEW QUESTION 130

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

How should the consultant meet the requirement?

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

**Answer:** D

#### NEW QUESTION 131

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 132

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 136

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

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

**Answer:** C

#### NEW QUESTION 141

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 142

A small company has hired a consultant to plan its Sales Cloud implementation. The company wants to get up and running with Sales Cloud right away. The deadline has yet to be established, and the requirements still need to be defined. Which project management methodology should a consultant recommend to ensure the implementation is successful?

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

**Answer:** D

#### NEW QUESTION 143

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

Which two actions should the consultant recommend working around the issue? Choose 2 answers

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

**Answer:** CD

#### NEW QUESTION 148

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

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

**Answer:** B

#### NEW QUESTION 153

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 156

A consultant is implementing a new instance of Sales Cloud for Cloud Kicks (CK).

CK has a global sales presence that supports a customer base throughout the world, 'CK wants to set up an appropriate structure to track customers with subsidiaries.

Which approach should the consultant recommend meeting the requirement?

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

**Answer:** A

#### NEW QUESTION 161

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

Choose 3 answers

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

**Answer:** BCE

#### NEW QUESTION 162

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

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

**Answer:** B

#### NEW QUESTION 166

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

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

**Answer:** D

#### NEW QUESTION 171

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

How should a consultant meet the requirement?

- A. Build a custom report on Opportunity with custom summary formulas to show win/loss ratio.
- B. Create a custom formula 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 175

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

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

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

**Answer:** D

#### NEW QUESTION 177

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

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

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

**Answer:** BC

#### NEW QUESTION 178

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

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

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

**Answer:** AD

#### NEW QUESTION 179

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 181

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

Which two steps should a consultant recommend to allow reps to continue to collaborate while eliminating incorrect edits?

Choose 2 answers

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

**Answer:** BD

#### NEW QUESTION 186

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

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

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

**Answer:** BD

#### NEW QUESTION 190

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 194

During the last requirements meeting. Cloud Kicks team members said they will be taking the next week off to attend a conference.

What should a consultant do in response to this news?

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

**Answer:** D

#### NEW QUESTION 196

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

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

**Answer:** B

#### NEW QUESTION 198

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.

**Answer:** D

#### NEW QUESTION 199

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 204

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 206

Cloud Kicks (CK) frequently works with contractors for marketing focus groups. These contractors change companies often, and CK wants to retain its company history through Accounts. What should the consultant recommend?

- A. Implement the Contacts to Multiple Accounts feature.
- B. Implement Person Accounts to represent the relationship.
- C. Use a junction object to represent the previous companies
- D. Use Account Teams associated with the previous companies.

**Answer:** A

#### NEW QUESTION 210

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

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

**Answer:** C

#### NEW QUESTION 215

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 217

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