Sales-Cloud-Consultant Dumps

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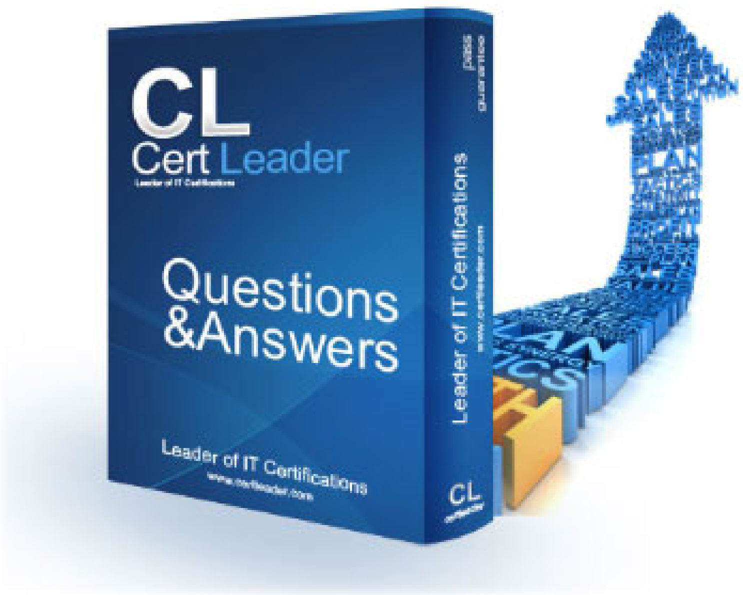

NEW QUESTION 1
- (Exam Topic 1)
What is a recommended way to migrate data from an external system while ensuring that the data adheres to data quality rules established for the Salesforce org?

A. Cleanse the data outside of Satesfbrce and then migrate the data.
B. Use the Salesforce data loader to load and cleanse the data.
C. Use the Salesforce import wizard to load and cleanse the data.
D. Upload the data into Salesforce and then run data cleansing tools.

Answer: A

NEW QUESTION 2
- (Exam Topic 1)
A company frequently has issues with customers that need complex, hands-on technical support with high-priority issues in difficult-to-visit locales.
What should be recommended for reliable, real-time support to customers with these restrictions?

A. Customer Community
B. Field Service Lightning
C. SOS Video Chat
D. Salesforce Knowledge

Answer: C

NEW QUESTION 3
- (Exam Topic 1)
A company is planning for the migration of an existing knowledge base into Salesforce Knowledge. Which set of factors should be considered in selecting which articles to migrate?

A. Last modified date and frequent search terms
B. Last modified date and number of recent article views
C. Original creation date and average rating of articles
D. Original creation date and total number of article views

Answer: B

NEW QUESTION 4
- (Exam Topic 1)
A company has these requirements for dealing with Cases:
- Handled efficiently and by the right agents
- Distributing the load so that agents do NOT have to manually select the next Case to work Which two Omni-Channel features will assist in this routing and distribution? Choose 2 answers

A. Route to agents with the most cases closed for that topic.
B. Route to agents staffing the assigned overflow queues.
C. Route to agents with the least amount of active assigned work.
D. Route to agents with the most capacity to take on new work.

Answer: CD

NEW QUESTION 5
- (Exam Topic 1)
Universal Containers (UC) created a new mobile app that enables customers to place orders and track fulfillment. UC wants to quickly embed customer service into the new mobile app. Which two features should be added to meet this requirement? Choose 2 answers

A. Salesforce Knowledgebase
B. Chatter Groups
C. Field Service Lightning
D. Service Cloud SOS

Answer: CD

NEW QUESTION 6
- (Exam Topic 1)
How can a Contact Center Manager see which Service Representatives have not accepted new Cases recently using the Lightning Service Console?

A. Omni-Channel Utility Component
B. Cases report sorted by Rep and Case Owner
C. Cases report sorted by Rep and Case CreatedDate
D. Omni-Channel Supervisor tab

Answer: D

NEW QUESTION 7
- (Exam Topic 1)
Universal Containers Executives want to see contact center metrics from each of its different geographic regions. How should a Consultant support this

requirement?

A. Create a Dashboard for each Region.
B. Create a single Dashboard with a Region filter.
C. Create a Dashboard for each Case Team.
D. Create a single Dashboard with a Case Team filter.

Answer: B

NEW QUESTION 8
- (Exam Topic 1)
Universal Containers wants to deploy the Service Cloud to its contact centers located across North America, Europe, and Asia. The company wants standardized contact center processes and reporting implemented in its centers worldwide.
Which approach should a consultant recommend in this scenario?

A. Assign a global team of experienced agents and leaders to create a common design template and report structure.
B. Assign teams in each major contact center to design a solution unique to its needs and have an analyst build a combined report.
C. Recommend utilizing out-of-the-box functionality to reduce cost and ensure one worldwide process and reporting.
D. Recommend that the VP of Worldwide Support design a global template to provide a clear vision and tandardization.

Answer: A

NEW QUESTION 9
- (Exam Topic 1)
How should a Consultant provide Suggested Article functionality to Lightning Service Console users?

A. Add the Knowledge Component to the Service Console.
B. Add the Knowledge tab to the Console app.
C. Create email templates with Knowledge Articles attached.
D. Add the Suggested Article widget to the Case page layout.

Answer: A

NEW QUESTION 10
- (Exam Topic 4)
Universal Containers has a private sharing model for accounts and opportunities. As part of its sales strategy, each sales representative collaborates with the same set of individuals for each opportunity.
What should a consultant recommend to grant sales representatives the appropriate access to an opportunity?

A. Create a public group for each team and have the sales representatives configure his or her default opportunity team
B. Create a trigger for each sales representative that would automatically share the opportunity with his or her default opportunity team.
C. Enable Chatter and configure a customer Chatter group for the opportunity to allow collaboration on ideas.
D. Enable opportunity team selling and have each sales representative configure his or her default teams

Answer: D

NEW QUESTION 10
- (Exam Topic 4)
Universal Containers has a complex sales process that requires two different sets of sales stages for opportunities with an opportunity amount above or below USD $100,000. What should a consultant recommend to meet this requirement?

A. Create two sales processes, two opportunity record types, and a workflow rule triggered by sales stage.
B. Create two sales processes, two opportunity record types, and a workflow rule triggered by the opportunity amount.
C. Create one sales process and a validation rule that evaluates opportunity amount to determine the appropriate sales stage.
D. Create two sales processes and a workflow rule triggered by opportunity amount to assign a sales process.

Answer: B

NEW QUESTION 12
- (Exam Topic 4)
UC is migrating data from a legacy system into Salesforce. The company needs to migrate lead, contact, and opportunity data from its legacy system and must be able to report on historical lead conversion for both legacy and newly created data. What is the recommended order for data migration?

A. User, Lead, Opportunity, Account, Contact
B. User, Contact, Account, Lead, Opportunity
C. User, Opportunity, Account, Contact, Lead
D. User, Account, Contact, Opportunity, Lead

Answer: D

NEW QUESTION 17
- (Exam Topic 4)
The Sales Director at Cloud Kicks mandated that implementing logic and automation to quality top leads is priority. Cloud Kicks fully leverages Sales Cloud and has significant data points captured on converted Leads and closed won Opportunities for the past four years.
Which two actions can the Consultant first take to ensure a best practices implementation? Choose 2 answers

A. Review converted Lead data with Sales and Marketing leaders to understand the interaction patterns that led to conversion.

B. Begin with recommended base Lead Score of 100. After a predetermined amount of time, evaluate the results and adjust the Score accordingly.
C. Begin with the recommended base Lead Grade of B-. After a predetermined amount of time, evaluate the result and adjust the Grade accordingly.
D. Work with subject matter experts to define the key attributes of te ideal customer for Cloud Kicks' products.
E. Configure a qualification screen-based flow to assist Sales Reps in quickly determining which Leads are high priority.

Answer: BC

NEW QUESTION 19
- (Exam Topic 4)
A Sales Cloud implementation at Universal Containers requires a global design that involves multi-currency, multi-language, region-specific sales processes and workflows. Which factor is important for optimizing user adoption? Choose 2 answers

A. ploying realistic training data in the corporate standard currency
B. Customizing the training curriculum for each specific region
C. Developing only a standardized, global training curriculum for all users
D. Communicating the training plan well in advance of training start date

Answer: BD

NEW QUESTION 22
- (Exam Topic 4)
Universal Containers management wants to increase the productivity of its sales representatives. How can work.com be used to meet this requirement? Choose 2 answers

A. Feedback can be given publicly or privately.
B. Coaching statistics can be linked to reports
C. Coaching goals can be linked to reports
D. Feedback can be requested for the entire sales team

Answer: AC

NEW QUESTION 27
- (Exam Topic 4)
Universal Containers does not have a direct sales team; its channel partners are responsible for selling and servicing products. Over the past quarter, there has been an increased volume of leads. However, the Vice President of Channels has been receiving many complaints from partners on the poor quality of the leads and has noticed a significant drop in the lead conversion rate. What should a consultant recommend to improve partner satisfaction with the leads being shared?

A. Use the lead Score on the find duplicates button and assign the leads with a score in the high category
B. Create multiple validation rules to ensure that all fields on the lead record are populated with data
C. Assign all leads to the partner channel manager to validate the lead data and manually assign to partners
D. Create a custom lead score field to assess lead quality and assign the leads that exceed the score to partners

Answer: D

NEW QUESTION 30
- (Exam Topic 3)
Who would be interested in the "Top 10 Reasons Deals Were Lost" report?

A. VP of Sales
B. Sales Operations
C. Sales Manager
D. Sales Rep

Answer: A

NEW QUESTION 31
- (Exam Topic 3)
Which of the following descriptions best describe Knowledge?

A. A tool for extending pricing proposals to customers
B. A content management tool for users who seek information
C. A library that allows access to documents
D. A collaboration tool
E. A data enrichment tool that maintains updated data

Answer: B

NEW QUESTION 36
- (Exam Topic 4)
88. Universal containers has an extensive distributor and reseller community. To help manage this partner network, the company is implementing a partner portal. What must be considered when setting up partner users? Choose 2 answers

A. Partner users are associated with the same set of profiles as internal users.
B. Partner users cannot receive emails generated through workflow action...3
C. The sharing model should be re-evaluated when the partner community.
D. Partner user can own account and opportunity records in salesforce.

Answer: AC

NEW QUESTION 38
- (Exam Topic 4)
A new support center has only one part-time Service Rep. Which step should a Consultant take to ensure that Case Aging is tracked accurately?

A. Let the Service Rep change the Business Hours on the Case
B. User a time-dependent Workflow Rule to update Case Status
C. Use an Escalation Rule to assign open Cases to another user
D. Let the service Rep enter the appropriate Case age Value

Answer: B

NEW QUESTION 41
- (Exam Topic 4)
Universal Containers purchased Knowledge and would like to implement it as soon as possible. What approach should a consultant recommend?

A. Create a Knowledge Visualforce component on the case detail page
B. Create a Knowledge Visualforce component within the Salesforce Console for Service
C. Activate Knowledge One on the case detail page
D. Activate Knowledge One within the Salesforce Console for Service

Answer: D

NEW QUESTION 42
- (Exam Topic 4)
Universal containers would like to capture business sector information on a lead and display the information on the account and contact once the lead has been converted. How can these requirements be met?

A. Create a custom field on the Lead and Account object
B. Create a custom formula field on the contact object to pull the value from the Account object.
C. Create a custom field on the Lead and Account objects and configure mapping of these two fields for conversio
D. Create a custom formula field on the Contact object to pull the value from the contact object.
E. Create a custom field on the Lead and Account objects and configure mapping of these two fields for conversio
F. Create a custom formula field on the Account object to pull the value from the contract object
G. Create a custom field on Lead, Account and Contact objects and configure mapping of these two fields for conversio
H. Use a trigger to update the contact field with the Account value.

Answer: B

NEW QUESTION 44
- (Exam Topic 4)
Universal Containers needs the ability to associate installed products at an account to specific cases. Those installed products contain information on the account's contracted Service Level Agreement (SLA) as well as the installed product serial number. Which approach should Universal Containers consider implementing to best satisfy these requirements?

A. Create a lookup to a custom object for the installed product
B. Use the standard Opportunity relationship
C. Use the standard Asset relationship
D. Create a lookup object to the contract record

Answer: C

NEW QUESTION 47
- (Exam Topic 4)
Universal Containers recently changed the sharing model for accounts from public to private. Users must be able to view contacts they own for accounts that are owned by other users. However, account owners do NOT need access to the contact records owned by others. How should this be accomplished?

A. Set the organization-wide default for contacts to be controlled by the parent.
B. Move contacts NOT owned by the account owner to an account owned by the contact owner.
C. Set the organization-wide default for contacts to private.
D. Instruct users to create new account records and new contacts related to the accounts.

Answer: C

NEW QUESTION 50
- (Exam Topic 4)
What is a capability of Data.com Clean?Choose 3 answers

A. Data.com Clean can be used with Salesforce.com person accounts and business accounts.
B. Accounts must be cleaned before cleaning contacts, but leads may be cleaned either before or after cleaning LI accounts.
C. Individual records can be manually compared side-by-side with matched Data.com records and updated field-by-field.
D. Accounts, contact, and lead records can be selected from a list and cleaned all at once.
E. Data.com can be configured to run automated Clean jobs to flag field differences and automatically fill blank fields.

Answer: CDE

NEW QUESTION 55
- (Exam Topic 3)
Competitor is beating us out of deals. Where to track competitor product info?

A. Product
B. Opportunity
C. Opportunity product
D. Asset

Answer: A

NEW QUESTION 57
- (Exam Topic 3)
Arrange the steps to set a pass code, in the correct order (using Salesforce Classic).

A. Enter your pass code again for confirmation
B. Enter your pass code when prompted to create a pass code
C. Ensure that the Salesforce Classic application is installed and all your Sales force records are downloaded to your device

Answer: ABC

NEW QUESTION 60
- (Exam Topic 3)
Sales methodology means an industry-recognized standard sales process.

A. True
B. False

Answer: B

NEW QUESTION 65
- (Exam Topic 3)
Who has permission to edit a Chatter profile?

A. An Administrator
B. An individual user
C. A user's manager
D. Profiles are not editable

Answer: B

NEW QUESTION 70
- (Exam Topic 3)
Arrange the steps to create a record in the correct order (using Salesforce Classic).

A. Select Save from the menu
B. Open the records in the list view or highlight the object tab
C. Open the menu and select New
D. Enter the record details in the specified fields

Answer: ABCD

NEW QUESTION 72
- (Exam Topic 3)
Sales reps shouldn’t be able to edit certain opportunity fields after closed/won stage (fields reserved for sales ops).

A. Validation rule
B. Workflow rule
C. Modify all data privilege -> Sales Ops
D. Field level security

Answer: A

NEW QUESTION 77
- (Exam Topic 3)
Which best describes the Salesforce Automation feature "Activities"?

A. Ensures that we are tracking our progress towards the desired states.
B. Enforces the business process.
C. Identifies key stakeholders from the buy side.
D. Makes sure we recognize those involved in the sales process.
E. Allows to better automate the sales methodology.
F. Determines the sales stages of an organization.

Answer: A

NEW QUESTION 80
- (Exam Topic 3)
Which best describes the Salesforce Automation feature "Contact Roles" ?

A. Ensures that we are tracking our progress towards the desired states.
B. Enforces the business process.
C. Identifies key stakeholders from the buy side.
D. Makes sure we recognize those involved in the sales process.
E. Allows to better automate the sales methodology.
F. Determines the sales stages of an organization.

Answer: C

NEW QUESTION 81
- (Exam Topic 3)
A strong pipeline requires sales and marketing alignment. Which of the following example describes a need for sales and marketing alignment?

A. Leads are qualified but not routed to the right people
B. Campaigns are launched without communicating the follow-up plan
C. Leads are tracked in separate systems, not accessible by all
D. As business matures, it becomes difficult to identify right prospects

Answer: B

NEW QUESTION 84
- (Exam Topic 3)
What are the factors that influence marketing metrics and drive key marketing business challenges?

A. Insufficient lead generation
B. Poor alignment with sales
C. Measuring marketing ROI

Answer: A

NEW QUESTION 85
- (Exam Topic 3)
Territory mgt is enabled. Users should be able to track account plans for each account they have access to

A. Create lookup relationship account -> account plan
B. Create master detail relationship account -> account plan
C. Review territory mananagement settings
D. Validation rule

Answer: B

NEW QUESTION 86
- (Exam Topic 3)
What are the main challenges that marketing faces when trying to align with sales? (Select all that apply)

A. Inefficient handoff from marketing to sales
B. Lack of feedback from marketing to sales
C. Slowing down of lead velocity
D. Sales cannot keep up with leads from marketing

Answer: AC

NEW QUESTION 87
- (Exam Topic 3)
Which option best identifies with the Chatter Record Page?

A. Everyone can see what you post her
B. Displays posts from everyone you're following.
C. Everyone can see what you post her
D. Only displays posts directed to you.
E. Only users with access rights can view or post here.

Answer: C

NEW QUESTION 88
- (Exam Topic 3)
Which of the following is good Chatter Etiquette? (Select all that apply)

A. Connect with co-workers by letting them know about your weekend
B. Direct users to a subject matter experts
C. Ask questions to gain vertical expertise
D. Ask questions about bonus schedules

Answer: BC

NEW QUESTION 93
- (Exam Topic 3)
Which metric influences customer satisfaction? Choose 2 answers:

A. First call resolution
B. Cost per call
C. After call work
D. Call quality

Answer: AD

NEW QUESTION 94
- (Exam Topic 3)
What are some of the ways to align communication between the sales and marketing organizations? (Select all that apply)

A. Provide sales collateral in one place
B. Standardize internal and external communication with templates
C. Communicate availability of sales collateral
D. Have a daily meeting with sales to check on latest developments
E. Gather feedback on sales collateral and templates
F. Evaluate impact of collateral on bringing leads through to close

Answer: ABCDEF

NEW QUESTION 95
- (Exam Topic 3)
Universal Telco sells and supports a line of smart phones. The company offers support via phone, email-to-case, web-to-case, and a customer portal. The call center manager is incented to drive support through customer self-service. Which report should be included on the manager's dashboard? Choose 3 answers:

A. Average Call Handle Time
B. Cases by Support Channels
C. Number of Portal Logins per Day
D. Escalated Calls
E. Knowledge Article Usage

Answer: BCE

NEW QUESTION 100
- (Exam Topic 3)
Universal Containers is designing a contact center that will store 20 million cases. Of those, 5 million will need to be accessed for reporting and search. Which approach will ensure best system performance? Chose 3 answers:

A. Custom indexes
B. Tiered data strategy
C. Record types
D. Division
E. Custom search

Answer: ABD

NEW QUESTION 104
- (Exam Topic 3)
Which of the following descriptions best describe Content?

A. A tool for extending pricing proposals to customers
B. A content management tool for users who seek information
C. A library that allows access to documents
D. A collaboration tool
E. A data enrichment tool that maintains updated data

Answer: C

NEW QUESTION 105
- (Exam Topic 3)
An outsourced contact center is losing part-time agents to a nearby contact center that promotes flexible scheduling. Which support channel requires the smallest amount of agent work time?

A. Web to case
B. Email to case
C. Web self service
D. Chat

Answer: C

NEW QUESTION 110
- (Exam Topic 3)
Which method can be used to improve agent retention? Choose 2 answers:

A. Mix telephony interactions with email and chat
B. Extend benefits to part-time agents
C. Provide additional training on tools and process
D. Allow shift trading between agents

Answer: BD

NEW QUESTION 112
- (Exam Topic 2)
Match the following loading option to the description of when to use it. "Integration"

A. Brian wants to consolidate all his accounts from several systems.
B. Bill wants to load 20,000 lead records.
C. Becky wants to load all her 65,000 contact records.
D. Bob wants to load a single account record.
E. Berta wants to keep a separate system as her "system of record"

Answer: E

NEW QUESTION 116
- (Exam Topic 3)
What should you do when migrating Opportunities?

A. Determine if you need to load owner who are not current users
B. Always load all owners, including those who are not current users
C. Only load owners who are current users
D. Load all available data, including owners

Answer: A

NEW QUESTION 117
- (Exam Topic 3)
Universal Containers plans to deploy the new Service Cloud console to its support team. Which steps should be considered in deployment? (There are three correct answers.)

A. Customize highlight panels for all objects.
B. Set up interaction logs and assign them to user profiles.
C. Assign users the Service Cloud User feature license.
D. Set up users and assign them to a queue.
E. Customize case list views.

Answer: ABC

NEW QUESTION 119
- (Exam Topic 3)
Universal Containers plans to migrate data into Salesforce from a legacy system. Which step should be taken before performing the data migration? Choose 2 answers:

A. Perform data cleansing
B. Enable data validation rules
C. Develop data map
D. Normalize database

Answer: AC

NEW QUESTION 120
- (Exam Topic 3)
ACampaign Call-Down report justifies the spend on programs; helps to know who to target for future campaigns; shows the relations to sales data, lead data, and analysis of campaigns; and reflects how customer community interacts and how it affects sales. Who would benefit most from the idea that this report shows the relations to sales data, lead data, and analysis of campaigns?

A. VP Marketing
B. BI/Analytics
C. Marketing Executive
D. Campaign Manager

Answer: B

NEW QUESTION 124
- (Exam Topic 2)
Which of the following can be synced with Salesforce for Outlook? (Select all that apply)

A. Contacts

B. Tasks
C. Accounts
D. Events
E. Emails

Answer: ABD

NEW QUESTION 127
- (Exam Topic 2)
Which of the following statements are true about an end user's forecast? (Select all that apply)

A. Is updated in the system every evening at 5 pm
B. This aggregate can be dollars of revenue
C. This aggregate can be units of products
D. This aggregate can be both dollars or revenue and units of products
E. Rolls up according to the forecast hierarchy

Answer: BCDE

NEW QUESTION 128
- (Exam Topic 2)
Forecast Category "Commit" can be summarized as:

A. Closed
B. Closed + Commit
C. Closed + Commit + Best Case
D. Commit + Best Case + Pipeline

Answer: B

NEW QUESTION 132
- (Exam Topic 2)
What are the key data management challenges? (Select all that apply)

A. The system must enable easy and correct entry of data
B. Users must be able to find and trust data in the system
C. Data must not be available to certain roles
D. The system must keep the data clean for future use
E. Users must not use the same data too often to avoid contamination

Answer: ABD

NEW QUESTION 135
- (Exam Topic 2)
Choose the correct statement.

A. Any salesperson can change their quota at any time.
B. Only users with the appropriate permissions can change their quota.

Answer: B

NEW QUESTION 140
- (Exam Topic 2)
Sales Rep Phil Smith has an opportunity for $50,000 in the Commit stage. Which aggregates on Phil's forecast will include this amount? (Select all that apply)

A. Pipeline
B. Best Case
C. Commit
D. Closed

Answer: ABC

NEW QUESTION 142
- (Exam Topic 2)
What are some common security challenges? (Select all that apply)

A. Consultants have different beliefs about the optimal level of security for clients
B. Different industries require and follow different security models
C. Marketing and sales organizations differ on how they access contacts.
D. Salesforce users must have access to the right records and only see relevant data.

Answer: BCD

NEW QUESTION 146
- (Exam Topic 2)

Used Books R Us sells books at its local store, online via its website, online via Amazon, and through a larger, well-known book company called We Sell Books. Which Sales strategy does this company user?

A. Direct sales
B. Sales channel
C. A hybrid of direct sales and sales channel

Answer: C

NEW QUESTION 149
- (Exam Topic 2)
Once you save a PDF quote, the file is automatically emailed to the customer.

A. True
B. False

Answer: B

NEW QUESTION 152
- (Exam Topic 2)
Match the following loading option to the description of when to use it. "ETL Tool"

A. Brian wants to consolidate all his accounts from several systems.
B. Bill wants to load 20,000 lead records.
C. Becky wants to load all her 65,000 contact records.
D. Bob wants to load a single account record.
E. Berta wants to keep a separate system as her "system of record"

Answer: A

NEW QUESTION 156
- (Exam Topic 2)
For optimal usability and adoption, a solution must do what. (Select all that apply)

A. Provide value so users perceive it as a valuable spending of their time.
B. Be easy to use so users can easily enter data and find information.
C. Have trusted data.
D. Be inexpensive so users don't worry about the bottom line when using the application.
E. Provide both online help and hard copy reference materials to assist users at all times.
F. Be easy to change through a change ma

Answer: ABCF

NEW QUESTION 158
- (Exam Topic 2)
How can end users work with Salesforce for Outlook? (Select all that apply)

A. Define Outlook configurations
B. Assign configurations too their users with their profile
C. Install Salesforce for Outlook
D. Select Outlook sync folders

Answer: CD

NEW QUESTION 162
- (Exam Topic 2)
You are setting up security for your client, UCI. UCI has a collaborative sales model and want to make sure all team members work together to meet the customer needs. They are likely to require an open sharing model that will allow them to cross- and up-sell opportunities.

A. True
B. False

Answer: A

NEW QUESTION 164
- (Exam Topic 2)
Match this tip with its design consideration. "Show each job function relevant information"

A. Tab and field naming
B. Reduced clicks
C. Search
D. Record types and page layouts
E. Workflow rules and approvals
F. Minimized redundant data entry

Answer: D

NEW QUESTION 168
- (Exam Topic 2)
Your sole focus, when working with a client on data management, should be on initial data migration.

A. True
B. False

Answer: B

NEW QUESTION 171
- (Exam Topic 2)
Match the following loading option to the description of when to use it. "Import Wizard"

A. Brian wants to consolidate all his accounts from several systems.
B. Bill wants to load 20,000 lead records.
C. Becky wants to load all her 65,000 contact records.
D. Bob wants to load a single account record.
E. Berta wants to keep a separate system as her "system of record"

Answer: B

NEW QUESTION 173
- (Exam Topic 2)
Match this tip with its design consideration. "Users should not do things more than once because it takes time and may create dirty data"

A. Tab and field naming
B. Reduced clicks
C. Search
D. Record types and page layouts
E. Workflow rules and approvals
F. Minimized redundant data entry

Answer: F

NEW QUESTION 174
- (Exam Topic 2)
Standard fiscal years must start on January 1st.

A. True
B. False

Answer: B

NEW QUESTION 177
- (Exam Topic 2)
Your organization sells a product that requires your customers to pay all at once but receive the product in increments. What should be your first step in setting up Product schedules?

A. Enable creation of Quantity Schedules
B. Enable creation of Revenue Schedules
C. Set up default Quantity schedules for Products
D. Set up default Revenue schedules for Products

Answer: C

NEW QUESTION 179
- (Exam Topic 2)
How do you create a new quote for a customer?

A. Select an Account and click "New Quote"
B. Click the Quotes tab, then click "New Quote"
C. Select an Opportunity, then click "New Quote"
D. Select a Contact and click "New Quote"

Answer: C

NEW QUESTION 181
- (Exam Topic 2)
Which of the following stage should be matched with the Forecast Category "Omit"?

A. Early pipeline stages
B. Mid pipeline
C. Late pipeline stages
D. Closed and Won
E. Closed and Lost

Answer:

E

NEW QUESTION 183
- (Exam Topic 1)
Which method can be used to route cases from social channels?

A. use Twitter-to-case and add workflow rules to the case object.
B. Enable Social Customer Service and add assignment rules to the case object.
C. Enable Social Network Profile and add workflow rules to the contact object.
D. Enable Social Network Profile and add assignment rules to the case object.

Answer: B

NEW QUESTION 186
- (Exam Topic 2)
Who can benefit from the Quotes feature? (Select all that apply)

A. A customer who wants to get a quote from Salesforce
B. A sales rep who wants to create and email a PDF quote from Salesforce
C. An Administrator who wants to manage quoting in Salesforce

Answer: ABC

NEW QUESTION 187
- (Exam Topic 2)
You have an Opportunity in the Value Proposition stage, for an amount of $1,000 that has a 50% Probability of closing. If all goes well, and this Opportunity closes, how much revenue will be realized?

A. $1,000
B. $500
C. $750

Answer: A

NEW QUESTION 192
- (Exam Topic 2)
Why is it important to forecast sales?

A. Forecasting helps a company know what's in the pipeline
B. Forecasting allows a company to manage revenue
C. Forecasting tells managers the percent of deals closed
D. Forecasting moves opportunities through stages

Answer: B

NEW QUESTION 195
- (Exam Topic 2)
There are four steps to managing Products and Price Books. Can you put the steps in order?

A. Create Product
B. Create Custom Price Book
C. Defined Standard Price
D. Set List Price

Answer: BCD

NEW QUESTION 199
- (Exam Topic 2)
The stage field is mapped to a value for the Forecast Category field and this can never be changed in an opportunity.

A. True
B. False

Answer: B

NEW QUESTION 201
- (Exam Topic 2)
Your company sells large mainframes that are delivered in one delivery but are paid for with several regular installments. What type of schedule should you set up?

A. Default Quantity Schedule
B. Default Revenue Schedule
C. Default Revenue and Quantity Schedule
D. Don't create any default schedule

Answer:

B

NEW QUESTION 202
- (Exam Topic 2)
Role hierarchy should normally mimic the org structure.

A. True
B. False

Answer: B

NEW QUESTION 204
- (Exam Topic 2)
What does Salesforce usability mean?

A. How many users log on to Salesforce on a daily basis
B. What is the ratio of Salesforce users to the amount of sales
C. How satisfied Salesforce users are with the application
D. How easily can customers achieve their goals using Salesforce

Answer: D

NEW QUESTION 205
- (Exam Topic 1)
Universal Containers' support team requires its customers to submit their support inquiries via free form email (Outlook, Gmail, Yahoo, etc). Additional requirements are listed below:
• Support attachments up to 30 MB per inquiry
• Over 10,000 inquiries per day
What solution should a consultant recommend to meet these requirements?

A. Emall-to-Case
B. Customer Chatter groups
C. Web-to-Case
D. On-Demand Email-to-Case

Answer: A

NEW QUESTION 207
- (Exam Topic 1)
Support agents need to verify that customers are eligible to receive customer support before they can update the Which two objects are used to verify that a customer is entitled to receive support? Choose 2 answers

A. Contacts
B. Products
C. Service contracts
D. Case history

Answer: AC

NEW QUESTION 210
- (Exam Topic 1)
What are two design considerations for a Live Agent implementation? Choose 2 answers

A. Chat Visitor Browser
B. Chat Window Title
C. Chat Character Limit
D. Idle Connection Timeout

Answer: AD

NEW QUESTION 213
- (Exam Topic 1)
Universal Containers wants articles to be suggested to agents based on information they are typing into the case.
Which solution should a consultant recommend?

A. Implement a Salesforce Console for Service and enable the Knowledge sidebar on the case page layout.
B. Enable the Knowledge sidebar related list on the case page layout.
C. Enable the Knowledge sidebar setting in the case support settings.
D. Create a Visualforce page called Knowledge sidebar on the case page layout.

Answer: A

NEW QUESTION 214
- (Exam Topic 1)
Which feature should a Consultant configure to allow global Service Reps to call customers from within the Lightning Service Console?

A. Open CTI
B. Macros
C. Local Presence
D. Lightning Dialer

Answer: D

NEW QUESTION 215
- (Exam Topic 1)
Universal Containers wants to be able to assign Cases based on the same criteria they use for Live Agent chats. Which feature should a Consultant recommend?

A. Omni-channel Skills-based routing
B. Live Agent Queue-based routing
C. Omni-channel Queue-based routing
D. Case Skills-based Assignment Rules

Answer: B

NEW QUESTION 216
- (Exam Topic 1)
Universal Containers wants to provide its resellers a secure portal where they can manage their customer accounts, submit and track the status of their cases, and view reports and dashboards.
Which solution should a consultant recommend?

A. Employee Community
B. Partner Community
C. Reseller Community
D. Customer Community

Answer: B

NEW QUESTION 219
- (Exam Topic 1)
A company has created a new onboarding process. An Agent must create ten open activities that align to a step of this onboarding experience. Creating these activities can take up to 20 minutes each to complete.
What should the Agent recommend to minimize costs?

A. Assign a single agent to create the activities on all new onboarding cases.
B. Provide a macro that will automatically create the activities when executed.
C. Add an object-specific custom quick action to create new activities.
D. Hire a certified developer to write an apex trigger that creates each new activity.

Answer: B

NEW QUESTION 224
- (Exam Topic 1)
The Contact Center at Universal Containers wants to increase its profit margins by promoting call deflection within Service Cloud.
Which two solutions should a Consultant recommend? Choose 2 answers

A. Knowledge Base
B. Customer Community
C. Automatic Call Distribution
D. Service Cloud Console

Answer: AB

NEW QUESTION 226
- (Exam Topic 1)
Universal Containers provides Customer Support for two separate business operations. The cases managed for each operation have different steps and fields.
Which three features could be implemented to support this? Choose 3 answers

A. Omni-Channel
B. Page Layouts
C. Record Types
D. Support Processes
E. Article Types

Answer: ACD

NEW QUESTION 228
- (Exam Topic 1)
A consulting firm has been retained to implement a new Service Cloud platform for a company. This company requires quick iterations and a speedy project completion. The company has requested frequent project updates for check-ins and refinement.
Which methodology should the Consultant recommend to meet the given requirements?

A. Kanban
B. Lightning Platform

C. Agile
D. Waterfall

Answer: C

NEW QUESTION 230
- (Exam Topic 1)
What are three best practices that should be used when deploying Salesforce functionality to production? Choose 3 answers

A. Ensure that at least 60% of the code is covered by unit tests before deploying to production.
B. Plan and communicate the deployment to all users of the organization in advance.
C. Select a window of time when users will NOT be making changes to the organization.
D. Ensure all users refrain from logging into production for an entire day prior to deployment.
E. Migrate a test deployment to a staging environment for a smoother real-life experience.

Answer: BCE

NEW QUESTION 234
- (Exam Topic 4)
UC is deploying Salesforce for lead and opportunity Management. Several area of the application need to be customized using Apex & Visualforce in order to meet business requirements. Which steps can be taken to execute an effective test plan that will ensure high quality components? (2 answers)

A. Create test conditions that cross-reference use cases from project documents
B. Delegate unit testing to application end users because they understand the requirements best
C. Rely on automated test script tools to ensure maximum test coverage
D. Write detailed test scripts that define specific conditions, actions, and expected results

Answer: AD

NEW QUESTION 237
- (Exam Topic 4)
What is a capability of Data Loader? Choose 2 answers.

A. Ability to prevent importing duplicate records.
B. Ability to export field history data.
C. Ability to extract Organization and configuration data.
D. Ability to run one time or scheduled data loads.

Answer: BD

NEW QUESTION 240
- (Exam Topic 4)
Universal Containers has launched an initiative to increase the number of leads being qualified each week, the number of activities being created for each opportunity, and the opportunity win rate. The Vice President (VP) of Sales would like to receive a daily update on the progress being made towards these goals. What solution should a consultant recommend to accomplish this?

A. Build three reports for the lead, activity, and opportunity information; have them automatically refreshed U daily.
B. Build three reports for the lead, activity, and opportunity information; add them to a dashboard to be L-' emailed daily to the VP of Sales.
C. Build a custom report type to display lead, activity, and opportunity information; have the VP of Sales follow the report on Chatter.
D. Build a joined report to show the lead, Activity and Opportunity information, scheduled it to email daily to u VP of sales.

Answer: D

NEW QUESTION 244
- (Exam Topic 4)
Cloud Kicks has sales teams distributed across global regions, The direction from sales leadership is to define access based on region. For example, users within the region have access to regional dashboards, while the leadership team has access to global dashboards.
What should the Consultant recommend to meet this requirement?

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

Answer: C

NEW QUESTION 249
- (Exam Topic 4)
Sales Manager at Cloud Kicks need to show reports and dashboards with opportunity forecast by Product family with team quotas. Which solution should a Consultant recommend?
Select the ones you like.

A. Configure quotas with a product report and add necessary fields.
B. Create a joined report with closed Opportunities, forecasting items, and quotas.
C. Create a custom report type with forecasting quotas and items.
D. Configure an analytic snapshot to capture the Opportunity forecast and quotas.

Answer: C

NEW QUESTION 254
- (Exam Topic 4)
Cloud Kicks to see how many closed won opportunities a campaign has generated over last 30 days. They have implemented a campaign influence model that uses the primary campaign source. Which two steps are needed to meet this requirement using standard functionality? Choose 2 answers

A. Add campaigns to opportunities when the campaign is related to a contact that is assigned a contact role on the opportunity prior to the close date.
B. Have the administrator define rules for campaigns to automatically add opportunities and then lock after 30 days.
C. Have the administrator specify a timeframe that limits the time a campaign can influence an opportunity after the campaign first associated date and before the opportunity created date.
D. Add child campaigns of the primary campaign source automatically if the child campaigns have an end date that falls before the opportunity close date.
E. Have representatives populate a field on the opportunity record with the dollar amount of expected revenue from the campaigns that influenced the opportunity.

Answer: AC

NEW QUESTION 255
- (Exam Topic 4)
Universal containers recently completed the implementation of a new sales cloud solution. The stakeholder committee believes that the user adoption is best measured by the number of daily logins. What other measures of sales uses adoption should be considered? Choose 2 answers

A. Number of neglected opportunities over time by role
B. Number of reports exported to excel for analysis
C. Overall effectiveness of mass email campaigns
D. Completeness of records entered into the new system

Answer: AD

NEW QUESTION 257
- (Exam Topic 4)
The Cloud Kicks IT team wants to enable person Accounts in its Salesforce org.
Which three prerequisites must be met before the Consultant can enable person Accounts? Choose 3 answers

A. The Organization-wide Default for Contacts has been set to Controlled by Parent.
B. The Cloud Kicks Salesforce Community has been disabled to allow person Account self-registration in the future.
C. The Organization-wide Default for both Accounts and Contacts have been set to Public Read/Write.
D. At least one record type has been created for Accounts.
E. User profiles with read access to Accounts also have read access to Contacts.

Answer: ADE

NEW QUESTION 259
- (Exam Topic 4)
UC collaborates with consulting partners on some of its opportunities. If a partner account is added to the partners related list on a customer opportunity, what is the impact?

A. The partner account is added to the partners related list on the customer account
B. Contacts from the partner account are added to the contact roles related list on the opportunity
C. Contacts from the partner account are added to the opportunity team
D. The partner account owner is able to view all contacts for that customer account

Answer: A

NEW QUESTION 261
- (Exam Topic 4)
Universal Containers is moving their legacy Customer Relationship Management (CRM) system to salesforce sales cloud. What should the consultant recommend to ensure a successful implementation?

A. Review the current system with all levels of users to understand their requirements
B. Review the current system with executive management to understand their requirement
C. Review the current system with and configure sales cloud to work in the same way
D. Review the current system with IT management to understand their requirement

Answer: A

NEW QUESTION 264
- (Exam Topic 4)
Universal containers sales team would like to track product shipments for each of its customers. The shipment tracking information is currently available in a back end system, which the company plans to integrate with Salesforce. Which objects are relevant for this integration?

A. Opportunity, Opportunity product, Custom object-Shipment Status.
B. Lead, Opportunity, Product, Custom object-Shipment Status.
C. Opportunity, Opportunity product, Contract, Custom object Shipment Status.
D. Lead, Account, Opportunity Product, Custom object -Shipment Status.

Answer: A

NEW QUESTION 268
- (Exam Topic 4)
Asia Pacific and Japanese sales teams from Cloud Kicks have requested separate report folders for each region. The VP of Sales needs one place to find reports for all the regions and still wants to retain visibility of the reports in each folder. What should the Consultant recommend to meet this requirement?

A. Create all new regional folders and move the reports to the respective region folder with viewer access.
B. Create grouped folders, keeping the top region folder sharing settings and limiting the sharing settings for the grouped ^ folders for each region.
C. Create subfolders, keeping the top region folder sharing settings and limiting the sharing settings for the subfolders for each ^ region.
D. Create all new regional folders and move the reports to the respective region folder with subscribe access.

Answer: A

NEW QUESTION 271
- (Exam Topic 4)
The sales representatives at Universal containers use various email applications and often receive important customer emails while they are away from the office. Sales management wants to ensure sales representatives are recording email activity with customers in salesforce while they are away from the office. What should a consultant recommend to meet this requirement?

A. Download and install a salesforce universal connector for their smartphone and computers
B. Copy and paste emails manually to the customer record in salesforce from their smartphones and computers
C. Download and install the salesforce for outlook connector on their smartphones and computers
D. Forward emails using their email-to-salesforce email address from their smartphones and computers

Answer: D

NEW QUESTION 276
- (Exam Topic 4)
A sales manager for one of Cloud Kicks' sales territories is unable to see a forecast for the current quarter. What will resolve this problem?

A. Suggest the opportunity owner share the opportunity with the sales manager.
B. Select the correct forecast from the user record.
C. Add the sales manager to the forecasting public group.
D. Set the forecast manager for this territory.

Answer: D

NEW QUESTION 277
- (Exam Topic 4)
A company has call centers in Europe, North America and Japan. Cases not closed within four hours should be escalated. Call Center Managers have noticed that some Open Cases are not being escalated on time. Which two configurations should a Consultant check to try to solve the problem? Choose 2 answer

A. Case Assignment Rules
B. Call Center Holidays
C. Milestones and Entitlements
D. Case Business Hours

Answer: CD

NEW QUESTION 281
- (Exam Topic 4)
Universal containers sells two products that each have a unique sales methodology. A few of the sales stages overlap between the selling methodologies, but are unique to just one of the methodologies. What element must be configured to support both selling methodologies? Choose 3 answers

A. Two sales processes
B. Two page layouts
C. Two record types
D. Two sets of opportunity stages

Answer: ABC

NEW QUESTION 286
- (Exam Topic 4)
AConsultant is implementing a new Sales Cloud instance for Cloud Kicks that has a public sharing model for Accounts. Different sal.. Accounts that create a multi-level Account Hierarchy. Cloud Kicks needs to see the total number of closed won Opportunities and the.. in the hierarchy when viewing a parent Account.
Which recommendation will meet this viewing requirement?

A. Create a workflow rule to update the custom field on the parent Account, displaying the total value of won Op.. Accounts.
B. Configure a link on the Account that will open a list view showing the total value of open Opportunities for all..
C. Configure Apex to update a custom field on the parent Account with the total value of won Opportunities from..
D. Create a Roll-up Summary field on the parent Account, displaying the total value of won Opportunities from t..

Answer: B

NEW QUESTION 291
- (Exam Topic 4)
10 Cloud Kicks has an external ERP system which stores product order information. Cloud Kicks wants to view those..the Account record in real time.
Which solution should the Consultant recommend?

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

Answer: B

NEW QUESTION 294
- (Exam Topic 4)
Sales representatives and partners of Universal Containers constantly complain about the poor quality of lead data. Leads are owned by the Vice President of Marketing, who has established a task force and a project to remedy the situation. Which approach should the task force consider to improve and maintain the quality of lead data? Choose 2 answers

A. Use tools like the Lead Import wizard to identify and remove duplicates.
B. Use Data.com to clean the existing lead data and new data going forward.
C. Create a workflow notification when leads are created with poor Quality data.
D. Import the lead data using the Find Duplicates wizard on the lead object.

Answer: AB

NEW QUESTION 297
- (Exam Topic 4)
The Cloud Kicks sales team collaborates on Opportunities, which helps the team succeed and close more deals.
What should the Consultant configure to allow contributing sales team members to share in the revenue from closed Opportunities?

A. Add the Opportunities to a campaign.
B. Add the contributors to the Opportunity's contact role related list.
C. Create quick actions to create child Opportunities.
D. Enable Opportunity Splits from Setup.

Answer: D

NEW QUESTION 301
- (Exam Topic 4)
The members of an opportunity team at UC are working together to close an opportunity. The sales engineer on the team is having trouble keeping up with the most current quote. How can the sales engineer identify the opportunity's latest quote?

A. Reference synced quote history on the opportunity.
B. Reference the last modified date on the quotes.
C. Follow the opportunity's quotes in Chatter.
D. Reference the synced quote field on the opportunity record.

Answer: D

NEW QUESTION 303
- (Exam Topic 4)
Universal Containers is following a traditional waterfall project delivery methodology. The analysis phase is complete with the sign-off of the requirements. What action should a consultant take to minimize changes in
scope during the design and build phases? Choose 2 answers

A. Map solution design documents to system test scripts
B. Obtain customer sign-off on the solution design
C. Update requirements based on feedback from key stakeholders
D. Map business requirements to the solution design

Answer: BD

NEW QUESTION 308
- (Exam Topic 4)
The Salesforce administrator for Cloud Kicks needs to set sales quotas for all sales representatives. Which three solutions should the Consultant consider? Choose 3 answers

A. Use the API.
B. Update the sales quota field from the opportunity record.
C. Enable Forecast Quotas from Setup.
D. Use Data Loader.
E. Add a record to the quota object.
F. Add a record to the Quotas related list from the user record.

Answer: ADF

NEW QUESTION 312
- (Exam Topic 4)
UC needs to show a dashboard with forecast by product family with quotas. What solution should consultant recommend?

A. Build a custom report with closed forecasting quotas with forecasting items
B. Build a joined report with closed opportunities, forecasting items, and quotas

C. Create an analytical snapshot to capture the opportunity forecast
D. Customize Quotas with product report and add necessary fields

Answer: C

NEW QUESTION 316
- (Exam Topic 4)
Sales Management at Cloud Kicks has noticed that the Quote amount on Opportunities does not match the Opportunity amount. Which two actions should the Consultant recommend to resolve this issue? Choose 2 answers

A. Build a Workflow rule to update the Opportunity Amount with a Grand Total Value on the Quote Record.
B. Add the Syncing checkbox to the Quotes related list.
C. Add a global action to sync the Quote with the Opportunity.
D. Add a Sync button to the Page Layout.
E. Build a formula field on Opportunity to roll up Total Value from the Quote Record.

Answer: BD

NEW QUESTION 319
- (Exam Topic 4)
The Universal Containers sales team would like to track product shipments for each of its customers. The shipment tracking information is currently available in a back-end system, which the company plans to integrate with Salesforce. Which objects are relevant for this integration?

A. Opportunity, opportunity product, contract, custom object-shipment status
B. Lead, account, opportunity product, custom object-shipment status
C. Opportunity, opportunity product, custom object-shipment status
D. Lead, opportunity, product, custom object-shipment status

Answer: C

NEW QUESTION 321
- (Exam Topic 4)
Cloud Kicks wants to implement a methodology to determine which current Leads have the most in common with Leads that have successfully been converted in the past. How can Cloud Kicks support this requirement?

A. Use Einstein Lead Scoring.
B. Create a lead Rollup Summary Field.
C. Use Lead Conversation Reporting.
D. Create a Joined report.

Answer: A

NEW QUESTION 322
- (Exam Topic 4)
Universal Containers provides customer support for both new products and routine maintenance of existing products. The cases for both types have many stages and fields in common, however, the maintenance cases have additional stages and fields that need to be captured. Which two features should a Consultant recommend to accomplish this objective? Choose 2 Answers

A. Support Types
B. Support Processes
C. Approval Processes
D. Record Types

Answer: BD

NEW QUESTION 324
- (Exam Topic 4)
Nothern Trail outfitters (NTO) consumer business has grown to more than 500,00 contacts. NTO stores all individual consumer contacts under a single account called 'Consumer'. Mass updates are no longer completed within the defined maintenance timeframe and an increased number of errors are being reported. Which two actions should be recommended to improve performance?

A. Remove the account assignment for all contacts
B. Ensure that no single account has more than 10,000 contacts
C. Enable person accounts and migrate the contact data
D. Add an index to the account field on the contact object

Answer: BC

NEW QUESTION 327
- (Exam Topic 4)
A sales representative at Universal Containers who recently lost a sales deal to a competitor has set the opportunity stage to closed/lost. What impact will this have on the opportunity in the forecast?

A. It will be associated with the omitted forecast category and sales management must override to exclude it from the forecast.
B. It will be associated with the lost forecast category and only sales managers will be able to view it in the forecast.
C. It will be associated with the closed forecast category and it contributes to the forecast.
D. It will be associated with the omitted forecast category and does NOT contribute to the forecast.

Answer: D

NEW QUESTION 332
- (Exam Topic 4)
Service Reps at Universal Containers complain that the Case Feed in the Lightning Service Console has too many entries and is hard to use. Which option should a Service Consultant recommend to improve the Case Feed usability?

A. Use Compact Case Feed to hide entries
B. Case Feed Private Sharing to hide entries
C. Use case feed Filters to organize entries
D. Use Comments instead of Case Feed entries

Answer: C

NEW QUESTION 335
- (Exam Topic 4)
AContact Center Manager has recently implemented CTI in the Contact Center. Which three metrics can be impacted due to this implementation? Choose 3 answers

A. Calls per agent
B. Call handle time per agent
C. Articles used per call
D. Customer satisfaction scores

Answer: CD

NEW QUESTION 337
- (Exam Topic 4)
Universal Containers' customer service technicians need to access the following information while at a customer site complete the service call: - Customer order history - Level of contracted support - List of replaceable parts Which system can Salesforce integrate with to retrieve this information and makes it available to technicians in the field?

A. An enterprise resource planning system
B. A workforce management system
C. A third-party mobile application platform
D. A knowledge management system

Answer: A

NEW QUESTION 339
- (Exam Topic 4)
Universal containers has enabled Advanced Currency Management. How the converted amount data is reported on a report that spans time periods when the exchange rates was different.

A. Converted amount are based on the historical exchange rate associated with the close date
B. Converted amount are based on exchange rates that use the most current entry
C. Converted amount are based on the exchange rates entered in the opportunity
D. Converted amount are based on exchange rates that use the oldest entry

Answer: A

NEW QUESTION 340
- (Exam Topic 4)
A Sales Rep at Cloud Kicks has a requirement to have access to all child Accounts of the Accounts they own. The Organization-wide Default setting for Account is private. What happens if a user has access to a parent Account?

A. The user will access to All Accounts if "Gran Access using Hierarchies" is enabled.
B. Access can be granted by setting up a sharing rule via Account Hierarchy.
C. Access to child Account will need to be manually added.
D. The user will have access to child Account records.

Answer: D

NEW QUESTION 342
- (Exam Topic 4)
Universal Containers would like to associate some contacts with more than one Account (e.g., a contact is an employee of one account and on the boards of several other Accounts). What solution should a consultant recommend to meet this requirement?

A. Associate the contact to other account using lookup field.
B. Clone the contact record and add to the 2nd account.
C. Add the contacts to the partner related list on the second Account.
D. Enable Contact to multiple Accounts feature

Answer: D

NEW QUESTION 345

- (Exam Topic 4)
UC has three sales divisions: hardware, software, and consulting. The hardware and software divisions follow a ten-step sales process. The consulting division follows an eight-step sales process and does not use the prospecting or perception analysis stages during the sales cycle. What should a consultant recommend to support these requirements? Choose 3 answers

A. Create sales processe
B. .
C. Create record types.
D. Create separate page layouts
E. Create separate stage fields .
F. Define stage picklist values.

Answer: ABE

NEW QUESTION 347
- (Exam Topic 4)
Universal Containers wants to provide its customer with more support options. Which three should a Consultant recommend? Choose 3 answers

A. Implement SOS for mobile experience
B. Add Live Agent to public-facing sties
C. Utilize KCS to manage Knowledge
D. Configure Chatter for public access
E. Create a Customer Community

Answer: ABE

NEW QUESTION 352
- (Exam Topic 4)
Universal Container has its sales representative enter a new lead whenever they are prospecting a new customer, when qualify the new lead, a new opportunity must be created to track the deal. What would a consultant recommend to enforce data quality and accuracy? Choose 3 answer

A. Create lead conversion process.
B. Create an apex trigger to perform data quality check.
C. Enable validation rules on lead
D. Map lead fields to corresponding opportunity field

Answer: ACD

NEW QUESTION 353
- (Exam Topic 4)
Cloud Kicks has enabled quotas in collaborative forecasts.
In which three ways can the quotas be managed for all users in forecast hierarchy? Choose 3 answers.

A. Add/update quotas using DataLoader
B. Add/update quotas using the Data Import Tool
C. Setup -> Quotas -> Forecast Quotas
D. Setup -> Forecast Settings -> Configure
E. Upload quotas using API

Answer: ADE

NEW QUESTION 358
- (Exam Topic 4)
Universal Containers uses Salesforce for Outlook to synchronize contacts between Microsoft Outlook and Salesforce. The executive team wants to ensure that user's personal contacts in Microsoft Outlook are not synced with Salesforce. Which solution should a consultant recommend to meet this business requirement? Choose 2 answers

A. Train users to assign personal contacts in Microsoft Outlook to the Don't Sync with Salesforce category.
B. Train users to manually remove personal contacts from Salesforce after syncing with Microsoft Outlook.
C. Train users to mark personal contacts as private in Microsoft Outlook and choose not to sync private contacts in Salesforce.
D. Train users to sync personal contacts in Salesforce using one-way synchronization from Salesforce to Microsoft Outlook.

Answer: AC

NEW QUESTION 361
- (Exam Topic 4)
Sales Management at Universal Containers is concerned that pipeline and forecasting reports are inaccurate because sales representatives are creating opportunities after they are closed/won. Which solution will help sales management identify and address the issue? Choose 2 answers

A. Use a workflow rule to email sales management when the opportunity is created in the closed won stage.
B. Create a report that displays opportunities that have a closed date less than or equal to the created date.
C. Run the opportunity pipeline standard report to view the upcoming opportunities by stages
D. Create a workflow rule that automatically updates the opportunity to the first stage in the sales process

Answer: AB

NEW QUESTION 364

- (Exam Topic 4)
Universal containers has setup a sales process that requires opportunities to have associated product line items before moving to the negotiation stage. What solution should a consultant recommend to meet this criteria? Choose 2 answers.

A. Configure the opportunity record types to enforce product line item.......
B. Configure a validation rule that tests the 'Has line item and stage fields for the correct condition'.
C. Ensure that all sales representatives have access to at least one pricebook when creating product lines.
D. Define a workflow rule that automatically defaults to a pricebook and...........negotiation stage.

Answer: BC

NEW QUESTION 369
- (Exam Topic 4)
Universal Containers has a private sharing model. Sales representatives own accounts and would like to collaborate with relevant people from other departments (e.g., marketing and product management). The role hierarchy has separate branches for each department to facilitate reporting. What should a consultant recommend to ensure collaborating team members can report on and access relevant data in Salesforce? Choose 2 answers

A. Use manual sharing on account to share specific records.
B. Use Chatter to share records with relevant people.
C. Use account team to share records to relevant people
D. Use opportunity team to share records with relevant people.

Answer: AC

NEW QUESTION 374
- (Exam Topic 4)
Cloud Kicks requires sales associates to record all activities within Salesforce. Which sales metric can be derived from these activities?

A. Close Rate
B. Close Rate
C. Rate of Contact
D. Marketing Influence

Answer: C

NEW QUESTION 377
- (Exam Topic 4)
Universal Containers uses products in salesforce and has private security model. The product management Employee do not have access to all opportunities but would like to track the performance of a new product
after it is launched.
What would a consultant recommend to allow the product management employee to track the performance of the product?

A. Create a criteria based sharing rule to add the product management team to relevant opportunities.
B. create a trigger to add the product management team to the sales team of the relevant opportunities
C. Create a trigger to set the product manager as owner for opportunity on the new product.
D. Create a new product and add it to the price book with the product manager as the owner

Answer: A

NEW QUESTION 381
- (Exam Topic 4)
Universal Containers has two different groups who use accounts. The sales group needs to populate 15 fields and view the fields on the account record. The support group does NOT need to view the 15 fields on the account record but must be able to run reports on them. Which solution will satisfy this requirement?

A. Create separate page layouts for the sales and support groups.
B. Create separate record types for the sales and support groups.
C. Hide the fields through field-level security from the support group.
D. Create a custom object for the 15 fields with a master-detail relationship

Answer: A

NEW QUESTION 386
- (Exam Topic 4)
Cloud Kicks has many customers that regularly renew their "shoe of the month" club membership. The sales representatives use an Account type called "shoe of the month" club for these customers. Sales management wants to use Salesforce to automate repeat opportunities.
What should a Consultant, recommend to meet this requirement?

A. Develop an Apex trigger for renewal customers that inserts a copy of an Opportunity for the sales representative when it reaches the dosed/won stage.
B. Configure a Process Builder process for renewal customers that sends a reminder task to the sales representative to create a new Opportunity when it reaches the closed/won stage.
C. Configure a workflow rule for renewal customers that inserts a copy of an Opportunity for the sales representative when it reaches the closed/won stage.
D. Develop a lightning Component to set an Opportunity revenue schedule that automatically sets up a new Opportunity for renewal customers when it reaches the dosed/won stage.

Answer: A

NEW QUESTION 391

- (Exam Topic 4)
UC requires that account plans be created for all accounts. The account plans have been set up as a custom object with a lookup relationship. The sharing model is private for account plans. UC would like to assign the same access to the account plan record as to the associated account. What solution should a consultant recommend for these scenarios?

A. Modify the account plans object to be in a master-detail relationship with accounts.
B. Create a trigger on account plans that adds a manual share automatically to the account owner.
C. Create sales team users with read access to the account plans object.
D. Apply manual sharing to the account owner after each account plans record is created.

Answer: A

NEW QUESTION 395
- (Exam Topic 4)
During end-to-end testing, the test users log issues stating that the solution is not working according to what they expected. The stakeholders have signed off on the solution. What should a Consultant do to remedy this?

A. Address these issues during the sign-off stage.
B. Contact key stakeholders to determine if a change to the requirements is necessary.
C. Revise the solution to meet the needs of the test users and develop training materials for the full team.
D. Set up meeting with test users and do a requirements workshop.

Answer: B

NEW QUESTION 398
- (Exam Topic 4)
Business users have requested that the Salesforce Administrator allow agents to view a list of cases in the console while agents work through their cases. This will allow agents to identify urgent cases that need to be worked on. How should this be accomplished?

A. Build a custom Visual force page with the list view and assign it to the console sidebar
B. Recommend opening the case list view in a separate browser tab and use the window alongside the case view
C. Enable the list to be pinned in the consol
D. This allows users to view the list alongside the case view in the console
E. Configure the Case list under custom console components so users can view the list view along with the case view

Answer: C

NEW QUESTION 400
- (Exam Topic 4)
Universal Containers (UC) and Global Shipping (GS) are affiliates of ABC Corporation. Both affiliates use separate Instances of Salesforce and work independently but sell to some of the same customers. They would like to collaborate on the common customers but keep the data for other customers separate. What approach should a consultant recommend for implementing Salesforce to meet these requirements?

A. Set up a single instance for ABC Corporation and set up partner portals for UC and GS.
B. Set up a single Salesforce Instance and maintain exclusive customer data using divisions.
C. Use separate Salesforce instances and link shared records using a customer portal.
D. Use separate Salesforce Instances and link shared records using Salesforce to Salesforce.

Answer: D

NEW QUESTION 405
- (Exam Topic 4)
What should you do before you enable communities for your organization? Choose 3 answers

A. Choose a domain name
B. Turn on the global header for users that need it
C. Review your security settings
D. Check you have the required licenses

Answer: ACD

NEW QUESTION 409
- (Exam Topic 4)
UC has set the OWD for accounts to private. Bill owns the Acme account and the General Industries account. Acme is the parent account for General Industries. Bill needs to collaborate with Mary on his accounts, so he manually shares read access to Acme. What access will Mary have to these accounts?

A. Read-only on General Industries and read-only on Acme
B. Read-only on Acme and no access on General Industries
C. Read-only on Acme and access on General Industries
D. Read-only on General Industries and read-write on Acme

Answer: B

NEW QUESTION 413
- (Exam Topic 4)
Cloud Kicks needs to forecast on monthly business that closes and details of open opportunities on a weekly basis. The VP of Sales asks the business analyst to review how the sales funnel is changing month over months. Which two actions should the Consultant take to meet this requirement? Choose 2 answers

A. Configure a reporting snapshot to run daily.
B. Create a custom object to store the results in
C. Schedule a custom forecast report to run weekly
D. Create a custom report folder to store the results in.
E. Configure a report snapshot to run weekly.

Answer: BE

NEW QUESTION 414
- (Exam Topic 4)
Cloud Kicks acquired a shoe distribution partner. The Marketing and Sales Directors want to migrate the existing sales and marketing data into Cloud Kicks' Salesforce instance.
Which three aspects should the Consultant consider before proceeding with the data migration? Choose 3 answers

A. Classic feature that have been improved by Lightning Experience
B. Total number of records being imported compared to the Salesforce edition
C. Criteria to apply to records that should be archived before migration
D. Number of marketing campaign licenses required for the migration
E. Volume of customer, partner, and prospect data from existing system

Answer: CDE

NEW QUESTION 417
- (Exam Topic 4)
UC would like to capture qualification information for new leads (e.g. whether or not a person is a decision maker). The information should also appear in the contact record once the lead has been converted. Which approach should a consultant recommended?

A. Create a custom field on lead and contact object, utilize a trigger to transfer the value after conversion.
B. Create a custom field on lead and contact object; these fields will be mapped automatically during conversion.
C. Create a custom field on lead and contact object, configure mapping for these two fields for conversion.
D. Create a custom field on lead and contact object, advice user to select it for transfer during conversion.

Answer: C

NEW QUESTION 419
- (Exam Topic 4)
The Cloud Kicks sales team works with two different types of Leads: distributors and retailers. Cloud Kicks' management wants the sales team to follow two different lead qualification processes before converting the Lead into an Opportunity. Which three actions should a Consultant recommend to meet this requirement? Choose 3 answers

A. Create Status picklist values to accommodate the different qualification statuses for different types of Leads.
B. Add Leads to different campaigns to determine if they are distributor or retailer Leads.
C. Set up Opportunity splits to measure how different types of Leads are converted.
D. Create a new profile and only assign one Lead record type to it.
E. Create distributor and retailer Lead record types.
F. Create retailer and distributor Lead processes.

Answer: AEF

NEW QUESTION 424
- (Exam Topic 4)
How would you design a solution to give UP a 360 degree view of an account?

A. Create custom formula fields to display the related information
B. Set the field-level security to visible for the appropriate related lists
C. Ensure that the appropriate related lists are on the account page layout
D. Create an apex trigger to display related information

Answer: C

NEW QUESTION 426
- (Exam Topic 4)
Cloud Kicks recently released a custom Action for Competitor Notes, that will prompt sales representatives to provide information about competitors for Opportunities. The sales representatives reported that even though the Action works well on their desktop, they cannot see the Action on their mobile app. What is required to fix this problem?

A. Edit the Page Layout to include the Action.
B. Edit the Page Layout to include a custom link to the Action.
C. Edit the Visualforce to make it available for the mobile app.
D. Edit the Action to make it available for the mobile app.

Answer: C

NEW QUESTION 427
- (Exam Topic 4)
Universal Containers sells three unique products and each product has its own sales process. The company qualifies prospects for the three products in a consistent manner; however, once the customer has shown interest, the sales representatives must follow the relevant products sales process. What solution

should a consultant recommend to meet these requirements? Choose 2 answers

A. Create sales stages that align with opportunity record types.
B. Configure opportunity record types for each sales process.
C. Define sales processes to map to each opportunity record type.
D. Define the default opportunity teams for each opportunity record type.

Answer: BC

NEW QUESTION 430
- (Exam Topic 4)
Cloud Kicks has just completed its initial Sales Cloud Go-Live. Cloud Kicks leadership wants to target users who are not yet using the new application.

A. Track logins in a spreadsheet.
B. Run a Report on Users never Logged In.
C. Run a Mobile Login report.
D. Use the Lightning Usage app.

Answer: B

NEW QUESTION 433
- (Exam Topic 4)
In order to increase and promote adoption, sales management at Cloud Kicks wants sales representatives to follow Opportunities they create.
Which two actions should the Consultant recommend to create a solution? Choose 2 answers

A. Turn on the Chatter feed settings that enables stage notifications to opportunity owners.
B. Create a report with newly created Opportunities and have sales management subscribe to the report.
C. Use Process Builder with an Action Type of Follow Chatter when a record is created or edited.
D. Turn on the Chatter feed settings that enable users to automatically follow records that they create.

Answer: BD

NEW QUESTION 434
- (Exam Topic 4)
The management at universal container noticed that the lead conversion ratio has remained the same for the hospitality industry despite increase in lead creation.
What steps can help determine the issue

A. Campaign dashboard by industry
B. Industry performance dashboard
C. Report on lead lifetime by industry
D. Report on lead by source.

Answer: C

NEW QUESTION 438
- (Exam Topic 4)
Cloud Kicks is excited about implementing Lightning features during the implementation. The company has rolled out a few groups of Sales Cloud users on Lightning already, but not all are trained on the Sales Cloud Lightning features requested for this implementation. What should the Consultant recommend for a successful deployment?

A. Communicate the information so that they have more staff available for changes.
B. Adjust the project plan and communicate that the deployment will now be a week earlier.
C. Deploy all the changes that do not affect the Sales team and deploy the changes in the following sprint.
D. Adjust the project plan and delay the deployment of the sprint.

Answer: A

NEW QUESTION 441
- (Exam Topic 4)
UC has a private sharing model. Sales representatives are required to collaborate with the same group of people from other departments for every deal; however, the individuals in the group will vary for each representative. What solution should a consultant recommend to ensure correct record visibility and collaboration?

A. Set up a default opportunity team for each sales rep that is automatically added to every opportunity.
B. Configure a criteria-based sharing rule to add sales team member records automatically.
C. Add all team members to a private Chatter group for each opportunity.
D. Configure a public group for each sales rep that is manually shared for each opportunity.

Answer: A

NEW QUESTION 443
- (Exam Topic 4)
Universal Containers has a large customer base of over 15,000 Accounts and 60,000 contacts. The marketing manager wants to use the customer data for an upcoming new product launch but its concerned contact may have moved to other organization (Contact's email tec has changed) what should a consultant recommend to ensure customer data is accurate?

A. create a vf rule to mass email contacts and capture any email bounce
B. Use a data cleaning tool and the stay-in-touch feature of salesforce to email contact

C. create a workflow rule for the account and contact owner to confirm contact data
D. Use data enhancement tool to verify that account and contact data is up-to-date

Answer: B

NEW QUESTION 447
- (Exam Topic 4)
Cloud Kicks is expanding to international markets, but some products are not visible in the international price book. Which two steps should be taken? Choose 2 answers

A. Check to ensure the products have been added to the price book.
B. Activate the products in the price book.
C. Check that the products have a SO list price
D. Check that the products have a standard price in the list price field.
E. Activate the price book

Answer: AB

NEW QUESTION 452
- (Exam Topic 4)
Cloud Kicks channel partners for selling and servicing its "Shoe of the Month" club. As the number of Leads has increased, Cloud Kicks has seen a decrease in partner satisfaction regarding the quality of Leads, and a noticeable decrease in the Lead conversion rate.
What can be done to increase partner satisfaction with the Leads being shared?

A. Utilize the Lead score on the Find Duplicate button, and then assign the Leads with a score in the high category.
B. Configure Einstein Insights prior to Leads routing to the partner channel.
C. Configure a custom lead score field to assess Lead quality, then assign the Leads that exceed this score to partners.
D. Utilize the Partner Lead Validator to populate a Lead score and assign to a partner channel queue.
E. Configure a cross-object validation rule to ensure that all fields on the Lead record are populated with data.

Answer: C

NEW QUESTION 455
- (Exam Topic 4)
Universal Containers requires its sales representatives to go through an internal certification process to sell certain groups of products. What could be done to prevent a sales representative from adding these products to opportunities if they are not certified to sell them? Choose 2 answers

A. Use a separate price book for the products requiring certification and only share the price book to users who are I—I certified.
B. Use a criteria-based sharing rule on products marked as requiring certification to only share the products to users who are certified.
C. Use a validation rule on products marked as requiring certification to prevent them from being added to an opportunity.
D. Use a validation rule on opportunity products to prevent them from adding products marked as requiring certification if they are not certified.

Answer: BD

NEW QUESTION 459
- (Exam Topic 4)
Which three processes are a use case for Visual Workflow? Choose 3 answers

A. Assignment of email to a case queue based on subject.
B. Decision-based troubleshooting for agents.
C. Cross-sell promotions for agents.
D. Field validation during case creation.
E. Caller verification and creation of a new case.

Answer: BCE

NEW QUESTION 463
- (Exam Topic 4)
Universal Containers is preparing for the launch of its new Sales Cloud implementation to a global user base. With previous sales automation application, the company had slow adoption of the new solution. What factors should be considered with the Sales Cloud deployment to help ensure the adoption? Choose 3 answers

A. Sales rep quota targets
B. Training in local language
C. Management communications
D. Type of training delivered
E. Maintenance release schedule

Answer: BCD

NEW QUESTION 468
- (Exam Topic 4)
Cloud Kicks wants to sell to both consumer and Business. There will be a consumer sales team and a business sales team. Which two Salesforce functions will allow the Consultant to meet this requirement? Choose 2 answers

A. Opportunity Teams
B. Process Builder

C. Sales Processes
D. Record Types

Answer: CD

NEW QUESTION 469
- (Exam Topic 4)
Universal Containers is exploring ways to provide their customers with more self-service options in their new Customer Community to reduce the number of interactions with their contact center. Which two features should a Consultant consider implementing? Choose 2 Answers

A. Add the Question action to Chatter in the community publisher
B. Use a community template to set up their customer community
C. Enable Live-Agent in their community to chat with an agent
D. Enable web-to-case on their public website

Answer: AB

NEW QUESTION 474
- (Exam Topic 4)
AConsultant has created a custom formula field on Opportunity that multiplies the Opportunity Amount by the Account's Discount field. Which Currency will the formula field use for its value if the Opportunity and the Account records have different Currencies?

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

Answer: D

NEW QUESTION 478
- (Exam Topic 4)
UC is deploying the Sales Cloud to 500 sales users. The implementation team is planning an end user support plan for the first week of the implementation. Which item should be included in the plan? (Choose 2 answers)

A. 24-7 support from the IT team
B. Communication to customers about potential issues
C. Process for users to report issues
D. Meeting schedule to review open issues and escalations

Answer: CD

NEW QUESTION 483
- (Exam Topic 4)
Cloud Kicks wants to allow a single view of Contacts that belong to the same Account Hierarchy chain. How should the Consultant meet this requirement?

A. Create a report to display all related Contacts.
B. Navigate to the Account hierarchy page to view all related Contacts.
C. Navigate to the default Contact Hierarchy Lightning Component on the parent Account.
D. Enable the View All Child Contacts feature.

Answer: A

NEW QUESTION 486
- (Exam Topic 4)
The Could Kicks IT team has noticed that there are many duplicate person Accounts. The team can often easily identify duplicates and wants to merge them.
Which consideration should the Consultant convey regarding person Account merges?

A. Person Accounts can be merged automatically by enabling the option in Account Setup.
B. Person Accounts can be merged with other person Accounts.
C. Person Accounts with a redundant relationship can be merged with duplicate matching rules.
D. Person Accounts can be merged with Contact records.

Answer: B

NEW QUESTION 488
- (Exam Topic 4)
Sales management at Universal Containers needs to provide channel partners with easy access to approved product documentation. They also need to notify partners about the material revisions and updates. How can they achieve these goals in Salesforce?

A. Enable Content in the Partner Community and enable Content email alerts for partner users.
B. Enable the Document tab in the Partner Community and enable email alerts for partner users.
C. Add the Content related list to the partner contact page layout and enable content delivery.
D. Add the Content related list to the partner account page layout and enable content delivery.

Answer: A

NEW QUESTION 493
- (Exam Topic 4)
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 create customer segment with personas and scoring
B. To enrich customer data signaling intent to purchase
C. To survey prospects on post-purchase of competitors' products
D. To monitor customers' and prospects' NPS score with their customers

Answer: BD

NEW QUESTION 498
- (Exam Topic 4)
Reps only entering opportunities after the closed/won stage – how to change this behavior (choose 2 answers:)

A. Remove stages& fields that are not critical
B. Create opportunity stage report
C. User adoption dashboard
D. Workflow rule to alert sales manager when opportunity stage changes

Answer: AC

NEW QUESTION 503
- (Exam Topic 4)
Cloud Kicks implementing Enterprise Territory Management for its retail sales. The Sales Director wants to organize Territories based on their characteristics. How can the Consultant meet this requirement?

A. Create a Territory Management Model with Territory Hierarchy and with priority.
B. Create a Territory Model with Territory hierarchy and set allocations.
C. Create a Territory Hierarchy, and set allocations and assignments.
D. Create Territory Types with priority and then create a Territory based on Territory Types.

Answer: D

NEW QUESTION 506
- (Exam Topic 4)
Universal Containers representative wants to see forecast amount by all sales representatives and by multiple product group. What would a consultant recommend to meet these requirement? Choose 2 answers

A. Implement collaborative forecast with product family
B. Build a forecast list view by product family groups
C. Implement collaborative forecast with quota attainment
D. Build a custom forecast report showing product groups

Answer: C

NEW QUESTION 511
- (Exam Topic 4)
Universal Containers has configured salesforce to store all individual consumer contact under a single account called "Consumer". The consumer business has grown to more than 500,000 Contacts. Mass update are no longer completed within the defined maintenance timeframe and an increased number of errors are being reported. What should consultant recommend to improve system performance? Choose 2 answers

A. Enable person account and migrate the data
B. Ensure that no single account has more than 10000 contacts
C. Removes the account assignment for all objects
D. Add an index to the account field on the contact object

Answer: AB

NEW QUESTION 513
- (Exam Topic 4)
Each year on a Contact's birthday. Universal Containers wants to post a message to the Contact's Facebook page using Social Accounts and Contacts. What should a Consultant consider before implementing this solution?

A. Salesforce never posts anything to social network accounts.
B. The Saleforce User's Facebook password must be stored on the User record.
C. The Contact record must be updated each year to cause the Post to occur
D. The Contact Owner must Follow the Contact on Facebook.

Answer: D

NEW QUESTION 517
- (Exam Topic 4)
UC determines that opportunities are taking longer to close than in the past. Which action should the management take to determine the reason behind the additional time to close? Choose 3 answers

A. Evaluate whether lead conversion rates have decreased over the time
B. Build a dashboard to display opportunity stage duration
C. Evaluate whether the complexity of deals have changed over the time
D. Review the budget allocated to marketing campaigns
E. Examine user logins rates & activity on open opportunity records

Answer: BCE

NEW QUESTION 521
- (Exam Topic 4)
Cloud Kicks wants to utilize Opportunities to report and track subscriptions to its "Shoe of the Month" club. Subscribers can pay in full (all at one time), weekly, monthly, or quarterly. Which solution should the Consultant recommend to meet Cloud Kicks' need?

A. Enable schedules on the Product object.
B. Configure the use of contracts with a lookup to the Opportunity object.
C. Configure the use of assets with a lookup to the Opportunity object.
D. Enable schedules on the Opportunity object.

Answer: A

NEW QUESTION 522
- (Exam Topic 4)
Universal containers uses a custom object named Insight, which is the child in a master-detail relationship with the opportunity object. Sales teams use this object to create requests for analysts who conduct supporting research regarding an opportunity. Sales teams use Salesforcel mobile app and want to easily create new insight records from their phones. What should a consultant recommend to meet this requirement?

A. Create a related list button
B. Create a publisher action
C. Create a visualforce page
D. Create a custom object tab

Answer: D

NEW QUESTION 526
- (Exam Topic 4)
Universal Containers Credit department uses the 3rd party application for credit ratings. Credit department manager need to launch an external web based credit application from a customer's account record in salesforce. The application uses the credit id on the account object. What should a consultant recommended to meet these requirement?

A. Create the workflow rule to launch the product fulfilment application and pass the credit Id.
B. Create a formula field that uses a hyperlink function to launch the credit application and pass the credit Id
C. Create a custom button that calls an apex trigger to launch the credit application and pas the credit id.
D. Create a custom Credit Id field as an external Id on the account object to lunch the credit application and pass the credit Id.

Answer: B

NEW QUESTION 527
- (Exam Topic 4)
Universal Containers acquires sales leads each year through trade show attendance by its sales and marketing employees. Occasionally, duplicate leads are generated when the marketing team imports leads that already exist in the system. What should a consultant recommend to prevent duplicate leads in the system?

A. Upload leads to Data.com to remove duplicates and select the option to have them automatically imported
B. Upload leads using Data Loader and enable "Find Duplicate" setting to prevent duplicates
C. Upload leads using Lead Import wizard and select the appropriate field to match duplicates against existing records
D. Upload leads and click "Find Duplicates" button for each lead record to identify potential duplicate lead

Answer: C

NEW QUESTION 528
- (Exam Topic 4)
Cloud Kicks is undergoing a GDPR-focused implementation to ensure access to personal information data is limited to only users who need access to a company's account. Cloud Kicks has a private Account model.
How should the Consultant provide specific Account access to the Renewals and Sales Operation teams?

A. Create Renewals and Sales Operation Account team member roles and have Sales allocate Account team members to the appropriate users.
B. Create a role-based sharing rule to share all Account with the Sales Operations and Renewals roles.
C. Add Renewals and Sales Operations team members to a sales user's default Opportunity team.
D. Create a criteria-based sharing rule to share Accounts with the Sales Operations and Renewals public groups.

Answer: A

NEW QUESTION 531
- (Exam Topic 4)
Universal Containers is implementing Salesforce Knowledge at its contact center. The contact center has a dedicated support team for each product that it supports. Contact center agents should only be able to view articles for the product they support. Which solution should a consultant recommend to meet this requirement?

A. Assign Team-based roles to the associated product data category value.
B. Assign Team-based profiles to the associated product data category value.
C. Assign Team-based roles to the associated product article type.
D. Assign Team-based profiles to the associated product article type.

Answer: A

NEW QUESTION 533
- (Exam Topic 4)
Part of Cloud Kicks' solution design is to incorporate Lightning Experience. The Consultant wants to see if there is an increase in the number of Lightning users. How should a Consultant track this?

A. Use the Lightning Usage app and look at the monthly data graph.
B. Create a report on users and add a Lightning component.
C. Create a report on users and filter for "Lightning user."
D. Use the Lightning Experience transition Change Management Hub.

Answer: A

NEW QUESTION 536
- (Exam Topic 4)
The Sales Director at Cloud Kicks noticied that while Lead conversion rates were high, Opportunities were not moving through the sales cycle, many of the contacts that were converted had no phone, email, or background information captured. Which three solutions can be used to improve the quality of Leads being converted? Choose 3 answers

A. Create a validation rule to check that necessary information is complete upon Lead conversion.
B. Update web-to-lead forms to require input fields be completed prior to submission.
C. Schedule a report that notifies Lead owners daily of Leads with incomplete information.
D. Implement a trigger that warns the user of incomplete information during Lead conversion.
E. Mandate that all Lead data must be reviewed prior to being created in Salesforce.
F. Review Lead conversion mapping to ensure necessary fields are mapped correctly.

Answer: BDE

NEW QUESTION 537
- (Exam Topic 4)
Sales stages are shared between sales methodologies at Cloud Kicks; however, there are three product lines with unique sales methodologies- A few sales stages overlap between the three. Which three components should be configured to support this? Choose 3 answers

A. Three sales processes
B. One hybrid sales process
C. One set of opportunity stages
D. Three record types
E. Three sets of opportunity stages
F. Three page layouts

Answer: ADE

NEW QUESTION 542
- (Exam Topic 4)
Sales representatives at universal containers want to share product specification with customers who do not have salesforce access. These customers should only be allowed to preview the document in the browser without download permissions. What solution should a consultant recommend to meet this requirement?

A. Upload the file to content and disable the download delivery option.
B. Upload the file to documents and enable the externally available option.
C. Upload the file to chatter files and disable the download delivery option.
D. Upload the file to chatter files and enable the password protection option.

Answer: A

NEW QUESTION 544
- (Exam Topic 4)
The Service Manager at Universal Containers wants to improve the adoption of public Knowledge Articles and has decided to review published articles that have NOT been updated in the last 90 days, so that
out-of-date articles can be refreshed. Which solution will allow the Service Manager to see the articles that need to be reviewed?

A. Provide the Service Manager with the edit permissions to the standard Knowledge Article reports
B. Create a custom report for Knowledge Articles that filters the results based on publications status and last modified date
C. Create a custom list view for Knowledge Articles that filters the results based on publication status and last modified date
D. Provide the Service Manager with edit permissions to the stand Knowledge Article views

Answer: B

NEW QUESTION 545
- (Exam Topic 4)
UC wants to migrate accounts from the legacy system into Salesforce. Client want the unique Account Ids for the account records in the legacy system to be imported into the salesforce to allow the quality control comparison to be conducted after the migration is completed and facilitate future integration. What solution

the consultants recommend to meet this requirement?

A. Create a custom unique number field in salesforce and migrate the legacy account Id in this field.
B. Ensure the names of Account Records are migrated correctly so the client can conduct proper quality control testing.
C. Create a custom object called external Id and migrate the legacy system account Id data this custom objects.
D. Create a custom External Id field in salesforce and migrate the legacy system Account Id into this.

Answer: D

NEW QUESTION 546
- (Exam Topic 4)
UC processes its orders through a separate system from Salesforce but would like to integrate the order history data into Salesforce. This would give sales representatives a view of all past orders by account. Which solution should a consultant recommend?

A. Create an order history object with a relationship to accounts.
B. Create a closed opportunity record type for each order history record.
C. Configure the opportunity history object to hold order history data.
D. Configure the quote object to hold the order history data.

Answer: A

NEW QUESTION 547
- (Exam Topic 4)
The Universal Containers Contact Center has Customer Support Agents who speak Spanish and wants all cases where Spanish is the preferred language to be handled by these agents in real time. Universal Containers allows customers to contact agents through phone and chat. Which Solution should be implemented to support this?

A. Visual Workflow
B. Omni-Channel
C. Case Auto-Response Rules
D. Case Assignment Rules

Answer: B

NEW QUESTION 551
- (Exam Topic 4)
The sales representatives at Universal Containers have been experiencing the following Challenges with sales data within their Salesforce application. It has been difficult to effectively reach contacts. There are many duplicate contacts. They are unable to segment account data. What should a consultant recommend to remedy all of these challenges?

A. Utilize Data.com to flag duplicates and update existing data.
B. Export contacts and accounts from Data.com and upload using data loader.
C. Utilize data loader to export data and flag duplicate records.

Answer: A

NEW QUESTION 554
- (Exam Topic 4)
Universal Containers requires that each of its products is sold with 12 months of product maintenance. This is enter... a separate opportunity product line item on the opportunity. Once an opportunity is closed/won and the order has been shipped to the customer, the service manager manually records the maintenance line item in the assets object and sends an alert 90 days prior to the expiration date. What should a consultant recommend to streamline this process?

A. Request the sync order to asset feature from salesforce to create an asset record once an opportunity is closed/won.
B. Install an AppExchange app or create a trigger to automatically create an asset record once an opportunity is closed/won.
C. Create a trigger on the asset object once an opportunity is closed/won, and add a button to the opportunity layout.
D. Turn on the sync asset feature from the asset settings to create an asset record once an opportunity is closed/won.

Answer: B

NEW QUESTION 556
- (Exam Topic 4)
A Regional Sales Manager's (RSM) direct reports are frequently added as sales team members for other sales representatives' opportunities. Which report view filter should be applied to a pipeline report to display all of the opportunities for which the RSM's direct reports are involved?

A. My team-selling opportunities
B. My team's opportunities
C. My team-selling and my opportunities
D. My team's team-selling and their opportunities

Answer: D

NEW QUESTION 557
- (Exam Topic 4)
Universal Containers has a large sales department that is dispersed worldwide. Sales managers want greater visibility into the opportunities in progress with their respective teams and would like to receive email notifications when key opportunity fields are changed (e.g., amount or sales stage). However, individuals would like to control the frequency of their email notifications. Which solution should a consultant recommend for this scenario?

A. Configure the individual Salesforce for Outlook email settings to control notification frequency.
B. Define a workflow rule and email task that is triggered when key fields are updated to new values.
C. Configure the opportunity teams for opportunities so that only interested sales users are receiving notifications.
D. Configure Chatter and its related notification settings to provide relevant updates to interested sales managers.

Answer: D

NEW QUESTION 558
- (Exam Topic 4)
UC requires credit checks for all opportunities greater than$50000. The credit management team members are all Salesforce users. What should a consultant recommend to notify the credit manager that an opportunity needs a credit check?

A. Use workflow to send an email to the credit manager profile.
B. Use a validation rule to send an email to the credit manager role.
C. Use an Apex trigger to create a task for the credit manager user.
D. Use workflow to assign a task to the credit manager user.

Answer: D

NEW QUESTION 559
- (Exam Topic 4)
Universal Containers marketing department runs many concurrent campaigns. It has specified that the influence timeframe for a campaign is 60 days. When a contact is associated to an opportunity in a contact role, what is the impact on the campaign influence for opportunities?

A. Campaigns in which a contact became a member within the last will be added to the campaign influence L' related list.
B. Sales reps can choose which campaigns created within the last 60 days should be added to the campaign influence related list.
C. All campaigns created within the last 60 days will be added to the campaign influence related list.
D. All contacts associated with campaigns will be added to the campaign influence related list.

Answer: A

NEW QUESTION 564
- (Exam Topic 4)
Cloud Kicks has recently migrated from Salesforce for Outlook to Lightning Sync. While migrating, Salesforce for Outlook hasn't been disabled for Lightning Sync users. There are some conflicting settings in both Outlook configuration and Lightning Sync configuration. What happens as a result if there are any conflicts?

A. Salesforce gives preference to Lightning Sync settings.
B. Salesforce stops the sync and reports the errors.
C. Salesforce gives preference to Salesforce for Outlook settings.
D. Salesforce gives preference to Salesforce permission settings.

Answer: A

NEW QUESTION 568
- (Exam Topic 4)
The VP of Operations wants to synchronize customer data from the data warehouse with Salesforce. What should the Consultant recommend to ensure data integrity?

A. Set up an encrypted field on the Account object with Read Only on the field security settings for all profiles except the ^ administrator profile
B. Set up a Flow on the Account object to check for unique values.
C. Set up a Process Builder process on the Account object to check for unique values.
D. Set up an External ID field on the Account object with Read Only on the field security settings for all profiles except the administrator profile.

Answer: D

NEW QUESTION 569
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