

# Exam Questions Sales-Cloud-Consultant

Certified Salesforce Sales Cloud Consultant

<https://www.2passeasy.com/dumps/Sales-Cloud-Consultant/>



#### 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 Salesforce 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)

Universal Containers is training a new set of Service Reps. Part of the training includes handling Live Agent chats from customers. However, it is important that contact center managers monitor the chat sessions to ensure the Service Reps' responses are professional and accurate and to be able to assist when needed. What Lightning Console feature should a Consultant configure to support this need?

- A. Configure Omni-Channel Supervisor tab and 3rd party access.
- B. Configure Live Agent Supervisor tab and Whisper Messages.
- C. Add the Live Agent Component to the Utility bar.
- D. Configure the SOS snap-in for the Lightning Service Console.

**Answer:** B

#### NEW QUESTION 5

- (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 6

- (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 standardization.

**Answer:** A

#### NEW QUESTION 7

- (Exam Topic 4)

Universal Containers wants to equip its sales team with mobile capabilities. The sales team needs to quickly look up contacts, accounts, and opportunities and easily log calls. Due to limited coverage in certain geographic areas, the sales team wants access to customer information even without an Internet connection. Which mobile solution is appropriate for the Universal Containers' sales team?

- A. Custom hybrid App
- B. Salesforce Mobile App
- C. Salesforce Touch App
- D. Salesforce A App

**Answer:** B

#### NEW QUESTION 8

- (Exam Topic 4)

Universal Containers currently uses the customizable forecasting feature. A sales representative at Universal Containers has four opportunities for the current quarter that are detailed below:

- \$3,500 opportunity in the Best Case forecast category
- \$2,000 opportunity in the Commit forecast category
- \$1,000 opportunity that has been closed/won
- \$1,000 opportunity that has been lost

What are the sales representatives Best Case forecast for the current quarter?

- A. \$2,000
- B. \$5,500
- C. \$3,500
- D. \$6,500

**Answer:** D

#### NEW QUESTION 9

- (Exam Topic 4)

Universal Containers will be launching a telesales contact center. What are two design considerations? Choose 2 answers

- A. Integration with Lead Generation applications
- B. Integration with Field Service teams and applications
- C. Strategies to maximize call deflection
- D. Performance for high volume of interactions

**Answer:** AD

#### NEW QUESTION 10

- (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 10

- (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. playing 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 13

- (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 18

- (Exam Topic 4)

During the planning stage of a project, what customer information should be requested to ensure requirements are successfully gathered? Choose 3 answers

- A. List of required objects and fields
- B. Organizational chart with titles
- C. Company financial information
- D. List of stakeholders with roles and titles
- E. Key reports from the current system

**Answer:** ABE

#### NEW QUESTION 23

- (Exam Topic 4)

Sales management at Universal Containers would like to track the following information:

\* Number of open opportunities in the current quarter by sales representative

\* Number of closed opportunities in the last quarter by sales representatives What should a consultant recommend to meet these requirements?

- A. Create an analytic snapshot
- B. Create a joined report.
- C. Create a dynamic dashboard
- D. Create a summary report with cross filters

**Answer:** B

#### NEW QUESTION 27

- (Exam Topic 4)

What actions can a consultant take during the project planning phase to ensure client stakeholder goals are met? Choose 2 answers

- A. Create scheduled dashboard to be sent weekly to all stakeholders.
- B. Ensure the project key performance indicators are profitable
- C. Establish a stakeholder committee and meeting schedule.
- D. Acquire the client stakeholders' key performance indicators.

**Answer:** CD

#### NEW QUESTION 32

- (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 34

- (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 38

- (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 40

- (Exam Topic 3)

Sales reps must use the same system to manage calendars and to document meetings.

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 45

- (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 46

- (Exam Topic 3)

What are the factors that influence sales metrics drive KPI's and form key business challenges?

- A. Weak pipeline
- B. Low productivity (sales rep)
- C. Poor predictability (forecast)
- D. Ineffective selling

**Answer:** A

#### NEW QUESTION 48

- (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 helps to know who to target for future campaigns?

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

**Answer:** D

#### NEW QUESTION 53

- (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 56

- (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 59

- (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 63

- (Exam Topic 3)

Planning an implementation – what should be included in end user support plan – choose 2 answers:

- A. Meeting schedule to review open issues
- B. Process for users to report issues

- C. Communication to customers about potential issues
- D. 24x7 IT support

**Answer:** AB

#### NEW QUESTION 67

- (Exam Topic 3)

Which best describes the Salesforce Automation feature "Data Valid action" ?

- 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:** B

#### NEW QUESTION 71

- (Exam Topic 3)

Data.com: The checkmark next to records in search results indicates the record is already in Salesforce.

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 75

- (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 78

- (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 82

- (Exam Topic 2)

The quotes syncing process synchronizes updates between:

- A. Different sales reps working on the same quote.
- B. Various products in an opportunity
- C. A quote and the opportunity it was created from
- D. Different quotes created from the same opportunity

**Answer:** C

#### NEW QUESTION 83

- (Exam Topic 2)

To create a PDF file of your quote, click "Create PDF" on the quote detail page.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 87

- (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 88

- (Exam Topic 2)

Customizable Forecasting must be enabled by salesforce.com support.

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 92

- (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 95

- (Exam Topic 2)

Match this tip with its design consideration. "Use 1-2 clicks from the Home page"

- 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:** B

#### NEW QUESTION 98

- (Exam Topic 2)

With Customizable Forecasting you can forecast any of the following data. (Select all that apply)

- A. Quantity
- B. Units of Individual Products
- C. Units of Product Family
- D. Amount

**Answer:** ACD

#### NEW QUESTION 103

- (Exam Topic 2)

Force.com allows you to bring your custom interface to any support device.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 106

- (Exam Topic 2)

Which of the following stage should be matched with the Forecast Category "Best Case"?

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

**Answer:** B

#### NEW QUESTION 107

- (Exam Topic 2)

Place the following steps in the correct order to set up Salesforce for Outlook:

- A. Users and profiles must be assigned to an Outlook configuration
- B. Users must begin syncing records across platforms
- C. Salesforce for Outlook must be downloaded to the machine
- D. An Outlook configuration must be created.

**Answer:** ABCD

#### NEW QUESTION 112

- (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 116

- (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 117

- (Exam Topic 2)

Which of the following statements are true about the Opportunity field, "Stage"? (Select all that apply)

- A. There are 10 default stage values, based on a commonly used sales methodology.
- B. The list of default stage values cannot be edited or added.
- C. There are other sales methodologies that can be downloaded from the App Exchange and used within Salesforce

**Answer:** AC

#### NEW QUESTION 121

- (Exam Topic 2)

Forecast Categories: (Select all that apply)

- A. Are there to help you categorize your opportunities, so you can gauge more accurately how much revenue you can bring in a given time period
- B. Are the same thing as Sales Stages
- C. Have a default value that is associated with the Stage field

**Answer:** AC

#### NEW QUESTION 126

- (Exam Topic 2)

Where do you select the "Marketing User" checkbox to enable a user to create, edit, delete, and clone campaigns; manage campaign members; and edit advanced campaign setup?

- A. Org-wide defaults
- B. User record
- C. Profile
- D. Sharing Rules

**Answer:** B

#### NEW QUESTION 129

- (Exam Topic 2)

Match the following loading option to the description of when to use it. "Manual Entry"

- 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:** D

#### NEW QUESTION 130

- (Exam Topic 2)

Role hierarchy should normally mimic the org structure.

- A. True
- B. False

**Answer: B**

#### NEW QUESTION 131

- (Exam Topic 2)

Which of the following steps accurately describe the process map in sales and marketing organizations?

- A. Lead generation, lead qualification, revenue management (forecasting)
- B. Lead generation, revenue management (forecasting), lead qualification
- C. Lead generation, lead qualification, opportunity conversion
- D. Lead generation and qualification, opportunity conversion, revenue management (fore casting)

**Answer: A**

#### NEW QUESTION 132

- (Exam Topic 2)

What is the benefit of a Force.com sandbox?

- A. It allows for development, testing, and training
- B. It extends Salesforce functionality
- C. It builds new application functionality
- D. It allows to create or change buttons, and dynamically route approvals

**Answer: A**

#### NEW QUESTION 133

- (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 134

- (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 139

- (Exam Topic 1)

A company receives support requests through a variety of email addresses and web forms for different parts of the business. Which feature combination will ensure that cases are efficiently handled by the most appropriate representatives?

- A. Case Assignment Rules, Queues, Chatter Groups, Live Agent
- B. Case Assignment Rules, Queues, Public Groups, Omni-Channel
- C. Escalation Rules, Queues, Chatter Groups, Omni-Channel
- D. Escalation Rules, Queues, Public Groups, Live Agent

**Answer: B**

#### NEW QUESTION 144

- (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 149**

- (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 154**

- (Exam Topic 1)

Which two capabilities of Lightning Knowledge ensure accurate content in Articles? Choose 2 answers

- A. Approval Process that assigns an Article to a Reviewer Queue.
- B. Knowledge Action to Publish an Article once the Article is approved.
- C. Validation Rules for article record types to verify all fields during creation.
- D. Data Category to assign an article record type to a Reviewer.

**Answer:** AC

**NEW QUESTION 157**

- (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 159**

- (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 162**

- (Exam Topic 4)

Universal Container wants to improve sales productivity in inside sales and it has been advised to consider Salesforce Console for sales. What use case will satisfy this requirement? Choose 2 answers

- A. Need to add notes quickly or log activities for each record
- B. need to see records and related items as tabs under one screen
- C. need to chat with customer in real time with chatter
- D. Need to prioritize search results for contacts and opportunities

**Answer:** AB

**NEW QUESTION 163**

- (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 165

- (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 168

- (Exam Topic 4)

Cloud Kicks' high-value opportunities are becoming delayed in the approval process because sales managers approval requests go unnoticed for various reasons. Cloud Kicks wants to streamline the approval process and give sales managers more ways to approve Opportunities in a timely manner. Which TWO strategies should the Consultant recommend to improve the approval process?

- A. Create a dashboard of pending approvals and add it to the Chatter feed.
- B. Enable one-click approval from report results that returns high-value Opportunities.
- C. Create a process builder to automatically approve high-value Opportunities.
- D. Enable approval in Chatter to allow managers to approve or reject approval requests.
- E. Enable approvals by email for the approval process for high-value Opportunities.

**Answer:** DE

#### NEW QUESTION 170

- (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 172

- (Exam Topic 4)

Universal Containers sells two product lines that each use a distinct selling methodology. Additionally, each product line captures different information that is used to sell the products. What should a consultant recommend to support selling the two product lines?

- A. Create two page layouts and two sales processes; assign them to the respective product lines to collect relevant information.
- B. Create two page layouts, one opportunity record type, and one workflow rule to assign the correct page layout to the record type.
- C. Create one page layout, two sales processes, and validation rules to capture relevant opportunity information.
- D. Create two sales processes and two page layouts; assign them to two different opportunity record types for each product line.

**Answer:** D

#### NEW QUESTION 176

- (Exam Topic 4)

Cloud Kicks has a multi-phase selling process where every sales stage corresponds with a phase in the process. The first phase is preliminary qualification, where Opportunities should not contribute to Cloud Kicks' forecast.

Which two actions should be taken to ensure that Opportunities do not contribute to Cloud Kicks' forecast during the first stage? Choose 2 answers

- A. Assign 0% probability to the first sales stage.
- B. Configure the first stage with the omitted forecast category.
- C. Override the forecast to be SO for first stage Opportunities.
- D. Require sales staff to enter 0% for the Opportunity probability.
- E. Require sales staff to enter \$0 for the Opportunity amount.

**Answer:** AB

#### NEW QUESTION 178

- (Exam Topic 4)

A consultant is implementing a new Sales Cloud instance for Cloud Kicks that has a public sharing model for accounts. Different sales representatives own local accounts that create a multi-level Account hierarchy. Cloud Kicks needs to see the total number of closed won opportunities and the revenue value for all accounts in the hierarchy when viewing a parent account. Which recommendation will meet this viewing requirement?

- A. Create a Roll-up Summary field on the parent account displaying the total value of won opportunity from the child accounts
- B. Configure Apex to update a custom field on the parent account with the total value of won opportunities from the child ^ accounts
- C. Configure a link on the account that will open a list view showing the total value of open opportunities for all accounts in the ^ hierarchy
- D. Create a workflow rule to update the custom field on the parent account displaying the total value of won opportunities from ^ the child account

**Answer:** A

#### NEW QUESTION 182

- (Exam Topic 4)

Cloud Kicks uses a custom object named GumShoe. GumShoe is the child in a master-detail relationship with the Opportunity object. Staff members use this object to create requests for supporting research. They want to easily generate new GumShoe records from their phones by using the Salesforce Mobile App. What should a Consultant recommend to meet the requirements?

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

**Answer:** C

#### NEW QUESTION 186

- (Exam Topic 4)

Universal Containers 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, Opportunity, Account, Contact, Lead.
- B. User, Account, Contact, Opportunity, Lead.
- C. User, Contact, Account, Lead, Opportunity

**Answer:** B

#### NEW QUESTION 187

- (Exam Topic 4)

Which two solutions should Universal Containers consider to increase Contact Center Agent productivity? Choose 2 answers

- A. Improve the agent interface
- B. Enable templates for written responses
- C. Employ surveys to confirm customer satisfaction
- D. Increase the number of agents

**Answer:** BC

#### NEW QUESTION 189

- (Exam Topic 4)

One business unit at Universal Containers has been using Service Cloud for several years. While migrating another business unit to the platform, a System Administrator incorrectly imported 200,000 case records, which created significant data corruption to existing records. The most recent data backup available is more than 90 days old. Which option should the Consultant recommend?

- A. Restore the data using the available backup
- B. Manually update the corrupt data to correct it
- C. Use Data Loader to delete the corrupt data
- D. Log a Data Recovery case with Salesforce Support

**Answer:** D

#### NEW QUESTION 190

- (Exam Topic 4)

Universal Containers is looking to reduce the volume of calls into their Product Contact Center. Which three features should a Consultant recommend? Choose 3 answers

- A. Chatter questions
- B. Macros
- C. Communities
- D. Field service
- E. Public knowledge

**Answer:** ACE

#### NEW QUESTION 192

- (Exam Topic 4)

Universal Containers has enabled Social Accounts and contacts. When a sales representative accesses a contact within salesforce, the representative is unable to see detailed information from the contacts Facebook profile (e.g. contacts wall postings). What is preventing the sales representative from accessing detailed information on the contacts Facebook page?

- A. The link to the Facebook profile is not configured with the administrator password to access detailed information
- B. Universal Containers must purchase the Facebook license to access public information for its users
- C. The fields configured by Universal Containers administrator on the contact page layout are missing
- D. The information shown is based on the sales representative's connection level with the contact on Facebook.

**Answer:** D

#### NEW QUESTION 197

- (Exam Topic 4)

Universal Containers has many customers that repeat the same purchase on a regular basis. These customers are classified as a repeat account type. Sales management wishes to use Salesforce to automate repeat opportunities. What should a consultant recommend to meet this requirement?

- A. Develop an Apex trigger for repeat accounts that inserts a copy of an opportunity for the sales representative when it reaches closed /won stage.
- B. Configure a workflow rule for repeat accounts that inserts a copy of an opportunity for the sales representative when it reaches closed /won stage.
- C. Develop an Apex trigger to set an opportunity revenue schedule that automatically sets up a new opportunity for repeat accounts when it reaches closed/won stage.
- D. Configure a workflow rule for repeat accounts that sends a reminder task to the sales representative to create a new opportunity when it reaches closed/won stage.

**Answer:** A

#### NEW QUESTION 199

- (Exam Topic 4)

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

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

**Answer:** AB

#### NEW QUESTION 204

- (Exam Topic 4)

UC manages its sales pipeline using Salesforce. However, when an opportunity moves to the closed lost stage, the company would like to enforce that the expected revenue value be \$0 in reports. Which solution should a consultant recommended to meet this requirement?

- A. Create a validation rule to verify that the forecast probability for closed/lost opportunities is 0%.
- B. Define a workflow rule to set the forecast category to omitted when the opportunity stage is closed/lost.
- C. Define a workflow rule to set the expected revenue field to \$0 when the opportunity stage is closed/lost.
- D. Create a dependency between stage and forecast category to enforce the omitted value for closed/lost stages.

**Answer:** D

#### NEW QUESTION 205

- (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 208

- (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 212

- (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 214

- (Exam Topic 4)

Universal Containers is implementing Salesforce and plans to migrate several marketing campaigns from a legacy system. Which approach would a consultant recommend to ensure that the campaign and campaign member data is accurately maintained?

- A. Create external ID fields for campaigns, leads, and contacts
- B. Create external ID fields for campaigns, leads, and accounts.
- C. Create external ID fields for campaigns, accounts, and contacts.
- D. Create external ID fields for campaigns, campaign members, and accounts.

**Answer:** A

#### NEW QUESTION 219

- (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 220

- (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 223

- (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 225

- (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 227

- (Exam Topic 4)

Universal Containers is changing their case management system to Salesforce. All Active accounts, contacts, open cases, and closed cases for the past five years must be migrated to Salesforce for go-live. Which approach should the Consultant use for data migration?

- A. Prepare, Plan, Validate, VP, Test
- B. Plan, Prepare, Test, Execute, Validate
- C. Prepare, Plan, Test, Execute, Validate
- D. Plan, Prepare, Validate, Execute, Test

**Answer:** B

#### NEW QUESTION 230

- (Exam Topic 4)

Universal Containers is nearing the end of a quarter and the committed forecast is well below target. In order to identify additional sales opportunities. Universal Containers needs to track the competitor products used by its customers so it can sell into those customer accounts. Where should the competitor product information be tracked?

- A. Asset
- B. Product

- C. Opportunity
- D. Opportunity product

**Answer:** A

#### NEW QUESTION 234

- (Exam Topic 4)

What is the capability of Data.com Clean? (3 answers)

- A. Select account, contact, and lead records from a list, and clean them all at once
- B. Manually compare individual Salesforce records side by side with matched Data.com records, and update Salesforce records field by field
- C. Data.com can be used on both Normal and Person Accounts
- D. Accounts must be cleaned before cleaning Contacts, and Leads can either be cleaned before or after
- E. Configure and run automated Clean jobs to flag field value differences on Salesforce records, fill blank fields, overwrite field values

**Answer:** ABE

#### NEW QUESTION 239

- (Exam Topic 4)

Universal Containers manages opportunity forecasts using the standard forecast categories in Salesforce customizable forecasting. Each sales stage is aligned with a forecast category. When reviewing the forecast, Universal Containers wants the roll-up of just the opportunities that are in pipeline, best case, and commit. What number in the forecast would provide Universal Containers with the appropriate information?

- A. Pipeline
- B. Pipeline + Best Case
- C. Pipeline + Closed/Won
- D. Pipeline + Commit

**Answer:** A

#### NEW QUESTION 242

- (Exam Topic 4)

UC uses an approval process on Opportunity to streamline approvals. Sales management needs to analyse the numbers of opportunities at each step in the approval Process. What Solution will support this request?

- A. Create an approval process report and group by opportunity and approval step.
- B. Create an opportunity with approvals report and filter by approval step.
- C. Use a field update to capture the approval step on the opportunities for reporting.
- D. Add a roll-up summary field for approvals related to opportunities for reporting.

**Answer:** A

#### NEW QUESTION 245

- (Exam Topic 4)

Universal Containers has noticed a sizeable decrease in the number of sales representatives who are meeting their quotas. What should be evaluated to determine the cause of this decline? Choose 2 answers:

- A. Percent of converted leads per sales representative.
- B. Comparison report of forecasts versus converted leads.
- C. Activity history report on open and closed opportunities.
- D. Trending report on won versus lost opportunities

**Answer:** CD

#### NEW QUESTION 248

- (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 251

- (Exam Topic 4)

A sales Rep in the UC won a sales deal and set the opportunity stage as Closed/Won. What impact will this change have on the opportunity in the forecast?

- A. It will be associated with the Closed/Won forecast category and automatically contribute to the forecast.
- B. It will be associated with the Closed/Won forecast category and will need to be added by the sales rep.
- C. It will be associated with the Closed/Won forecast category and will need to be committed by the sales rep.
- D. It will be associated with the Closed/Won forecast category and contribute to the forecast once approved with the manager.

**Answer:** A

#### NEW QUESTION 255

- (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 259

- (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 263

- (Exam Topic 4)

Universal Containers has configured 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 Rep the appropriate access to an opportunity?

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

**Answer:** D

#### NEW QUESTION 268

- (Exam Topic 4)

When a Lead record is converted, Cloud Kicks wants the Account, Contact, Opportunity, and Product records to be automatically created with minimal user input. Which strategy should the Consultant use to meet this requirement?

- A. Create a custom Quick action that creates new records
- B. Override the standard Convert button with a custom Lightning Component.
- C. Enable the customized lead conversion setting from Setup.
- D. Utilize workflow rules to create records.

**Answer:** C

#### NEW QUESTION 272

- (Exam Topic 4)

Universal Containers would like to implement a solution to hold service reps accountable to customer Service level agreements. Which two steps are necessary to satisfy this requirement? Choose 2 answers

- A. Set up Milestones
- B. Enable Work Orders
- C. Configure Service Contracts
- D. Create an Entitlement Process

**Answer:** AD

#### NEW QUESTION 277

- (Exam Topic 4)

UC has set accounts, contacts, and opportunities to private. Sales reps manage the accounts for which they are the account owner. The company also employs sales specialists to assist sales repson deals. What should a consultant recommend to allow the sales specialists to see account information and any opportunity information associated with an account?

- A. Assign the sales specialists to the same profile as the account owners.
- B. Share opportunities manually with the sales specialists and assign them read access.
- C. Assign the sales specialists to the same role in the role hierarchy as the account owners
- D. Add the sales specialists to the account team and assign them read access to opportunities.

**Answer:** D

#### NEW QUESTION 278

- (Exam Topic 4)

Universal publications are a publishing house that sells online subscriptions for its leading magazine. Customers can make a single Payment, or set up to pay weekly, monthly or quarterly. Universal Publications wants to use opportunities to track and report on these subscription deals. What should a consultant

recommend to meet this requirement?

- A. Enable schedules on product object.
- B. Use contracts with a lookup to opportunity object.
- C. Use assets with a lookup to opportunity object.
- D. Enable schedules on opportunity object.

**Answer:** A

#### NEW QUESTION 279

- (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 284

- (Exam Topic 4)

Universal Containers purchased a new marketing database list and wants to use it to run an email campaign for the launch of a new product. The sales team will be responsible for evaluating the respondents and identifying the decision maker before going through the sales process with a prospect. What steps should a consultant recommend in this scenario?

- A. Create a campaign, associate the leads to the campaign, and qualify the respondents.
- B. Create both account and contact records, then associate the contacts to the campaign.
- C. Create a campaign, qualify the respondents, and create accounts and contacts.
- D. Create leads, convert them to opportunities, and qualify the respondents on the opportunities.

**Answer:** A

#### NEW QUESTION 287

- (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 290

- (Exam Topic 4)

What Sales Cloud features would allow the company to improve data quality and consistency across sales deals? Choose 3 answers.

- A. Use a single page layout to display all information regardless of line of business
- B. Use workflow rules to validate data entry
- C. Implement validation rules for opportunities
- D. Use opportunity record types and page layouts to display information specific to each line of business
- E. Use required fields to enforce critical data entry

**Answer:** CDE

#### NEW QUESTION 293

- (Exam Topic 4)

The Consultant at Cloud Kicks has noticed that sales data is quickly outdated and is having issue with keeping Account data updated. What should the Consultant recommend to maintain up-to-date Account information?

- A. Call the Contacts and Leads to get their updated information.
- B. Use third-party data to update and add records to Salesforce.
- C. Use the Salesforce-provided data to updated and add records to Salesforce.
- D. Enable the Automatic Account Update feature in Setup.

**Answer:** B

#### NEW QUESTION 297

- (Exam Topic 4)

Universal Containers North American and European sales teams have different business requirements related to creating new of opportunities in Salesforce. As a result, each team must complete a set of

geographically-specific fields relevant only to their team as well as common fields that both teams complete. Additionally, each team should NOT be able to report on the others region-specific fields. What solution should a consultant recommend to satisfy this scenario?

- A. Implement field-level security to allow access to fields for the respective regional sales teams
- B. Create separate page layouts and record types for each of the regional sales teams.
- C. Utilize Visual force to build an opportunity page that dynamically checks the users region to determine which fields to display.
- D. Build a custom object with private sharing to capture the additional fields as a separate record.

**Answer:** A

#### NEW QUESTION 298

- (Exam Topic 4)

Cloud Kicks uses an external ERP application to process its orders. This ERP application needs to receive data about Opportunities when the Opportunity closes.

Which two solutions should the Consultant recommend? Choose 2 answers

- A. Single Sign-on
- B. Connected App
- C. RESTCallout
- D. Outbound Message with Workflow Rules

**Answer:** CD

#### NEW QUESTION 300

- (Exam Topic 4)

Universal Containers has hired a consulting firm to implement its new Service Cloud platform and requires quick iterations and a speedy project completion. UC has requested frequent project updates for check-ins and refinement. Which methodology should the Consultant recommend given the requirements?

- A. Kanban
- B. Waterfall
- C. Agile
- D. Force.com IDE

**Answer:** C

#### NEW QUESTION 302

- (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 304

- (Exam Topic 4)

The Cloud Kicks mobile sales team is using a combination of iOS and Android devices. The sales manager has requested that sales representative must record client meeting activity within Salesfoce immediately after a meeting. Which two actions should a Consultant recommend to meet this requirement? Choose 2 answers

- A. Log an activity using a Quick Action.
- B. Log a meeting activity using the email to Salesforce feature.
- C. Have the sales reps install the Salesforce Mobile app on their devices.
- D. Have the sales reps install the Outlook for Lightning app on their device.
- E. Log a meeting with mobile smart actions automatic sync.
- F. Have the sales reps install SalesforceA on their mobile devices.

**Answer:** CE

#### NEW QUESTION 309

- (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 314

- (Exam Topic 4)

Universal Containers wishes to track relationships between its customers. For example, some customers are suppliers for other customers. What should a consultant recommend to track multiple customer relations?

- A. Add the related company to the first company's partner related list, with supplier as a value.
- B. Add the related company to the first company's custom supplier lookup field as a value
- C. Add the related company to the first company's contact roles related list, with supplier as a value
- D. Add the related company to the first company's account team, with supplier as the role

**Answer:** A

#### NEW QUESTION 317

- (Exam Topic 4)

Cloud Kicks has three unique product lines, each with a unique sales cycle. Prospect qualification is consistent across the product lines; sales representatives then follow the specific product line's sales cycle. Which two actions should a Consultant recommend to achieve these requirements? Choose 2 answers

- A. Define the default opportunity teams for each opportunity record type.
- B. Define sales stages that align with opportunity record types.
- C. Create sales process to map to each opportunity record type
- D. Create opportunity record types for each sales process.
- E. Create public groups for each opportunity sale process.

**Answer:** BC

#### NEW QUESTION 321

- (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 326

- (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 329

- (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 332

- (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 333

- (Exam Topic 4)

Cloud Kicks has two sales divisions:

- \* a franchise sale division and
- \* a public sales division.

The sales representatives for each division have their own user profiles and person Accounts.  
The franchise sales division sales representatives cannot create person Accounts, and they should only be able to set up franchise Accounts.  
What should the Consultant recommended to meet this requirement?

- A. Utilize Divisions to hide person Account from the franchise sales division's sales representative user profile
- B. Remove person Account record types from the franchise sales division's sales representative user profile.
- C. Ensure that the "Disable Person Accounts" permission on the franchise sales division's sales representative user profile is checked.
- D. Hide the Person Account checkbox from the franchise sales division's sales representative user profile through Field-level Security.

**Answer:** B

#### NEW QUESTION 335

- (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 337

- (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 338

- (Exam Topic 4)

The finance department of UC is noticing a decline in profitability, which they attribute to an excessive number of Discounts on opportunities. What can the finance department do to monitor and control opportunity discounting? Choose 2 answers

- A. Create a custom roll-up field to calculate the average product discount for each customer.
- B. Ensure that sales management approves discount requests for each opportunity.
- C. Run a report on opportunities showing list price and discounted price.
- D. Limit the number of discounted products that can be added to an opportunity.

**Answer:** BC

#### NEW QUESTION 343

- (Exam Topic 4)

Universal Containers decided to start using salesforce for all its sales automation its current sales database has about 50 million records. These records were all migrated into the database from other legacy systems. After migration to salesforce UC wants to be able to search and cross reference records with the original source system. What should a consultant recommend to meet the requirement?

- A. Use the standard external Id field and map this to the current record Id Value
- B. Use the standard external Id field and map this to the original record Id value
- C. Use a custom external Id field and map this to the original record id value
- D. Use a custom field named external Id and map this to the current record Id Value

**Answer:** C

#### NEW QUESTION 344

- (Exam Topic 4)

Universal Containers wants to manage their sales territories in Salesforce. What questions should be asked to determine if territory management is an appropriate solution? Choose 3 answers:

Are commissions calculated by the number of territory to which a representative belongs?

- A. Are there specific rules for account and opportunity access?
- B. Is your sales organization set up as a matrix or a tree'?
- C. Does account sharing depend more on account traits than on ownership?
- D. Are your lead assignments based on sales territories?

**Answer:** ABD

#### NEW QUESTION 349

- (Exam Topic 4)

Universal Containers initiates cases based on electronic transmissions from power units. The case management process is as follows:

A work order is submitted to a field service team to perform a technical review.

After the technical review is closed, an agent needs to contact the customer to review activities. Cases can only be closed after the customer review has been completed

Universal containers needs to determine whether the work orders and customers contacts should be stored as child cases or on a related custom object

Which three aspects should the consultant consider to meet these requirements? Choose 3 answers

- A. Visibility and access to the work order records
- B. Work Order and customer contact escalation requirements
- C. Account team relationship to the primary contact
- D. Case closure rules on the original case
- E. Total number of account and contact records in the database

**Answer:** AC

#### NEW QUESTION 354

- (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 358

- (Exam Topic 4)

Universal Containers sells products that require frequent collaboration with the same team of individuals who play a key role in closing deals. The lead sales representative determines the level of access for each of the collaborating team members on the opportunity. What solution should the consultant recommend to facilitate the collaboration of the lead sales representative and team members?

- A. Define a sharing rule for each lead sales representative to assign appropriate access for all extended team members
- B. Enable chatter to have the lead sales representative facilitate collaboration through sales team sharing
- C. Create a public groups for extended team members and allow the sales representative to assign manual sharing on their opportunities.
- D. Configure default opportunity teams for all lead sales representatives with team selling enabled

**Answer:** D

#### NEW QUESTION 362

- (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 366

- (Exam Topic 4)

Customer Support Agents are frustrated with how they interact with their current case management solution and have asked for a more streamlined way to manage and view cases. Which solution will improve productivity and allow the Agents to quickly create and view notes, log calls, update cases, and communicate with customer?

- A. Create a Salesforce Classic Quick Actions
- B. Add a Visualforce page to the Case layout
- C. Configure the Case highlights panel
- D. Configure Case Feed page layouts9

**Answer:** B

#### NEW QUESTION 369

- (Exam Topic 4)

Universal Containers has just enabled advanced currency management. The Vice-president (VP) of Asia Pacific Sales wants to view currency in opportunity revenue reports in both the corporate currency of USE and the relevant country's currency. The VP of Asia Pacific Sales uses USE as the default currency. What solution should a consultant recommend to meet this requirement?

- A. Create a dashboard and set the display currency to show all currencies for Asia Pacific.
- B. Create an opportunity revenue report for each country and use a Joined report to display values.
- C. Create a dashboard and a dashboard filter to only display Asia Pacific currencies.
- D. Create an opportunity revenue report and include the amount and converted amount values.

**Answer:** D

#### NEW QUESTION 371

- (Exam Topic 4)

In the last requirements meeting, Cloud Kicks team member mention that they will be taking the next week off for a conference. What should a Consultant do in response to this news?

- A. Update the solution design while they are at the conference
- B. Have the client sign off on requirements and start the build
- C. Set up two requirements workshops the following week
- D. Update the project plan and communicate it to all the stakeholders

**Answer:** D

#### NEW QUESTION 372

- (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 376

- (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 377

- (Exam Topic 4)

The sales management team at Universal Containers wants to monitor the progress of high-value sales deals and enable collaboration with cross-functional teams to help remove any obstacles. Which feature should a consultant recommend to meet these requirements? Choose 2 answers:

- A. Enable Big Deal Alerts.
- B. Allow Chatter feed tracking on opportunities.
- C. Enable Chatter feed on similar opportunities.
- D. Use opportunity update reminders.

**Answer:** AB

#### NEW QUESTION 378

- (Exam Topic 4)

Due to a recent product recall, Universal Containers has experienced a 50% increase in daily calls to the Contact Center. The Contact Center has increased support to 24x7 with agents working in 12-hour shifts. The VP of Service is concerned about the ability to sustain the increased hours and added cost to support the higher call volume.

Which recommendation should the Consultant make in anticipation of higher call volume?

- A. Set up a private Knowledge Base to provide FAQs to customers affected by the recall to deflect calls.
- B. Set up telephony integrations using a CTI adapter for quicker agent access when customers call in, reducing average handle time.
- C. Set up IVR with an automated response for customers affected by the recall to deflect calls.
- D. Set up a customer survey for customers calling into identify the severity and impact of the recall.

**Answer:** A

#### NEW QUESTION 379

- (Exam Topic 4)

Universal Containers current solution for managing its forecast is cumbersome. The sales managers do not have visibility into their team's forecasts and are not able to update the forecasts. As a result the managers are continually asking their sales representatives to provide updated forecast data via email or phone. What solution should a consultant recommend to help Universal Containers improve the management of their forecasts? Choose 2 answers

- A. Create forecast chatter groups where sales representatives can post and share their forecasts
- B. Configure customizable forecasts to give managers forecast override capabilities.
- C. Create a forecast hierarchy and assign managers to the forecast manager role.
- D. Configure weekly customized forecast reports and dashboards to be emailed to sales management

**Answer:** BC

#### NEW QUESTION 384

- (Exam Topic 4)

Universal Containers has set the organization-wide default to public read-only for accounts, contacts, and opportunities. Activities are set to be controlled by the parent. The ABC corporation account is owned by a sales user whose profile grants to create, read, edit and delete access to accounts, contacts and opportunities. Based on this information, the owner of the ABC Corporation account record has the rights to take which actions?

- A. Transfer ownership of related contacts and opportunities owned by other users
- B. Share the account with other users through manual sharing and account teams
- C. View, edit and delete related contacts and opportunities owned by other users
- D. View, edit, and delete activities owned by other users directly related to the account

**Answer:** BD

#### NEW QUESTION 386

- (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 388

- (Exam Topic 4)

Sales management needs to measure sales performance by comparing the amount of business closed by each sales representative against assigned quotas. Which metric will provide the required data? Select two answers.

- A. Number of opportunities in the forecast by sales representative
- B. Percentage of closed opportunities by sales representative
- C. Percentage of quota attained by sales representative
- D. Quarterly forecast summary by sales representative

**Answer:** CD

#### NEW QUESTION 393

- (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 397

- (Exam Topic 4)

UC wants to prevent sales user to modify certain opportunity fields when the sales stage has reached Negotiation/Review. However sales directors must be able to edit these fields in case last minute updates are required. Which solution should a consultant recommend?

- A. Create a Workflow rule to enable field access for the sales directors based on sales stage.
- B. Create a validation rule to enforce field access based on the sales stage and profile.
- C. Change the field label security for the sales rep to restrict field's access based on the sales stage.
- D. Modify the profile for sales directors to enable the "Modify AH" object permission for the opportunities.

**Answer:** B

#### NEW QUESTION 401

- (Exam Topic 4)

To properly plan for company growth, Cloud Kicks needs to track monthly revenue projections from the sales of its annual Subscription service. How should the Consultant configure Salesforce to support this reporting need?

- A. Opportunity Dashboard showing Opportunities Closed each month
- B. Opportunity Dashboard showing Products sold each month
- C. Opportunity Products with monthly Product Schedules
- D. Opportunity Products with formula fields for each month's value

**Answer:** C

#### NEW QUESTION 403

- (Exam Topic 4)

Universal Containers wants to improve the accuracy of its current sales forecast. It also wants to improve the relevance of its sales stages and the role they play in the sales process. How should the relationships between the various elements of the sales process be defined to meet these requirements?

- A. Map appropriate sales stage to opportunity stage; assign accurate forecast probability
- B. Map opportunity stages to forecast categories; assign accurate probability to each stage.
- C. Map forecast probability to opportunity probability; assign appropriate sales stage
- D. Map sales probability values to forecast categories; assign sales stages accurate percentages

**Answer:** B

#### NEW QUESTION 405

- (Exam Topic 4)

UC wants to migrate accounts from a legacy system into Salesforce. The client wants the unique account IDs for the account records in the legacy system to be imported into Salesforce to allow a quality control comparison to be conducted after the migration is complete and facilitate future integration. What solution should the consultant recommend to meet this requirement?

- A. Create a custom external ID field in Salesforce and migrate the legacy system account ID into this field
- B. Create a custom object called external ID and migrate the legacy system account ID data into this custom object.
- C. Ensure that the names of the account records are migrated correctly so the client can conduct proper quality control U testing.
- D. Create a custom unique number field in Salesforce and migrate the legacy system account ID into this field.

**Answer:** A

#### NEW QUESTION 406

- (Exam Topic 4)

Sales representatives at Universal Containers want to share product specification documents 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 Chatter files 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 enable the password-protection option.
- D. Upload the file to Content and disable the download delivery option.

**Answer:** D

#### NEW QUESTION 411

- (Exam Topic 4)

Universal Containers contact center would like to measure and communicate case escalation rates to management. Which solution should a consultant recommend to meet this requirement?

- A. Create a formula field on the case record to calculate percentage of escalated cases
- B. Create a daily snapshot report of all cases and calculate percentage of escalated cases
- C. Create a case report with a custom summary formula to calculate the percentage of escalated cases
- D. Create a bucket field on a report to calculate the percentage of escalated cases

**Answer:** D

#### NEW QUESTION 416

- (Exam Topic 4)

Universal Containers wants to restrict access to accounts and contacts. All users should be able to access all the accounts, but only edit the accounts they own. Users should be able to edit only the contacts for the accounts they own. To meet these requirements, what should be the OWD access for accounts and contacts?

- A. Set Account to private and Contacts to control by parent.
- B. Set Account to public read-only and Contacts to control by parent.
- C. Set Account to public read-only and contacts to private.
- D. Set Account to private and contact to private.

**Answer:** B

#### NEW QUESTION 421

- (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 425

- (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 429

- (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 430

- (Exam Topic 4)

As part of a new Salesforce Knowledge implementation, Universal Containers would like to migrate articles from their current database. Which factor should a Consultant consider as part of the migration strategy?

- A. Prepare a single .csv file that can be used to migrate all article types at once and include a properties file in a .zip for import
- B. Verify that each article type has field-level security on all fields set to read-only prior to import, in order to prevent any loss of data
- C. Ensure that each existing article type has a corresponding Salesforce Knowledge article type that matches its structure and content
- D. Convert any articles containing HTML into plain text before importing because HTML is NOT supported in any article field types

**Answer:** C

#### NEW QUESTION 433

- (Exam Topic 4)

Universal Containers would like to implement Omni-Channel within Service Cloud for their representatives. What is the first step an Administrator is required to perform in order to configure Omni Channel?

- A. Assign Users to the Omni-Channel Feature License
- B. Assign Users to Omni-Channel permissions
- C. Enable Omni-Channel by clicking Settings in Setup
- D. Contact Salesforce to have Omni-Channel enabled

**Answer:** C

#### NEW QUESTION 437

- (Exam Topic 4)

The sales department at Universal Containers uses approval processes to streamline the approval of high-value opportunities. These approvals are becoming delayed in the approval process because managers forget to approve the requests from their home-page. What can a consultant recommend to improve the approval process? Choose 2 answers

- A. Enable approvals by email for the approval process for high-value opportunities.
- B. Schedule and email a report of all pending approvals to managers.
- C. Allow managers to approve or reject approval requests from the Chatter feed.
- D. Create a dashboard of pending approvals and add it to the Chatter feed.

**Answer:** AC

#### NEW QUESTION 440

- (Exam Topic 4)

What is a consideration when implementing Advanced Currency Management? Choose 3 answers

- A. The converted amount of an opportunity uses dated exchange rates based on the close date of the opportunity.
- B. Advanced currency management dated exchange rates are automatically updated on a monthly basis
- C. Currency roll-up summary fields from opportunity products to an opportunity use the dated exchange rate
- D. Advanced currency management can be enabled or disabled in the organization under the company profile if needed.

**Answer:** ACD

#### NEW QUESTION 443

- (Exam Topic 4)

UC wants to give access to Salesforce to its sales reps on the road, even when they are in areas not covered by internet reception. What solution should a consultant propose?

- A. Salesforce Touch
- B. Salesforce Classic
- C. Salesforce app
- D. Custom hybrid app

**Answer:** C

#### NEW QUESTION 446

- (Exam Topic 4)

A customer successfully places an order with UC for five widgets. The order is activated in Salesforce and the products are shipped to the customer, One week later the customer return one widget. What is the effective method of recording the event in salesforce?

- A. Create a custom field on the order product object
- B. Change the quantity value on the order product to 4
- C. Create a reduction order under the activated order
- D. Create a new sales product with quantity set to -1

**Answer:** C

#### NEW QUESTION 448

- (Exam Topic 4)

Universal Containers would like to have account asset detail information and case details shown to Customer Support Agents when they open cases in the Salesforce Console. How should a Consultant fulfill this requirement?

- A. Create a Visualforce page and add it as a console footer component
- B. Add Account and Asset information to the case detail page layout
- C. Select the Account and Asset related lists from the sidebar components
- D. Configure a sidebar component to display Account and Asset information

**Answer:** A

#### NEW QUESTION 449

- (Exam Topic 4)

Cloud Kicks wants to be able to forecast revenue on a quarterly basis.  
Which date field should the Consultant recommend to ensure accurate forecasting?

- A. The converted date on the Lead
- B. The created date on the Opportunity
- C. The last modified date on the Opportunity
- D. The close date on the Opportunity

**Answer:** D

#### NEW QUESTION 450

- (Exam Topic 4)

Cloud Kicks has been late for every deadline and has missed several meetings.  
What should the Consultant recommend to the Cloud Kicks project manager to get the project back on track?

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

**Answer:** A

#### NEW QUESTION 455

- (Exam Topic 4)

Cloud Kicks has a private sharing model on Accounts. Account Executives need to ensure that Business Development Users can qualify marketing Opportunities on their accounts. There can be different Business Development Users for a given opportunity. Sales Management needs to be able to report on which Business Development Users are assigned to opportunities. What should the Consultant recommend to the Account Executives?

- A. Share Opportunities with Business Development Users by granting read access to Opportunities in their portfolio.
- B. Add Business Development Users as Account Team members with a role that grants Modify All access.
- C. Share Accounts with Business Development Users.
- D. Add Business Development Users as Opportunity Team members with a role that grants read/write access.

**Answer:** D

#### NEW QUESTION 459

- (Exam Topic 4)

Sales representatives at Cloud Kicks often receive important customer emails they want to record as activities related to Contacts in Salesforce. Cloud Kicks has Office 365, and there is a policy preventing users from Installing anything directly on their computers. Which solution should a Consultant recommend to meet this requirement?

- A. Salesforce Console for Sales
- B. Lightning Sync
- C. Lightning Console for Sales
- D. Salesforce for Outlook

**Answer:** B

#### NEW QUESTION 461

- (Exam Topic 4)

Joe is the record owner of a Lead. A Lead sharing rule has been defined so that leads owned by Joe are shared with public group called 'Joe's Team'. When the Lead is converted to an Account, Contact, and Opportunity, who will have access to these records assuming that a private sharing model is in place on these objects and there are no sharing rules defined for these objects?

- A. Joe, all members of the public group, Joe's Team, and anyone above any group member in the role hierarchy will be able to access the three records.
- B. Joe, all members of the public group, and Joe's Team will be able to access the three records
- C. Joe will be the only person who will be able to access the Account, Contact, and opportunity records.
- D. Joe and anyone above him in the role hierarchy will be able to access the three records

**Answer: B**

#### NEW QUESTION 465

- (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 470

- (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 475

- (Exam Topic 4)

The sales director at Cloud Kicks wants to ensure, on the creation of Contacts for an existing Account, that the mailing address of a contact is the same as the shipping address of the parent Account based on the postal code. Which solution should the Consultant suggest to meet this requirement?

- A. Create a Validation rule on the Person Account object to validate the MailingPostalCode of the contact with the ShippingPostalCode of the account.
- B. Create a Validation rule on the Contact object to validate the ShippingPostalCode of the contact with the MailingPostalCode of the account.
- C. Create a Validation rule on the Contact object to validate the MailingPostalCode of the contact with the ShippingPostalCode of the account.
- D. Create a Validation rule on the Account object to validate the MailingPostalCode of the contact with the ShippingPostalCode of the account.

**Answer: C**

#### NEW QUESTION 479

- (Exam Topic 4)

Universal Containers uses contracts in Salesforce to record fixed pricing structures from closed won opportunities. The contracts expire throughout the year. To ensure the company is not missing Potential renewal revenue, sales management wants to implement the following Process, 30 days before a contract is due to expire, a lead is automatically created with contract renewal as the source. All leads go to a pre-sales team who qualify and convert them to opportunities. When leads are converted to opportunities and closed/won, an alert is sent to the account team. What features of Salesforce should a consultant use to meet this requirement?

- A. Lead assignment, Apex, and opportunity assignment.
- B. Workflow, reports, queues, and lead assignment.
- C. Apex, workflow, lead assignment, and queues.

**Answer: C**

#### NEW QUESTION 481

- (Exam Topic 4)

Which two solutions should a consultant recommend while designing a plan to decrease a company's cost per call? Choose 2 answers

- A. Bypass entitlement verification
- B. Increase the call-to-order ratio
- C. Use integrated voice response
- D. Use suggested Knowledge articles

**Answer: CD**

#### NEW QUESTION 485

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

**Answer:** D

#### NEW QUESTION 487

- (Exam Topic 4)

Cloud Kicks has a custom object, Projects, that has a Lookup relationship to the Opportunity object. How can the Consultant build a report that a report that contains data from both the Project and Opportunity objects?

- A. Matrix Reports
- B. Cross-object Filters
- C. Custom Report Types
- D. Dashboards

**Answer:** C

#### NEW QUESTION 492

- (Exam Topic 4)

Universal Containers has an upcoming maintenance window where read-only access will be available Which two actions will Universal Containers be able to perform during this window? Choose 2 answers

- A. Run and view Salesforce reports
- B. Post report information on Chatter
- C. Update case data for a customer
- D. Review existing cases for an account

**Answer:** AD

#### NEW QUESTION 495

- (Exam Topic 4)

Cloud Kicks' VP of Technology wants to start using Salesforce for all of the sales teams automation. 70 million records were all migrated from a legacy database to the data warehouse that will be synced with Salesforce. Cloud Kicks wants to be able to search and cross-reference records with the original source database. What should a Consultant recommend to meet this requirement?

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

**Answer:** D

#### NEW QUESTION 500

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