Salesforce

Exam Questions Sales-Cloud-Consultant

Certified Salesforce Sales Cloud Consultant

NEW QUESTION 1
- (Exam Topic 1)
A Service Manager has just configured Live Agent at a company site. Now, the Agents cannot see the Live Agent footer component in the console.
Which configuration option should be verified?

A. Verify that users have access to the Live Agent chat buttons.
B. Verify that users have access to the Live Agent public group.
C. Verify that users are assigned the Live Agent feature license.
D. Verify that users are assigned the Live Agent user profile.

Answer: D

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

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

Answer: CD

NEW QUESTION 3
- (Exam Topic 1)
How can a Contact Center Manager see which Service Representatives have not accepted new Cases recently using the Lightning Service Console?

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

Answer: D

NEW QUESTION 4
- (Exam Topic 1)
How should a Consultant provide Suggested Article functionality to Lightning Service Console users?

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

Answer: A

NEW QUESTION 5
- (Exam Topic 1)
Universal Containers has a single contact center that handles all service requests including chat, Cases, and web form submissions. It is important that Reps are assigned work evenly so that all requests are handled in the order they are received.
How would a Consultant address this requirement?

A. Configure Case Assignment Rules
B. Configure Omni-Channel with Most Available Routing
C. Configure Live Agent Skills-based Routing
D. Configure Omni-Channel with Least Active Routing

Answer: B

NEW QUESTION 6
- (Exam Topic 4)
Which method should be used to automate repeat opportunities when regular customers are classified as a repeat account type?

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. 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
C. Configure a workflow rule for repeat accounts that inserts a copy of an opportunity for the sales representative 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 7
- (Exam Topic 4)
Universal Containers has a private sharing model for accounts and opportunities. As part of its sales strategy, each sales representative collaborates with the

same set of individuals for each opportunity.
What should a consultant recommend to grant sales representatives the appropriate access to an opportunity?

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

Answer: D

NEW QUESTION 8
- (Exam Topic 4)
Universal Containers has a complex sales process that requires two different sets of sales stages for opportunities with an opportunity amount above or below USD $100,000. What should a consultant recommend to meet this requirement?

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

Answer: B

NEW QUESTION 9
- (Exam Topic 4)
Nothern Trail Outfitters wants to link contacts with more than one account. What solution should be recommended if a contact is an employee in one account, and on the boards of three additional accounts?

A. Associate the contact to other accounts using a custom lookup field
B. Clone the contact record and add it to the second account
C. Enable contacts to multiple accounts feature
D. Add the contact to the partners related list on the second account

Answer: D

NEW QUESTION 10
- (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 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 13
- (Exam Topic 4)
Cloud Kicks has started its operations in Europe in addition to the U.S. The company has enabled advanced currency management
to support both EUR and USD.
Cloud Kicks also has existing roll-up summary fields.

A. Where are currency related roll-up summary fields supported?
B. From the Opportunity line object to the Opportunity object
C. From the Object rolling up to the Opportunity object
D. From any custom object to the Opportunity object
E. From the Opportunity object rolling up the Account object

Answer: A

NEW QUESTION 14
- (Exam Topic 4)
The Sales Director at Cloud Kicks mandated that implementing logic and automation to quality top leads is priority. Cloud Kicks fully leverages Sales Cloud and has significant data points captured on converted Leads and closed won Opportunities for the past four years.
Which two actions can the Consultant first take to ensure a best practices implementation? Choose 2 answers

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

Answer: BC

NEW QUESTION 18
- (Exam Topic 4)
Cloud Kicks users Chatter to collaborate corporate-wide. Sales representatives are getting too many items showing on their feed, so it's hard to sort through to find items that are high priority or need the sales representative's immediate attention. Which solution should the Consultant recommend?

A. Create Chatter topics.
B. Increase the Chatter follower limit.
C. Increase Chatter Feeds bookmark limit.
D. Create Chatter Streams.
E. Create a Chatter Feed page layout.

Answer: D

NEW QUESTION 23
- (Exam Topic 4)
Sales manage travels frequently – how to review pending approvals? Choose 2 answers:

A. Approvals by email
B. Enable mobile
C. Schedule & email dashboard results
D. Schedule & email report results

Answer: AB

NEW QUESTION 24
- (Exam Topic 4)
A Sales Cloud implementation at Universal Containers requires a global design that involves multi-currency, multi-language, region-specific sales processes and workflows. Which factor is important for optimizing user adoption? Choose 2 answers

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

Answer: BD

NEW QUESTION 27
- (Exam Topic 4)
Historically, UC has sold to shipping department contacts within its customer and prospect accounts. It recently launched a new product line that will appeal to operations department contacts. What data enrichment can Data.com provide UC to expand its sales network? Choose 2 answers

A. Add operations leads and opportunities
B. Append qualification scores to operations leads
C. Add new operations prospect accounts

Answer: AB

NEW QUESTION 29
- (Exam Topic 4)
Universal Containers does not have a direct sales team; its channel partners are responsible for selling and servicing products. Over the past quarter, there has been an increased volume of leads. However, the Vice President of Channels has been receiving many complaints from partners on the poor quality of the leads and has noticed a significant drop in the lead conversion rate. What should a consultant recommend to improve partner satisfaction with the leads being shared?

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

Answer: D

NEW QUESTION 30
- (Exam Topic 4)
The VP of Service at Universal Containers is looking for ways to reduce contact centers costs. Which two metrics should the Consultant recommend? Choose 2

answers

A. Average Handle Time
B. Service-Level Agreements
C. First Call Resolution
D. Time to Answer

Answer: AC

NEW QUESTION 34
- (Exam Topic 3)
Who would be interested in the "Top 10 Reasons Deals Were Lost" report?

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

Answer: A

NEW QUESTION 39
- (Exam Topic 4)
The Cloud Kicks Sales Support team manually enters leads into Salesforce throughout the week. It was discovered that many of the leads already exist as Contacts in the system based on matching email address.
This has resulted in high volume of unconverted leads.
Which solution should be used to identify and block future duplicates from being created?

A. Create a process builder and flow that emails the user of a potential duplicate Contact when a Lead is created.
B. Build a report that groups leads by email address to identify and merge duplicates
C. Use Dataloader to import the leads each week instead of entering leads individually.
D. Activate the Standard Lead Duplicate Rule that matches on both Lead and Contact.

Answer: D

NEW QUESTION 42
- (Exam Topic 4)
Universal Containers purchased Knowledge and would like to implement it as soon as possible. What approach should a consultant recommend?

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

Answer: D

NEW QUESTION 45
- (Exam Topic 4)
What solution would you recommend to track the quantity and quality of leads that are passed from marketing to sales within UP? Choose two answers

A. Create a custom report to calculate percentage of dead leads
B. Create a custom report to calculate lead conversion ratio
C. Create a custom report to calculate leads created per calendar year
D. Use a standard report to calculate the number of leads by lead source

Answer: AB

NEW QUESTION 47
- (Exam Topic 4)
Universal containers would like to capture business sector information on a lead and display the information on the account and contact once the lead has been converted. How can these requirements be met?

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

Answer: B

NEW QUESTION 48
- (Exam Topic 4)
Universal Containers is developing its strategy for supporting their customers on social media sites. The company's requirements include the ability to: - Monitor Facebook fan page for new posts and comments from customers - Link new posts and comments to an existing customer record - Respond to posts from the existing Salesforce Console for Service - Create and link social personas to contacts What should a consultant recommend to meet these requirements?

A. Enable Salesforce social profile on contacts
B. Enable Social Customer Service
C. Integrate facebook to its existing Customer Community
D. Create a Force.com app for Facebook monitoring

Answer: A

NEW QUESTION 49
- (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 53
- (Exam Topic 4)
Cloud Kicks Sales Team Folder needs to be shared with the following:
* The CEO role, so that view access is granted
* The CEO's assistant, so that view, share, save, rename, and delete are granted
* The Sales Manager for each region, so that view and save are granted How should the Consultant configure sharing?

A. Enable Manage access to the CEO role and subordinates and manage to the assistant profile
B. Set the CEO role to View, the CEO's assistant user to Manage, and the Sales Manager role to Edit.
C. Enable Manage Reports in Public folders for CEO role and its subordinates.
D. Set the CEO role to View All, the CEO's assistant user to Modify All, and the Sales Manager public group to Create.

Answer: B

NEW QUESTION 54
- (Exam Topic 3)
Which pair of reports is best associated with the business driver "Build a strong pipeline"?

A. "# of Face-to-Face Meetings" and "# of Deals Won, Lost, and In-Progress"
B. "Stage Duration Age" and "Forecast by Sales Rep"
C. "Closed Opportunities by Lead Source" and "Reasons for Lead Disqualification"

Answer: C

NEW QUESTION 57
- (Exam Topic 3)
Competitor is beating us out of deals. Where to track competitor product info?

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

Answer: A

NEW QUESTION 60
- (Exam Topic 3)
Sales rep @ UC collaborates with ABC company on opportunity to sell to XYZ Company. ABC Co has been added to partner related list on the opportunity. What will automatically happen? Choose 2 answers:

A. Partner record added to ABC account
B. Partner record added to XYX account
C. Sales team membership granted to ABC Co
D. Partner portal access granted to ABC Co

Answer: CD

NEW QUESTION 62
- (Exam Topic 3)
What are the main challenges that Marketing faces when trying to drive more business? (Select all that apply)

A. Website integration: Lack of website integration, which delays entry of leads into CRM
B. Email Marketing: Difficult to track and report on effectiveness of emails that were sent
C. Search Marketing: No reportable relationship between search words and closed sales
D. Reporting: Must create reports manually, which slows down lead generation
E. Campaign M

Answer: ABCE

NEW QUESTION 64
- (Exam Topic 3)
What types of records can be added to Salesforce from Data.com? (Select all that apply)

A. Opportunities
B. Contacts
C. Leads
D. Accounts
E. Campaigns

Answer: BCD

NEW QUESTION 65
- (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 68
- (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 69
- (Exam Topic 3)
Arrange the steps to create a record in the correct order (using Salesforce Classic).

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

Answer: ABCD

NEW QUESTION 73
- (Exam Topic 3)
Which statements about the Salesforce Classic Mobile application are true? (Select all that apply)

A. It is a server application
B. It provides mobile access to data, tasks, and calendar
C. It works only when a smart phone is connected to a wireless network
D. It downloads relevant data for standard Salesforce objects and custom objects

Answer: BD

NEW QUESTION 77
- (Exam Topic 3)
Sales reps shouldn’t be able to edit certain opportunity fields after closed/won stage (fields reserved for sales ops).

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

Answer: A

NEW QUESTION 82
- (Exam Topic 3)
Which pair of reports is best associated with the business driver "Manage the Funnel"?

A. "# of Face-to-Face Meetings" and "# of Deals Won, Lost, and In-Progress"
B. "Stage Duration Age" and "Forecast by Sales Rep"
C. "Closed Opportunities by Lead Source" and "Reasons for Lead Disqualification"

Answer: B

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

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

Answer: A

NEW QUESTION 90
- (Exam Topic 3)
Which task should be included in a business continuity plan for a contact center? (There are three correct answers.)

A. Route cases to agents in an alternate center.
B. Disable the Interactive Voice Response (IVR) system.
C. Deliver training on case handling for contingent staff.
D. Update the case status field values.
E. Monitor service level agreements (SLAs) and notify customers.

Answer: ACE

NEW QUESTION 93
- (Exam Topic 3)
Sales management at Universal Containers needs to provide channel partners with easy access to approved product documentation. They also need to notify partners about the material revisions and updates. How can they achieve these goals in Salesforce?

A. Enable Content in the partner portal and enable Content email alerts for partner users.
B. Enable the Document tab in the partner portal and enable email alerts for partner users.
C. Add the Content related list

Answer: A

NEW QUESTION 97
- (Exam Topic 3)
Universal Containers was bought by a larger company and needs to provide information on a monthly basis to the new parent company to help predict sales. Which data should the new parent company review?

A. Dashboard of user login history
B. Count of new lead records created
C. Number of activities tied to opportunities
D. Opportunity pipeline report grouped by month

Answer: D

NEW QUESTION 100
- (Exam Topic 3)
A strong pipeline requires sales and marketing alignment. Which of the following example describes a need for sales and marketing alignment?

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

Answer: B

NEW QUESTION 104
- (Exam Topic 3)
Which of the following is good Chatter Etiquette? (Select all that apply)

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

Answer: BC

NEW QUESTION 107
- (Exam Topic 3)
Insurance policies on accounts. 2 sales teams should not see each other’s policies. 2 custom objects, each w/relationship to account object. Both objects private. What are the design considerations here?

A. Sales user needs to apply manual sharing rules
B. Custom report type needs to be created to view all policies in a single report

Answer: B

NEW QUESTION 112
- (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 117
- (Exam Topic 3)
Universal Containers is designing a contact center that will store 20 million cases. Of those, 5 million will need to be accessed for reporting and search. Which approach will ensure best system performance? Chose 3 answers:

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

Answer: ABD

NEW QUESTION 121
- (Exam Topic 3)
Which of the following descriptions best describe Data.com?

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

Answer: E

NEW QUESTION 126
- (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 127
- (Exam Topic 3)
Sales should evaluate lead quality and provide feedback to marketing.

A. True
B. False

Answer: A

NEW QUESTION 128
- (Exam Topic 3)
How can a sales organization address the "lag time" challenge?

A. By offering higher incentives to sales reps
B. By improving alignment with the marketing organization
C. By optimizing lead assignment and scoring
D. By avoiding the use of leads

Answer: C

NEW QUESTION 129
- (Exam Topic 3)
Which method can be used to improve agent retention? Choose 2 answers:

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

Answer: BD

NEW QUESTION 133
- (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 138
- (Exam Topic 3)
How many additions do you use to clean a record with Data.com?

A. 5
B. 12
C. 1

Answer: D

NEW QUESTION 139
- (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 143
- (Exam Topic 3)
Universal Containers plans to migrate data into Salesforce from a legacy system. Which step should be taken before performing the data migration? Choose 2 answers:

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

Answer: AC

NEW QUESTION 145
- (Exam Topic 2)
Which of the following can be synced with Salesforce for Outlook? (Select all that apply)

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

Answer: ABD

NEW QUESTION 146
- (Exam Topic 2)
Your company sells service contracts where the customer pays once a year for a monthly service package. What type of schedule should you set up?

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

Answer: A

NEW QUESTION 148

- (Exam Topic 2)
Your commit summary says you can bring in $1,000 this period but you've just gotten a verbal approval on a deal for $500 from a CEO. What should you do?

A. Nothin
B. It's ok if the forecast is inaccurate
C. Override the opportunity and move the stage to commit, making the forecast more realistic
D. Override the forecast summary for your commit

Answer: B

NEW QUESTION 151
- (Exam Topic 2)
Choose the correct statement.

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

Answer: B

NEW QUESTION 155
- (Exam Topic 2)
What are some common security challenges? (Select all that apply)

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

Answer: BCD

NEW QUESTION 156
- (Exam Topic 2)
Forecast Category "Best Case" can be summarized as:

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

Answer: C

NEW QUESTION 158
- (Exam Topic 2)
Match the following loading option to the description of when to use it. "Force.com Data Loader"

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: C

NEW QUESTION 163
- (Exam Topic 2)
You can track only Assets sold by your company.

A. True
B. False

Answer: B

NEW QUESTION 167
- (Exam Topic 2)
Forecast Category "Closed" can be summarized as:

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

Answer: A

NEW QUESTION 170
- (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 171
- (Exam Topic 2)
Match this tip with its design consideration. "Users should not do things more than once because it takes time and may create dirty data"

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

Answer: F

NEW QUESTION 174
- (Exam Topic 2)
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 177
- (Exam Topic 2)
Standard fiscal years must start on January 1st.

A. True
B. False

Answer: B

NEW QUESTION 178
- (Exam Topic 2)
Which of the following describes the Stage field?

A. Identifies where a deal is in relation to actually being closed.
B. Determines the row in your Forecast where the amount will be aggregated.
C. The numeric prediction that the revenue from an opportunity will be realized

Answer: A

NEW QUESTION 181
- (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 185
- (Exam Topic 2)
Who is most interested in visibility, no surprises, and system ROI?

A. Sales Reps
B. Sales/Marketing Managers
C. Sales/Marketing VP
D. IT

Answer: B

NEW QUESTION 190
- (Exam Topic 2)
A sales rep can create a quote from:

A. An Account and its Opportunities
B. An Opportunity and its Products
C. A Product and its Price Book
D. AContact and its Assets

Answer: B

NEW QUESTION 191
- (Exam Topic 2)
Which of the following stage should be matched with the Forecast Category "Omit"?

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

Answer: E

NEW QUESTION 194
- (Exam Topic 1)
Which method can be used to route cases from social channels?

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

Answer: B

NEW QUESTION 197
- (Exam Topic 1)
Universal Containers uses Live Agent to interact with customers. Service Reps complain that it takes too much time to end the chat and close the case.
Which two features should a Consultant recommend to address this concern? Choose 2 answers

A. Visual Workflow
B. Lightning Guided Engagement
C. Quick Text
D. Macros

Answer: CD

NEW QUESTION 202
- (Exam Topic 2)
Who is most interested in seamless migration?

A. Sales Reps
B. Sales/Marketing Managers
C. Sales/Marketing VP
D. IT

Answer: D

NEW QUESTION 203
- (Exam Topic 2)
Which of the following stage should be matched with the Forecast Category "Closed"?

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

Answer: D

NEW QUESTION 208
- (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 210
- (Exam Topic 2)
The Forecast Category on the Opportunity record maps directly, on a one-to-one basis, to the aggregates on the Forecast tab.

A. True
B. False

Answer: B

NEW QUESTION 212
- (Exam Topic 2)
How can end users sync their data from Outlook (using Salesforce for Outlook)? (Select all that apply)

A. Using the sync system try icon and clicking sync now
B. Allowing sync to run regularly in the background
C. Setting up sync schedule in Salesforce
D. Setting up sync schedule in Outlook

Answer: AB

NEW QUESTION 215
- (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 219
- (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 221
- (Exam Topic 2)
There are four steps to managing Products and Price Books. Can you put the steps in order?

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

Answer: BCD

NEW QUESTION 224
- (Exam Topic 2)
The stage field is mapped to a value for the Forecast Category field and this can never be changed in an opportunity.

A. True
B. False

Answer: B

NEW QUESTION 225
- (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 229
- (Exam Topic 2)
Which of the following statements are true about managers and forecasts? (Select all that apply)

A. A manager must have their own opportunities
B. A manager submits their own estimate of the forecast
C. A manager can adjust a forecast to a higher number
D. A manager can adjust a forecast to a lower number
E. A manager can see the forecasts of every person below them in the role hierarchy
F. A manager can override the forecast of every person below them

Answer: BCDE

NEW QUESTION 231
- (Exam Topic 2)
You can track Assets through Accounts, Contacts, Products, or Cases.

A. True
B. False

Answer: A

NEW QUESTION 234
- (Exam Topic 2)
You can apply a discount to the entire quote; there is no need to apply discounts to individual line items in the quote.

A. True
B. False

Answer: B

NEW QUESTION 235
- (Exam Topic 2)
Which of the following stage should be matched with the Forecast Category "Pipeline"?

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

Answer: A

NEW QUESTION 238
- (Exam Topic 2)
Match this tip with its design consideration. "Make it easy for users to find data"

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

Answer: C

NEW QUESTION 239
- (Exam Topic 2)
Which of these steps should take place before setting a List Price for a Product? (Select all that apply)

A. Update all items in the Standard Price Book
B. Update all items in the Custom Price Book
C. Create the Product
D. Define the Product's Standard Price
E. Specify a Quantity or Revenue Schedule

Answer: CD

NEW QUESTION 244
- (Exam Topic 1)
Universal Containers wants to provide its five million customers a solution where customers can submit inquiries, monitor the status of those inquiries, and view their contact information.
Which type of Community license should be used to meet these requirements?

A. Company Community
B. Employee Community
C. Customer Community

D. Partner Community

Answer: C

NEW QUESTION 249
- (Exam Topic 1)
When Service Reps view a Case, they often need to see the Case History of other Cases for that same Account. How should a Consultant configure the Lighting Service Console to support this requirement?

A. Account tabs and Cases tab
B. Case tabs with Account subtabs
C. Account tab with Cases related list
D. Account tabs with Case Subtabs

Answer: C

NEW QUESTION 251
- (Exam Topic 1)
Universal Containers' support team requires its customers to submit their support inquiries via free form email (Outlook, Gmail, Yahoo, etc). Additional requirements are listed below:
• Support attachments up to 30 MB per inquiry
• Over 10,000 inquiries per day
What solution should a consultant recommend to meet these requirements?

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

Answer: A

NEW QUESTION 254
- (Exam Topic 1)
The lifecycle of a Knowledge article consists of five stages. In which order does an article proceed through these stages?

A. Create, approve, publish, consume, feedback
B. Create, feedback, publish, approve, consume
C. Create, publish, feedback, approve, consume
D. Create, consume, feedback, approve, publish

Answer: A

NEW QUESTION 259
- (Exam Topic 1)
What are two design considerations for a Live Agent implementation? Choose 2 answers

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

Answer: AD

NEW QUESTION 262
- (Exam Topic 1)
Universal Containers is considering a Knowledge-Centered Support (KCS) implementation. Which three benefits can be expected from KCS adoption? Choose 3 answers

A. Increased call deflection
B. Increased call routing accuracy
C. Reduced issue resolution time
D. Reduced support channels
E. Optimized use of resources

Answer: CDE

NEW QUESTION 263
- (Exam Topic 1)
AContact Center Manager is implementing a new customer care program and wants to specifically measure customer loyalty.
Which three measures satisfy this requirement? Choose 3 answers

A. customer satisfaction Survey
B. Customer Purchase History
C. Customer Support Requests
D. Net promoter Score
E. Service Level Agreement

Answer: ABD

NEW QUESTION 265
- (Exam Topic 1)
Which three are characteristics of Visual Workflow? Choose 3 answers

A. Apex code must be used to update fields in the database.
B. Elements can be used to pass data to legacy systems.
C. Apex code must be used to pass data to legacy systems.
D. Only one version of a flow can be activated at a time.
E. Elements can be used to update fields in the database.

Answer: ABD

NEW QUESTION 270
- (Exam Topic 1)
Universal Containers wants to ensure the contracted service level requirements for its clients are being met. What should be configured to meet this requirement?

A. Entitlement processes, milestones, milestone actions, and entitlements
B. Entitlement processes, contracts, contract line Items, and entitlements
C. Entitlement processes, contract line items, milestones, and entitlements
D. Entitlement processes, contracts, milestones, and milestone actions

Answer: A

NEW QUESTION 274
- (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 277
- (Exam Topic 1)
A company is changing its case management system to Salesforce. All active accounts, contacts, and closed cases for the past 5 years must be migrated to Salesforce for go-live.
Which approach should be used for the data migration?

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

Answer: D

NEW QUESTION 279
- (Exam Topic 1)
Universal Containers wants customers to have the ability to log cases with structured data and route based on Urgency and Product Line.
How should a Consultant accomplish this?

A. Standard Email-to-Case with assignment rules
B. Lightning Email with web routing prioritization
C. Omni-Channel with prioritized queues
D. Standard Web-to-Case with assignment rules

Answer: A

NEW QUESTION 284
- (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 286

- (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 287
- (Exam Topic 1)
A client's Support Call Center has seen an increase in call volume on a new product line. The agents are having problems resolving issues and have been escalating to Tier 2 for support.
Which action should be taken to reduce the call volumes and escalations?

A. Create Knowledge Articles and publish internally and publicly.
B. Configure IVR routing to bypass Tier 1 for the product line.
C. Configure Omni-channel to assign cases directly to Tier 2.
D. Create a dashboard to track and manage call volumes by type.

Answer: A

NEW QUESTION 292
- (Exam Topic 1)
Which Lightning Service Console feature should be used to enable Service Reps to send emails with attachments to customers based on the Case details?

A. Process Builder
B. Lightning Knowledge
C. Macros
D. Visual Workflow

Answer: A

NEW QUESTION 295
- (Exam Topic 1)
What are three best practices that should be used when deploying Salesforce functionality to production? Choose 3 answers

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

Answer: BCE

NEW QUESTION 299
- (Exam Topic 1)
Milestones can be added to which three Object types? Choose 3 answers

A. Entitlement
B. Work Order
C. Service
D. Case
E. Account

Answer: ABD

NEW QUESTION 303
- (Exam Topic 4)
The VP Of Sales at Cloud Kicks wants to give the sales team the power of the Salesforce Mobile app so that sales reps can do their tasks on the go. The sales team needs to create and edit Leads, Contacts, and Opportunities with ease. Which two features should the Consultant recommend for the sales team to use?
Choose 2 answers

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

Answer: BC

NEW QUESTION 305
- (Exam Topic 4)
Universal Containers needs to customize Salesforce to improve its Support Agents experience so they can work more efficiently. Which feature requires Service Console?

A. Utility Bar
B. Access to Knowledge Articles
C. Open multiple case records as tabs and sub tabs
D. Unique page layouts for each Case Record type

Answer: C

NEW QUESTION 309
- (Exam Topic 4)
Cloud Kicks has enabled territory forecasts to see how expected revenue compares between sales territories, and to know which territory has the most closed deals in a month. The territory hierarchy has three branches with child territories, with forecast managers assigned to a few of them. Which two actions can forecast managers perform? Choose 2 answers

A. They can share their forecast with any external user.
B. They can share their forecast with any Salesforce user.
C. They can see all of their territory forecast in a single-page summary view.
D. They can share their summary view with any Salesforce user.

Answer: BC

NEW QUESTION 314
- (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 317
- (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 322
- (Exam Topic 4)
Universal containers recently completed the implementation of a new sales cloud solution. The stakeholder committee believes that the user adoption is best measured by the number of daily logins. What other measures of sales uses adoption should be considered? Choose 2 answers

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

Answer: AD

NEW QUESTION 325
- (Exam Topic 4)
Universal containers has recently started using forecasting in collaboration with sales stages to better understand pipeline. All sales reps have submitted their forecasting numbers for approval. The VP pf sales is reviewing the forecast and sees that the open opportunity pipeline report contains a total of $25,000. The VP of sales then notices that there is $15,000 that is not included in the pipeline forecast summary. What should a consultant suggest as a possible reason for exclusion?

A. The 515,000 is business that had already been lost and, therefore, is excluded from the pipeline forecast summary
B. The $15,000 is business that is in the Best case category, which is excluded from the pipeline forecast summary
C. The $15,000 is business that is too new and has been assigned to the Omitted forecast category.
D. The S15,000 is business that is in the commit category, which is excluded from the pipeline forecast summary

Answer: C

NEW QUESTION 328
- (Exam Topic 4)
UC collaborates with consulting partners on some of its opportunities. If a partner account is added to the partners related list on a customer opportunity, what is the impact?

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

Answer: A

NEW QUESTION 332
- (Exam Topic 4)
A system administrator has been asked to create a report for the executive leadership team to share the status of the call center. Which two chart types should be used to graphically display how long a case has been open? Choose 2 answers

A. Line chart
B. Bar chart
C. Gauge Chart
D. Donut chart
E. Funnel chart

Answer: B

NEW QUESTION 337
- (Exam Topic 4)
Marketing department at Universal container is migrating from legacy campaign and email management system 2 salesforce want to ensure that its communication material is migrated as well. What should consultant recommend to migrate the marketing departments email templates?

A. Manually recreate the email and mail merge templates in salesforce
B. Enable Email to salesforce before sending email templates to salesforce
C. Create an email template change set or use the Force.com IDE
D. Enable Email-to-case and use Import Wizard.

Answer: C

NEW QUESTION 338
- (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 recommended 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 342
- (Exam Topic 4)
Assuming a private sharing model for opportunities, what would you recommend to make it easier to work with sales operations and marketing when trying to close a deal at UP?

A. Create account teams for specific accounts
B. Enable feed tracking on opportunities
C. Create private groups for specific opportunities
D. Create sales teams for specific opportunities (Select the best 2)

Answer: BD

NEW QUESTION 343
- (Exam Topic 4)
Universal containers sales team would like to track product shipments for each of its customers. The shipment tracking information is currently available in a back end system, which the company plans to integrate with Salesforce. Which objects are relevant for this integration?

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

Answer: A

NEW QUESTION 345
- (Exam Topic 4)
Asia Pacific and Japanese sales teams from Cloud Kicks have requested separate report folders for each region. The VP of Sales needs one place to find reports for all the regions and still wants to retain visibility of the reports in each folder. What should the Consultant recommend to meet this requirement?

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

D. Create all new regional folders and move the reports to the respective region folder with subscribe access.

Answer: A

NEW QUESTION 349
- (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 350
- (Exam Topic 4)
A sales manager for one of Cloud Kicks' sales territories is unable to see a forecast for the current quarter. What will resolve this problem?

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

Answer: D

NEW QUESTION 354
- (Exam Topic 4)
Universal Containers recently rolled out a Salesforce knowledge implementation; however, users are finding unreliable and unrelated Knowledge Articles displayed in the Knowledge One widget in the Salesforce Console. Which two actions should a Consultant recommend to address the lack of quality checking? Choose 2 answers

A. Restrict the Manage Articles user permission
B. Enable and configure wildcards for article searches
C. Set up an intuitive Data Category hierarchy
D. Require that an article be added when closing a case

Answer: BC

NEW QUESTION 355
- (Exam Topic 4)
A company has call centers in Europe, North America and Japan. Cases not closed within four hours should be escalated. Call Center Managers have noticed that some Open Cases are not being escalated on time. Which two configurations should a Consultant check to try to solve the problem? Choose 2 answer

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

Answer: CD

NEW QUESTION 358
- (Exam Topic 4)
10 Cloud Kicks has an external ERP system which stores product order information. Cloud Kicks wants to view those..the Account record in real time.
Which solution should the Consultant recommend?

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

Answer: B

NEW QUESTION 362
- (Exam Topic 4)
Sales representatives and partners of Universal Containers constantly complain about the poor quality of lead data. Leads are owned by the Vice President of Marketing, who has established a task force and a project to remedy the situation. Which approach should the task force consider to improve and maintain the quality of lead data? Choose 2 answers

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

Answer: AB

NEW QUESTION 367
- (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 372
- (Exam Topic 4)
Northern Trail Outfitters (NTO) wants to utilize opportunities to track and report customer subscriptions to its online magazine. Payments can be made using the following methods: - In full (all at one time) - Weekly - Monthly - Quartely How should this solution be implemented?

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

Answer: D

NEW QUESTION 377
- (Exam Topic 4)
The members of an opportunity team at UC are working together to close an opportunity. The sales engineer on the team is having trouble keeping up with the most current quote. How can the sales engineer identify the opportunity's latest quote?

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

Answer: D

NEW QUESTION 381
- (Exam Topic 4)
The sales management at UC is reviewing the quality of leads generated from marketing campaigns. What information is available to assist with this type of analysis? Choose 2 answers:

A. Average number of activities required to convert leads to opportunities
B. Percentage of leads that could not be contacted due to bad data
C. Percentage of leads converted to opportunities
D. Average amount of time required to convert leads to opportunities

Answer: AB

NEW QUESTION 386
- (Exam Topic 4)
Universal Containers is following a traditional waterfall project delivery methodology. The analysis phase is complete with the sign-off of the requirements. What action should a consultant take to minimize changes in
scope during the design and build phases? Choose 2 answers

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

Answer: BD

NEW QUESTION 391
- (Exam Topic 4)
The Salesforce administrator for Cloud Kicks needs to set sales quotas for all sales representatives. Which three solutions should the Consultant consider? Choose 3 answers

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

Answer: ADF

NEW QUESTION 392

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

A. Build a custom report with closed forecasting quotas with forecasting items
B. Build a joined report with closed opportunities, forecasting items, and quotas
C. Create an analytical snapshot to capture the opportunity forecast
D. Customize Quotas with product report and add necessary fields

Answer: C

NEW QUESTION 395
- (Exam Topic 4)
Universal Containers wants to improve the information profile of its current Contacts in salesforce by using social networking application (e.g. Linkedln or Twitter) to add the information currently gathered for accounts, contacts and leads. Which solution should a consultant recommend to meet this requirement?

A. Enable social Accounts and Contacts to link records to social profiles.
B. Enable the salesforce to Social network API connection to sync records.
C. Define the social network fields and enabled then for account, contacts and leads.
D. Create custom fields that hold URL links to the social profile of accounts, contacts and leads.

Answer: A

NEW QUESTION 396
- (Exam Topic 4)
The VP of sales at Universal Containers wants to be able to see a visual representation of sales by month for each account in salesforcel mobile app.
What should a consultant recommend to meet this requirement?

A. Embed a chart on the account page, no other customization needed
B. Embed a chart on the account page and use a custom link to filter by account
C. Create a of visualforce page with an embedded chart component for each account.
D. Create a dashboard component and use chatter feed on the account on salesfrocel

Answer: A

NEW QUESTION 400
- (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 405
- (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 408
- (Exam Topic 4)
UC recently acquired Global Packaging, a company that has complementary Products. UC wants to run a major campaign showcasing its new product bundling. The company will use multiple marketing channels to create awareness in the marketplace. Each marketing channel will need to be measured for its effectiveness both individually and collectively. How should the consultant design the solution for UC?

A. Create a single campaign, add members, and set the status to active
B. Create campaigns for each channel with members and link child campaigns to a parent campaign
C. Create campaigns for each channel, link them to a parent, and add members to the parent
D. Create a single campaign and add member statuses for each marketing channel

Answer: B

NEW QUESTION 411
- (Exam Topic 4)
The VP of Sales at Cloud Kicks wants to automate the process of reassigning Accounts when the Account owner gets transferred to a different team or region. The VP wants reassignment to be based on the Account status and confirmation that the new Account owner is informed of their new Account inheritance. Which two strategies can the consultant use to design the solution?

A. Use Process Builder for capturing Account details, define Account assignment rules to reassign the Account to new owner based on status, and send an email regarding Account inheritance.
B. Use Process Builder for capturing Account details, design workflow rules to reassign the Account to a new owner based on status, and send an email regarding Account inheritance.
C. Use Flow Builder for capturing Account details, design an element to reassign the Account to a new owner based on status, and send an email regarding Account inheritance.
D. Use Process Builder for capturing Account details, design an nodes to reassign the Account to a new owner based on status, and send an email regarding Account inheritance.
E. Use Flow Builder for capturing Account details, define Account assignment rules to reassign the Account to a new owner based on status, and send an email regarding Account inheritance.

Answer: CD

NEW QUESTION 416
- (Exam Topic 4)
A sales representative at Universal Containers who recently lost a sales deal to a competitor has set the opportunity stage to closed/lost. What impact will this have on the opportunity in the forecast?

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

Answer: D

NEW QUESTION 420
- (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 423
- (Exam Topic 4)
Universal Containers wants to implement a website for a new product launch. The site should be publicly available, allow visitors to submit requests for information, and be managed by the non-technical marketing team What solution should the consultant recommend?

A. Site.com
B. Customer Community
C. Salesforcel Sites
D. Force.com Sites

Answer: A

NEW QUESTION 426
- (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 427
- (Exam Topic 4)
UC has set accounts, contacts and opportunities to private. Sales Rep manage the account for which they are the account owner. The company also employs sales specialist to assist sales rep on deals. What should a consultant recommended to allow sales specialist to see account information and any opportunity information associated with the account?

A. Assign the sales specialist to the same profile as Account owner.
B. Assign the sales specialist to the same role in the role hierarchy as account owners.
C. Add the sales specialist to the account team and assign them read access to the opportunity.
D. Share opportunity manually with the sales specialist and assign them read access.

Answer: C

NEW QUESTION 429
- (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 433
- (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 438
- (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 443
- (Exam Topic 4)
During the planning stage of a project, what customer information should be required to ensure requirements are successfully gathered? Choose 3 answers.

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

Answer: BCD

NEW QUESTION 444
- (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 447
- (Exam Topic 4)
Currently at Cloud Kicks, the Lead Source field is used to track what event a lead originated from. The Marketing Director requested a report that shows every event a lead has attended.
Which standard Salesforce functionality can a Consultant recommend?

A. Implement Campaigns to track events and define a Campaign Management process.
B. Create a custom field to track the second event a Lead attends
C. Update the Lead Source field to the most recent event a lead has attended using process builder
D. Configure a custom Events object and relate it to the Load object

Answer: A

NEW QUESTION 451
- (Exam Topic 4)
Northern Trail Outfitters sales representatives have to be certified to sell items in its Professional catalog. Which two ways should Salesforce be set up to prevent those who are NOT certified from adding these items to opportunities? Choose 2 answers

A. Utilize a separate price book for the products requiring certification and only share the price book to users who are certified
B. Utilize a validation rule on opportunity products to prevent them from adding products marked as requiring certification if they are NOT certified

C. Utilize a criteria-based sharing rule on products marked as requiring certification to only share the products to users who are certified
D. Utilize a validation rule on products marked as requiring certification to prevent them from being added to an opportunity

Answer: AB

NEW QUESTION 456
- (Exam Topic 4)
UC has three sales divisions: hardware, software, and consulting. The hardware and software divisions follow a ten-step sales process. The consulting division follows an eight-step sales process and does not use the prospecting or perception analysis stages during the sales cycle. What should a consultant recommend to support these requirements? Choose 3 answers

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

Answer: ABE

NEW QUESTION 459
- (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 461
- (Exam Topic 4)
Cloud Kicks has enabled quotas in collaborative forecasts.
In which three ways can the quotas be managed for all users in forecast hierarchy? Choose 3 answers.

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

Answer: ADE

NEW QUESTION 463
- (Exam Topic 4)
Universal Containers uses Salesforce for Outlook to synchronize contacts between Microsoft Outlook and Salesforce. The executive team wants to ensure that user's personal contacts in Microsoft Outlook are not synced with Salesforce. Which solution should a consultant recommend to meet this business requirement? Choose 2 answers

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

Answer: AC

NEW QUESTION 465
- (Exam Topic 4)
Universal Containers is deploying a formal sales methodology while implementing salesforce. What should a consultant recommend to ensure the alignment of the sales methodology and Salesforce? Choose three answers:

A. Embed custom components within Salesforce to support the sales methodology.
B. Override Salesforce user interface with the sales methodology user interface.
C. Consider available sales methodology AppExchange applications.
D. Develop data integration between salesforce and the sales methodology database.
E. Configure Salesforce Standard and custom objects to support the sales methodology.

Answer: ACE

NEW QUESTION 467
- (Exam Topic 4)
The shipping department at the Universal Containers is responsible for sending product samples as part of the sales process. When an opportunity moves to the 'Sampling1 stage, Universal Containers an automatic email sent to the shipping department listing the Products on the opportunity. How can this requirement be met using a workflow email?

A. Create it on the Opportunity using an HTML email template.
B. Create it on the Opportunity Product using a visualforce email template.
C. Create it on the Opportunity Product using an HTML email template.
D. Create it on the Opportunity using a visualforce email template.

Answer: B

NEW QUESTION 471
- (Exam Topic 4)
What features ofwork.com can managers use to help sales representatives meet their quotas? Choose 2 answers

A. Coaching plans to help the sales rep drive results
B. Coaching feed visible to the entire sales teams
C. Coaching feedback that automatically adjusts the goals
D. Coaching dashboards to monitor progress

Answer: AD

NEW QUESTION 472
- (Exam Topic 4)
AConsultant for Cloud Kicks Sales Cloud has proposed implementing an Account Hierarchy. What impact could the redesign have on the org?

A. The ownership of an Account determines the visibility of the Account Hierarchy.
B. The value of all Opportunities in an Account Hierarchy are visible on the parent Account
C. The Account Hierarchy can be visualized from all levels in the structure.
D. A user who owns an Account at the bottom of the hierarchy has access to all parent Accounts.

Answer: C

NEW QUESTION 473
- (Exam Topic 4)
UC operates in two currencies: EUR and USD. Its corporate currency is USD. When a sales team member tries to add products to an opportunity for a customer in the Eurozone, they are unable to find EUR prices. What is the likely cause of this problem? Choose 2 answers:

A. Opportunity currency is set to USD.
B. Price book entries are missing EUR prices.
C. Sales users default currency is set to USD.
D. Advanced currency management is deactivated.

Answer: AB

NEW QUESTION 475
- (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 477
- (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 479
- (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 483
- (Exam Topic 4)
The sales teams at UC need to track partner relationships for each customer account. There can be many partners related to each customer account. Additionally, the following partner-to-customer relationship information needs to be tracked: Role of each partner, Support product category of each partner, Next step of each partner. What should a consultant recommend to meet this requirement?

A. Use partner role functionality.
B. Create partner custom fields on account.
C. Create a custom object for Partner relationships.
D. Add partners to each customer account team.

Answer: C

NEW QUESTION 487
- (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 490
- (Exam Topic 4)
UC requires that account plans be created for all accounts. The account plans have been set up as a custom object with a lookup relationship. The sharing model is private for account plans. UC would like to assign the same access to the account plan record as to the associated account. What solution should a consultant recommend for these scenarios?

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

Answer: A

NEW QUESTION 493
- (Exam Topic 4)
Universal Container wants to measure the user adoption of their successful Sales Cloud implementation. Which key factors should be considered?

A. Business performance
B. Data quality
C. Usage
D. walang sagot huhu

Answer: D

NEW QUESTION 496
- (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 498
- (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 500
- (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 505
- (Exam Topic 4)
Cloud Kicks recently completed an implementation of Sales Cloud. CK has trained its users to use the Salesforce Mobile app to access Salesforce from their mobile devices and wants to determine how often the Salesforce Mobile app is being used. What should the consultant recommend?

A. Use the lightning Usage app to view Mobile activity
B. Create a custom report type between users and Mobile activity
C. Create a custom report type between users and Identity Event Logs
D. Open a case with Salesforce

Answer: A

NEW QUESTION 506
- (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 507
- (Exam Topic 4)
What statement is true about the Salesforce Knowledge article lifecycle?

A. Knowledge uses public groups as a way to assign users to specific tasks related to articles
B. approval processes CANNOT allow publishing of the articles that have specific statuses
C. Article permission sets allow agents to participate in the article publishing process
D. Articles CANNOT be published until they are reviewed and validated by a qualified author

Answer: C

NEW QUESTION 510
- (Exam Topic 4)
UC would like to capture qualification information for new leads (e.g. whether or not a person is a decision maker). The information should also appear in the contact record once the lead has been converted. Which approach should a consultant recommended?

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

Answer: C

NEW QUESTION 511
- (Exam Topic 4)
Due to internet unavailability at Cloud Kicks, the sales team is not able to utilize the Salesforce Mobile app feature to view, create, or update Opportunities. Which two steps should the Consultant take to resolve the issue? Choose 2 answers

A. Create a permission set with the system permission "Store offline data" and assign the permission set to the sales team U user(s).
B. Raise a case with Salesforce support to enable the offline version of the Mobile app and update the app to use the offline capabilities.
C. From the Setup menu, go to Salesforce offline and select "Enable offline create, edit, and delete in Salesforce for Android and IOS."
D. From the Setup menu, enable the system permission "Store offline data."
E. From the Setup menu, go to Salesforce offline and select "Enable caching in Salesforce for Android and iOS."

Answer: CE

NEW QUESTION 513
- (Exam Topic 4)
The Cloud Kicks sales team works with two different types of Leads: distributors and retailers. Cloud Kicks' management wants the sales team to follow two

different lead qualification processes before converting the Lead into an Opportunity. Which three actions should a Consultant recommend to meet this requirement? Choose 3 answers

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

Answer: AEF

NEW QUESTION 516
- (Exam Topic 4)
Universal Containers is implementing a Knowledge Base and wants to empower certain managers to create, edit, and manage articles. All articles should be reviewed by these managers before being published, while some articles need an additional layer of legal review as well. Which three actions should a Consultant recommend to meet these requirements? Choose 3 answers

A. Create at least two different approval process
B. Create at least two different data categories
C. Grant managers the Manage Data categories permission
D. Create at least two different article types
E. Grant managers the Manage Salesforce Knowledge Permission

Answer: AD

NEW QUESTION 520
- (Exam Topic 4)
UC wants to implement a website for a new product launch. The site should be publicly available, allow visitors to submit requests for information, and be managed by the non-technical marketing team. What solution should the consultant recommend?

A. Site.com
B. Customer Community
C. Salesforcel Sites
D. Force.com Sites

Answer: A

NEW QUESTION 525
- (Exam Topic 4)
How would you design a solution to give UP a 360 degree view of an account?

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

Answer: C

NEW QUESTION 528
- (Exam Topic 4)
UC would like to capture qualification information for new leads (e.g.. whether or not the person is a decision maker). This information should also appear in the contact record once the lead has been converted. Which approach should a consultant recommend?

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

Answer: C

NEW QUESTION 530
- (Exam Topic 4)
NTO wants the ability to share documents related to an opportunity, such as contracts and proposals with the field sales team. NTO currently has a private sharing model. How should the documents be shared efficiently and securely?

A. Upload to Salesforce Files and shared with the field sales organization
B. Emailed to the sales team on the opportunity record
C. Uploaded to a library that is shared with the field sales organization
D. Uploaded to salesforce files from the opportunity record

Answer: C

NEW QUESTION 533
- (Exam Topic 4)
Universal Containers wants to measure revenue based on when individual Products are sold. What should a Consultant implement to meet this requirement?

A. Forecasting by Product Dates
B. Forecasting by Order Amount
C. Forecasting by Opportunity Amount
D. Forecasting by Schedule Date

Answer: B

NEW QUESTION 538
- (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 cicle 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 539
- (Exam Topic 4)
Universal Containers wants to implement a Knowledge management process with the following requirements: It must contain four different kinds of content: customer FAQs, product specifications, contact center procedures, and product manuals.
It must provide the ability to filter Knowledge search results by a single product, multiple products, or all 56 products.
Any product-related content created by contact center agents must be approved by the contact center manager and the Knowledge manager before being published.
Product content should only be visible internally to contact center agents who handle that product. How should a consultant recommend that Knowledge be configured? Choose 3 answers

A. Define approval processes for each product.
B. Configure workflow rules for each data category.
C. Define approval processes for each article type.
D. Configure data category values for each product.
E. Configure article types for each kind of content.

Answer: CDE

NEW QUESTION 540
- (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 541
- (Exam Topic 4)
Universal Containers has a public sharing model for accounts and uses the parent account field to create a multi-level account hierarchy. When viewing a parent account, the company would like to see the total value of open opportunities for all accounts in the hierarchy. What solution should a consultant recommend to meet this requirement?

A. Use apex to update a custom field on the parent account with the total value of open opportunities from the child accounts.
B. Create a roll-up summary field on the parent account showing the total value of open opportunities from the child accounts.
C. Define a workflow rule to update the custom field on the parent account with the total value of open opportunities from the child accounts.
D. Create a link on the account that opens a report showing the total value of open opportunities for all the accounts in the hierarchy.

Answer: A

NEW QUESTION 545
- (Exam Topic 4)
Cloud Kicks is excited about implementing Lightning features during the implementation. The company has rolled out a few groups of Sales Cloud users on Lightning already, but not all are trained on the Sales Cloud Lightning features requested for this implementation. What should the Consultant recommend for a successful deployment?

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

Answer: A

NEW QUESTION 548

- (Exam Topic 4)
Universal Containers has a private sharing model for accounts and opportunities. Each sales representative is assigned to work with a dedicated sales engineer. The sales engineer will need access to their assigned sales representative accounts and opportunities. What should a consultant recommend to meet this requirement?

A. Create criteria-based sharing rules to share the accounts and opportunities with sales engineers
B. Create a trigger to add the sales engineers to their sales representative account and opportunity teams
C. Enable account and opportunity teams selling and have each sales representative configure their default teams
D. Have the sales representatives manually share the accounts and opportunities with their assigned sales engineers

Answer: C

NEW QUESTION 553
- (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 555
- (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 560
- (Exam Topic 4)
Cloud Kicks wants to sell to both consumer and Business. There will be a consumer sales team and a business sales team. Which two Salesforce functions will allow the Consultant to meet this requirement? Choose 2 answers

A. Opportunity Teams
B. Process Builder
C. Sales Processes
D. Record Types

Answer: CD

NEW QUESTION 565
- (Exam Topic 4)
Universal Containers has three sales divisions: hardware, software and consulting. Hardware and software division follow ten steps sales process. The consulting division follow eight step division processes and does not use the prospecting or perception analysis stage during the sales cycle. Which solution should a consultant recommend to meet this requirement? Choose 3 Answers

A. Create the record types.
B. Create separate stage fields.
C. Create separate page layout.
D. Create sales process.
E. Define stage picklist values.

Answer: ADE

NEW QUESTION 568
- (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 573
- (Exam Topic 4)
The Sales Manager at Universal Containers wants to be informed when a lead created from the ""Contact Us"" form on the corporate website has not been followed up within 24 hours of being submitted. What Salesforce feature should the consultant use to meet the requirement?

A. Notify using chatter on Lead
B. Send an email using time based workflow
C. Send an email using lead escalation rule
D. Notify using publisher action

Answer: B

NEW QUESTION 578
- (Exam Topic 4)
A Salesforce partner regularly works with Salesforce Account Executives to close deals with clients that are looking for a partner to implement Sales Cloud. As new partner sales reps are on-boarded, they spend quite a bit of time trying to determine which Account Executive maps to which Accounts and Opportunities. What should the Consultant recommend when rolling this out?

A. Add a Lookup field on the Opportunity to indicate Partner Executives
B. Add the Title field to all Contact Layout
C. Implement Account Contact Roles
D. Implement Account Partner Roles

Answer: C

NEW QUESTION 582
- (Exam Topic 4)
Up to this point, two sales reps have had separate Accounts and Opportunities. Sales rep A wants to Include sales rep B in a few Opportunities on one Account. Which two things will happen if Account Teams are enabled and used for this Account? Choose 2 answers

A. Rep A can let rep B edit all Opportunities on the Account.
B. Rep A can let rep B view one of the Opportunities on the Account.
C. Rep A can let rep B view the Account but keep private Activities.
D. Rep A can let rep B view the Account but keep private Contacts.

Answer: AD

NEW QUESTION 587
- (Exam Topic 4)
Sales management at Universal Containers needs to provide channel partners with easy access to approved product documentation. They also need to notify partners about the material revisions and updates. How can they achieve these goals in Salesforce?

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

Answer: A

NEW QUESTION 588
- (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 593
- (Exam Topic 4)
Cloud Kicks implementing Enterprise Territory Management for its retail sales. The Sales Director wants to organize Territories based on their characteristics. How can the Consultant meet this requirement?

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

Answer: D

NEW QUESTION 596
- (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 600
- (Exam Topic 4)
Sales management at Universal Containers wants product managers to become more involved with sales deals that are being delayed in the negotiation stage of the sales process. Product managers need to understand the details of specific sales deals, and address product capability and roadmap questions with customers. What solution should a consultant recommend to help product managers engage in sales deals? Choose 2 answers

A. Add the opportunity team, product managers, and customers to libraries containing files relevant to sales u deals
B. Use an assignment rule to notify product managers when opportunities are updated
C. Create a chatter group to share product information with sales team, product managers, and customers
D. @mention product managers in chatter posts on relevant sales deals

Answer: AC

NEW QUESTION 605
- (Exam Topic 4)
UC is undergoing a sales reorganization and wants to enable territory management. What should UC review before enabling territory management? Choose 2 answers

A. Opportunities and forecasting
B. Account and opportunity sharing
C. Quotes and orders
D. Multi-currency and contracts

Answer: AB

NEW QUESTION 608
- (Exam Topic 4)
Universal Containers has configured salesforce to store all individual consumer contact under a single account called "Consumer". The consumer business has grown to more than 500,000 Contacts. Mass update are no longer completed within the defined maintenance timeframe and an increased number of errors are being reported. What should consultant recommend to improve system performance? Choose 2 answers

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

Answer: AB

NEW QUESTION 610
- (Exam Topic 4)
When an Opportunity Stage is marked as Closed Won, Cloud Kicks wants an email to be sent to a team of Executives. This email should include details about the Opportunity along with the related Opportunity Products and Account. Which solution should the Consultant recommend to active this requirement?

A. Use Process Builder and HTML Email Templates.
B. Develop an Inbound Email Service.
C. Use Workflow rules and HTML Email Templates.
D. Develop a custom Apex Trigger that uses custom email messaging.

Answer: D

NEW QUESTION 611
- (Exam Topic 4)
Universal Containers wants to prevent sales users from modifying certain opportunity fields when the sales stage has reached Negotiation/Review. However sales directors must able to edit these fields in case last minute updates are required. Which solution should a consultant recommended?

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

Answer: A

NEW QUESTION 612
- (Exam Topic 4)

Universal Containers has a lead qualification team that qualifies and converts leads into opportunities. During lead conversion, the new opportunity must be assigned to the account owner. Which solution should a consultant recommend to meet this requirement?

A. Create an assignment rule on the opportunity.
B. Create a trigger on the opportunity.
C. Create an assignment rule on the account.
D. Create a workflow on the opportunity.

Answer: B

NEW QUESTION 614
- (Exam Topic 4)
UC would like to record performance about the conference and people who attended them. A contact would potentially attend multiple conference. Company would like to display this information on the contact layout using the standard configuration. How the system should be designed to meet the company's requirement.

A. Create a custom object for conference and a custom object to record attendee information
B. Use campaign for conference and add Campaign member to record attendee information
C. Create a custom object for conference and a custom lookup field to conference on Contact
D. Use campaign for conference and a custom object to record attendee information

Answer: B

NEW QUESTION 616
- (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 619
- (Exam Topic 4)
Cloud Kicks operates in multiple countries and wants to track historical exchange rates. The Consultant at Cloud Kicks has implemediated exchange rates by using advanced currency management. How is the converted currency amount on Opportunities calculated?

A. Based on the Opportunity stage regardless of the Close Date
B. Based on the historical exchange rate regardless of the Close Date
C. Based on the Close Date regardless of the Opportunity stage
D. Based on the exchange rate regardless of the Close Date

Answer: C

NEW QUESTION 624
- (Exam Topic 4)
Universal Containers Credit department uses the 3rd party application for credit ratings. Credit department manager need to launch an external web based credit application from a customer's account record in salesforce. The application uses the credit id on the account object. What should a consultant recommended to meet these requirement?

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

Answer: B

NEW QUESTION 626
- (Exam Topic 4)
A customer needs chatter a custom mobile layout, and custom branding for its mobile users. Which solution should a consultant recommend?

A. Custom mobile
B. chatter for mobile
C. Salesforcel
D. Mobile classis

Answer: C

NEW QUESTION 627
- (Exam Topic 4)
Universal Containers wishes to implement a sales methodology that focuses on identifying customers challenges and addressing them with offerings. Which sales methodology is described above?

A. Direct selling
B. Solution selling
C. Relationship selling
D. Target account selling

Answer: B

NEW QUESTION 631
- (Exam Topic 4)
Universal Containers wants to record information about the conferences it holds and people who attended them. An attendee could potentially attend multiple conferences. The Company would like to display this information on the contact layout using the standard configuration. How the system should be designed to meet the company's requirement.

A. Utilize campaigns for conference and a custom object to record attendee information
B. Utilize campaigns for conferences and add Campaign member to record attendee information
C. Create a custom object for conferences and a custom object to record attendee information
D. Create a custom object for conference and a custom lookup field to conference on Contact

Answer: B

NEW QUESTION 635
- (Exam Topic 4)
What Sales Cloud feature would allow UP to track which campaigns are related to a specific program initiative?

A. Campaign members
B. Campaign hierarchy
C. Contact roles
D. Campaign influence

Answer: B

NEW QUESTION 636
- (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 638
- (Exam Topic 4)
The Service Manager at Universal Containers wants to improve the adoption of public Knowledge Articles and has decided to review published articles that have NOT been updated in the last 90 days, so that
out-of-date articles can be refreshed. Which solution will allow the Service Manager to see the articles that need to be reviewed?

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

Answer: B

NEW QUESTION 643
- (Exam Topic 4)
Which two advantages does Salesforce provide with the OpenCTI framework? Choose 2 answers

A. Agents can use telephone on a wide range of browsers and operating systems while only developing once
B. Developers can integrate with any telephone platform available with little to no need for a customization
C. Agents can run their Softphone at the operating system level, embedded in the task bar or system tray
D. Developers can embed API calls and process on web pages to automate call handing processes

Answer: D

NEW QUESTION 644
- (Exam Topic 4)
UC wants to use its customer portal to allow customers to provide suggested changes to products and comment on other people's suggestions. What Salesforce feature supports this?

A.

Answer: D

Explanation:

B. Chatter
C. Solutions
D. Ideas

NEW QUESTION 646
- (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. Enable schedules on opportunity object
C. Use assets with a lookup to opportunity object
D. Use contracts with a lookup to opportunity object

Answer: A

NEW QUESTION 648
- (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 649
- (Exam Topic 4)
Resellers for Universal Containers need access to reports in the partner communities to help manage their opportunities.
How should salesforce be configured to give resellers the correct level of access to reports?

A. create the appropriate list views and report folder, and share with all partner users
B. Create the opportunity list view and report folder in the partner communities for all partners
C. create a new tab in the partner communities to display the appropriate list view and report folder
D. create a chatter group that allows partner to post item appropriate list view and report

Answer: B

NEW QUESTION 650
- (Exam Topic 4)
ACloud Kicks syncs with a distributor partner's external system that ships the "Shoe of the Month" club to all Cloud Kicks' monthly subscribers. The VP Of Delivery wants to get notifications when machines that fold the boxes are malfunctioning, so that they can preemptively communicate to subscribers that the shipment may be delayed. What should the Consultant recommend?

A. Platform Events
B. Salesforce-to- Salesforce
C. Salesforce Connect
D. Workflow rules with email alerts

Answer: C

NEW QUESTION 654
- (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 it structure and content
D. Convert any articles containing HTML into plain text before importing because HTML is NOT support in any article field types

Answer: C

NEW QUESTION 659
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