

# Exam Questions Sales-Cloud-Consultant

Certified Salesforce Sales Cloud Consultant

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#### NEW QUESTION 1

- (Exam Topic 1)

Universal Containers wants to provide a more consistent service experience to its customers and is evaluating the Service Cloud macro feature. Which three configurations must be made? Choose 3 answers

- A. Users must use Lightning Experience.
- B. Publisher Actions used in the macros must be on the page layout.
- C. The Macros widget or utility must be added to the console.
- D. The Run Macros Permission must be granted to users.
- E. The Run Macros Action must be on the page layout.

**Answer:** ABD

#### NEW QUESTION 2

- (Exam Topic 1)

A company would like to implement a solution that would hold service reps accountable to customer Service Level Agreements. Which two steps should be completed to meet this request? Choose 2 answers

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

**Answer:** BC

#### NEW QUESTION 3

- (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 4

- (Exam Topic 4)

Universal Containers is devising a separate sales methodology to upsell service contracts to its existing customer base. The company would like to track and report on these deals separately from other deals. What should a consultant recommend to meet this requirement?

- A. Add upsell as a stage and create a summary report by opportunity stage
- B. Create an opportunity record type and sales process for reporting on these deals
- C. Create separate page layout and report to flag and report on these deals
- D. Create a customer filed on opportunity to flag and report on these deals.

**Answer:** B

#### NEW QUESTION 5

- (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 6

- (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 7

- (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 8

- (Exam Topic 4)

Universal Containers is implementing an entitlement process in its contact center to gain better visibility into how well the company is delivering on customer service level agreements (SLAs). Which two approaches can be used to accomplish this goal? Choose 2 answers

- A. To Display whether a case response complies with a customer's service level agreement.
- B. To monitor the case escalation rule queue to confirm service levels are met.
- C. To represent metrics such as first-response and resolution time on cases.
- D. To identify the customer contact associated with a particular stage of a service contract.

**Answer:** AC

#### NEW QUESTION 9

- (Exam Topic 4)

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

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

**Answer:** AD

#### NEW QUESTION 10

- (Exam Topic 4)

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

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

**Answer:** BD

#### NEW QUESTION 10

- (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. Chatter for Mobile
- B. Mobile Classic
- C. Salesforce1
- D. Custom mobile solution

**Answer:** C

#### NEW QUESTION 14

- (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 15

- (Exam Topic 4)

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

- A. List of required objects and fields
- B. Organizational chart with titles
- C. Company financial information
- D. List of stakeholders with roles and titles

E. Key reports from the current system

**Answer:** ABE

#### NEW QUESTION 17

- (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 21

- (Exam Topic 4)

Universal Containers is in the design phase of a complex Sales Cloud implementation. There are teams working on data migration, integration, application, and technical design. What step should a consultant take to ensure that the design accounts for all aspects of the requirements?

- A. Conduct integration performance reviews.
- B. Conduct executive committee review.
- C. Conduct end-to-end solution reviews.
- D. Conduct data migration reviews.

**Answer:** C

#### NEW QUESTION 25

- (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 26

- (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 27

- (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 28

- (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 31**

- (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 34**

- (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 37**

- (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 38**

- (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 39**

- (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 41**

- (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 45**

- (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 49**

- (Exam Topic 3)

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

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

**Answer:** A

**NEW QUESTION 53**

- (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 54**

- (Exam Topic 3)

Which best describes the Salesforce Automation feature "Activities"?

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

**Answer:** A

**NEW QUESTION 58**

- (Exam Topic 3)

What should you keep in mind when designing a solution to improve Sales Rep productivity? (Select all that apply)

- A. Links may be confusing; use them sparingly
- B. Including App Exchange mash-ups may slow down Sales Reps
- C. Information should be entered only once
- D. Finding information should only be a few clicks away

**Answer:** CD

**NEW QUESTION 60**

- (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 61**

- (Exam Topic 3)

Which role is interested in the report "Sales Activity by Client Last Week" ? (Select all that apply)

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

**Answer:** CD

**NEW QUESTION 64**

- (Exam Topic 3)

What are the factors that influence marketing metrics and drive key marketing business challenges?

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

**Answer:** A

#### NEW QUESTION 69

- (Exam Topic 3)

Which option best identifies with the Chatter Record Page?

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

**Answer:** C

#### NEW QUESTION 72

- (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 77

- (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 82

- (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 86

- (Exam Topic 3)

What should you consider when migrating inactive campaigns?

- A. Nothin
- B. You should not migrate inactive campaign data
- C. Determine which data is important based on ROI
- D. Determine which data is important based on data amount
- E. Consider how long they have been inactive

**Answer:** B

#### NEW QUESTION 87

- (Exam Topic 3)

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

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

**Answer:** BCE

**NEW QUESTION 89**

- (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 93**

- (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 94**

- (Exam Topic 3)

A strong pipeline requires faster response. Which of the following example describes a need for faster response?

- 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:** A

**NEW QUESTION 97**

- (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 99**

- (Exam Topic 3)

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

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

**Answer:** B

**NEW QUESTION 102**

- (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 107

- (Exam Topic 2)

Which of the following statements are true about an end user's forecast? (Select all that apply)

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

**Answer:** BCDE

#### NEW QUESTION 110

- (Exam Topic 2)

What are the key data management challenges? (Select all that apply)

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

**Answer:** ABD

#### NEW QUESTION 111

- (Exam Topic 2)

Your org-wide defaults for access rights to Price Books are set to "Use", but only Sales Reps should have access to Price Books. What should be your first step?

- A. Change the org-wide default setting to "No Access"
- B. Change the org-wide default setting to "View Only"
- C. Leave the org-wide default setting, but change the Sales Reps' access rights
- D. Change the Sales Reps' access rights to "Use"

**Answer:** A

#### NEW QUESTION 115

- (Exam Topic 2)

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

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

**Answer:** ABC

#### NEW QUESTION 117

- (Exam Topic 2)

Match the following loading option to the description of when to use it. "ETL Tool"

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

**Answer:** A

#### NEW QUESTION 120

- (Exam Topic 2)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 125

- (Exam Topic 2)

You can track only Assets sold by your company.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 128**

- (Exam Topic 2)

Your sole focus, when working with a client on data management, should be on initial data migration.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 132**

- (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 135**

- (Exam Topic 2)

AW Computing wants to run advertisement campaigns and then run reports to measure which advertisement type (online, magazine, or newspaper) generates the most revenue. Where would you create an "Advertisement Type" pick list to track this information?

- A. Campaigns object
- B. Contacts object
- C. Campaign Members object
- D. Leads object

**Answer:** A

**NEW QUESTION 138**

- (Exam Topic 2)

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

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

**Answer:** C

**NEW QUESTION 141**

- (Exam Topic 2)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 144**

- (Exam Topic 2)

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

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

**Answer:** ABCD

**NEW QUESTION 148**

- (Exam Topic 2)

Why are profiles important when managing security of records? (Select all that apply)

- A. Profiles allow users Read permission onl
- B. To allow Create, Edit, or Delete permissions, an admin must change the default setting.
- C. When custom applications are installed or created, you can manage access at the profile leve
- D. Profiles define a user's permission to perform different functions within Salesforce.
- E. Profiles manage data visibility based on where users are placed

**Answer:** BC

#### NEW QUESTION 152

- (Exam Topic 2)

Your company has decided they want to track payment and deliveries for their products and services. Place the steps in order:

- A. Set up default schedules for any products that involve regular payments or delivery.
- B. Do not set up default schedules for products that involve payments or deliveries that are unique to each opportunity.
- C. Enable Scheduling for all products.

**Answer:** ABC

#### NEW QUESTION 153

- (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 154

- (Exam Topic 2)

Match this tip with its design consideration. "Use the client's language"

- 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:** A

#### NEW QUESTION 157

- (Exam Topic 2)

How many reports should you design for optimal usability?

- A. Five to seven reports per role
- B. As many as needed per role, without over whelming users
- C. The more the better, as long as you are using a clear naming convention
- D. Up to 10 reports per role

**Answer:** B

#### NEW QUESTION 161

- (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 162

- (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 164

- (Exam Topic 2)

You can track Assets through Accounts, Contacts, Products, or Cases.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 167

- (Exam Topic 2)

Your company sells large mainframes that are delivered in one delivery but are paid for with several regular installments. What type of schedule should you set up?

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

**Answer:** B

#### NEW QUESTION 172

- (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 174

- (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 176

- (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 Lightning 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 177

- (Exam Topic 1)

Universal Containers wants to implement a new web presence to support its customers. It has provided the following requirements:

- Ability for visitors to search Knowledge articles without registering or logging in
  - Ability for over one million registered customers to securely submit cases and view the status of those cases
  - Ability to display white papers to registered customers
  - Ability for registered customers to save favorite Knowledge articles for easy access later
- What should the consultant recommend as part of the solution?

- A. Implement Partner Communities with Knowledge.
- B. Implement Customer Communities with Content.
- C. Implement Employee Communities with Content.
- D. Implement Customer Communities with Knowledge.

**Answer:** D

#### NEW QUESTION 179

- (Exam Topic 1)

Universal Containers wants to maintain Service Level Agreements on its customer cases. Customers are provided different service levels based on their Services agreement. The VP of Customer Service wants to use Service Cloud to track and ensure senior management is alerted when cases have NOT completed certain stages.

Which Service Cloud feature should the Consultant recommend to address this requirement?

- A. Salesforce Console
- B. Entitlements and Milestones
- C. Case Escalation
- D. Case Assignment

**Answer:** B

#### NEW QUESTION 180

- (Exam Topic 1)

The Universal Containers' customer support organization has implemented Knowledge Centered Support (KCS) in its call center. However, the call center management thinks that agents are not contributing new knowledge articles as often as they should.

Which two should the company do to address this situation? Choose 2 answers

- A. Measure and reward agents based on the number of new articles submitted for approval.
- B. Measure and reward agents based on the number of new articles approved for publication.
- C. Create a dashboard that includes articles submitted by agents and approved for publication.
- D. Require agents to check a box on the case when submitting a new suggested article.

**Answer:** AC

#### NEW QUESTION 181

- (Exam Topic 1)

Universal Containers runs a support operation with multiple call centers. The Support Manager wants to measure first-call resolution by call center location, agent, and calendar month.

Which reporting solution should the Consultant recommend?

- A. Create a list view report that includes fields for call center location, agent, calendar month, and first-call resolution.
- B. Create a reporting snapshot that includes fields for call center location, agent, calendar month, and first-call resolution.
- C. Create a joined report that includes fields for call center location, agent, calendar month, and first-call resolution.
- D. Create a matrix report that includes fields for call center location, agent, calendar month, and first-call resolution.

**Answer:** D

#### NEW QUESTION 184

- (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 189

- (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 194

- (Exam Topic 1)

Universal Containers wants to implement Omni Channel within Service Cloud for its representatives. What is the first step required to configure Omni Channel?

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

**Answer:** A

#### NEW QUESTION 198

- (Exam Topic 1)

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

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



**Answer:** AC

#### NEW QUESTION 202

- (Exam Topic 1)

Universal Containers is launching a full line of new products and Service Cloud should support the following requirements:

- Agents need to collaborate with other teams.
- The product development team needs to be alerted on high-priority cases for specific products. Which solution will meet these requirements?

- A. Use Process Builder for notifications and case teams to monitor cases.
- B. Use Process Builder for notifications and account teams to monitor cases.
- C. Use escalation rules for notifications and account teams to monitor cases.
- D. Use escalation rules for notifications and case teams to monitor cases.

**Answer:** A

#### NEW QUESTION 205

- (Exam Topic 1)

A contact center manager wants to measure improvements to operations after the implementation of a new workforce management system.

Which two metrics can be used to assess the success of the new workforce management system? Choose 2 answers

- A. Number of calls offered
- B. Agent utilization
- C. Quality monitoring score
- D. Schedule adherence

**Answer:** BD

#### NEW QUESTION 206

- (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 210

- (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 214

- (Exam Topic 4)

What is a capability of Data Loader? Choose 2 answers.

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

**Answer:** BD

#### NEW QUESTION 215

- (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 218

- (Exam Topic 4)

Which roll-up summary fields supported between two Advanced Currency Management objects when enabling Advanced Currency Management?

- A. Opportunity object to Opportunity object
- B. Opportunity line object to Opportunity object
- C. Opportunity object to Account In the default currency of the user's manager
- D. Opportunity line object to Product object in the default currency of the organization

**Answer: B**

#### NEW QUESTION 219

- (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 222

- (Exam Topic 4)

Cloud Kicks is concerned that the sales team is taking longer to close Opportunities each month is comparison to the same time last year. The VP Sales wants to determine the number of closed deals on a monthly basis and compare the month-over-month results. Which two actions should the Consultant take to create a solution? Choose 2 answers

- A. Schedule an analytic snapshot of the Opportunity object to run monthly.
- B. Create a custom Opportunity report using custom formula fields for the stage closed/won.
- C. Create a dashboard component; schedule the dashboard to refresh monthly.
- D. Create a report based on the Opportunity snapshot.
- E. Schedule an analytic snapshot of the Opportunity history object run monthly.

**Answer: AD**

#### NEW QUESTION 223

- (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 226

- (Exam Topic 4)

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

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

**Answer: A**

#### NEW QUESTION 230

- (Exam Topic 4)

The sales at Cloud Kicks needs to track the number of retail locations for each of its Leads. Once the Lead is converted, the sales team wants to see the number of retail locations related to its customer. The service team also wants to view this information. Which two actions should the Consultant take to meet this requirement? Choose 2 answers

- A. Create a rollup field on the Account to calculate the number of retail locations.
- B. Map the custom field from the Lead object to the custom field on the Account object during lead conversion.
- C. Update the Account with number of retail locations after it has been converted.
- D. Create custom fields on the Account and Lead objects to store the number of retail locations.
- E. Map the custom field from the Lead object to the standard field on the Account object during lead conversion.

**Answer: BD**

#### NEW QUESTION 234

- (Exam Topic 4)

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

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

**Answer:** D

#### NEW QUESTION 238

- (Exam Topic 4)

Universal Containers is migrating data from a legacy system into Salesforce. The company needs to migrate lead, contact, and opportunity data from its legacy system and must be able to report on historical lead conversion for both legacy and newly created data. What is the recommended order for data migration?

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

**Answer:** B

#### NEW QUESTION 241

- (Exam Topic 4)

Which two areas can an Administrator make Open CTI features available to users when building a Lightning App using the App Manager? Choose 2 answer

- A. On utility bar of the Lightning App
- B. On a record Highlights Panel
- C. On a record Activity Feed List
- D. On the Calendar right hand panel

**Answer:** AC

#### NEW QUESTION 244

- (Exam Topic 4)

Universal containers wants to send out an email promotion on a monthly basis to a list of 50,000 leads. What should a consultant recommend to meet this requirement?

- A. Create a lead assignment rule to send the email to the leads monthly
- B. Use an email execution vendor to send emails for marketing campaigns
- C. Create an email alert workflow rule to send the email to the leads monthly
- D. Use the standard salesforce mass email tool located on the leads tab

**Answer:** B

#### NEW QUESTION 248

- (Exam Topic 4)

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

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

**Answer:** D

#### NEW QUESTION 252

- (Exam Topic 4)

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

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

**Answer:** B

#### NEW QUESTION 256

- (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 257

- (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 258

- (Exam Topic 4)

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

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

**Answer:** C

#### NEW QUESTION 262

- (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 265

- (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 269

- (Exam Topic 4)

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

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

**Answer:** BC

#### NEW QUESTION 274

- (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 276

- (Exam Topic 4)

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

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

**Answer:** A

#### NEW QUESTION 280

- (Exam Topic 4)

Universal containers has enabled Advanced Currency Management. How the converted amount data is reported on a report that spans time periods when the exchange rates was different.

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

**Answer:** A

#### NEW QUESTION 285

- (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 288

- (Exam Topic 4)

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

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

**Answer:** D

#### NEW QUESTION 293

- (Exam Topic 4)

Cloud Kicks needs the ability to determine the effectiveness of a recent marketing campaign on new leads. Which solution should the Consultant recommend?

- A. Enable campaign influence and report on the influence percent and revenue share.
- B. Create a custom object and a record for the campaign, then relate the newly created record to the lead
- C. Create a custom text field to capture the marketing campaign
- D. Specify the date range of the leads added to the campaign.

**Answer:** A

#### NEW QUESTION 296

- (Exam Topic 4)

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

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

**Answer:** BCD

#### NEW QUESTION 298



- (Exam Topic 4)

The members of an opportunity team at universal containers are working together to close an opportunity. The sales engineer on the team is having trouble keeping up with most current quote.

How can the sales engineer identify the opportunities latest quote?

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

**Answer:** A

#### NEW QUESTION 301

- (Exam Topic 4)

Universal Containers has recently set up an email-to-case channel for customer to submit cases. However, they are having trouble tracking and relating email responses to the related Salesforce case. What should a Consultant recommend to address this issue?

- A. Convert to an On-Demand Email-to-Case setup
- B. Use Omni-Channel to automatically route inbound email
- C. Assign a user to manually manage incoming email
- D. Insert a reference Thread ID in the email subject template

**Answer:** D

#### NEW QUESTION 306

- (Exam Topic 4)

Sales representatives at Universal Containers log activities on accounts, contacts, and opportunities. The sales manager wants to create a report to see all activities on all of the accounts that the manager owns, including activities on contacts and opportunities. Which report should be recommended to the sales manager?

- A. Activities report on accounts and opportunities the manager owns
- B. Activities report on accounts the manager owns
- C. Activities report on accounts and contacts the manager owns
- D. Activities report on accounts, contacts, and opportunities the manager owns

**Answer:** B

#### NEW QUESTION 310

- (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 311

- (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 312

- (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 315

- (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 316

- (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 317

- (Exam Topic 4)

Cloud Kicks is currently going through a fast-paced growth of its sales department. The Sales Director notices that new sales executives are investing time connecting with existing contacts who are not influential in furthering the business relationship. Which two potential solutions can the Consultant recommend? Choose 2 answers

- A. Add a Lookup field to Contacts to indicate Influential Contacts.
- B. Add an Influencing Contact multi-select picklist field on the Account.
- C. Implement the Account Contact Role feature.
- D. Track time invested in a custom field for each contact.

**Answer:** BC

#### NEW QUESTION 321

- (Exam Topic 4)

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

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

**Answer:** A

#### NEW QUESTION 325

- (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 327

- (Exam Topic 4)

Universal Containers North American and European sales teams have different business requirements related to creating new opportunities in Salesforce. As a result, each team must complete a set of geographically-specific fields relevant only to their team as well as common fields that both teams complete. Additionally, each team should NOT be able to report on the others region-specific fields. What solution should a consultant recommend to satisfy this scenario?

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

**Answer:** A

#### NEW QUESTION 329

- (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 332

- (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 336

- (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 340

- (Exam Topic 4)

Universal Containers wants to track the campaigns that influence won opportunities. Using standard functionality, what should a consultant recommend to meet this requirement? Choose 2 answers

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

**Answer:** AB

#### NEW QUESTION 342

- (Exam Topic 4)

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

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

**Answer:** BE

#### NEW QUESTION 347

- (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 350

- (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 351

- (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 353

- (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 356

- (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 357

- (Exam Topic 4)

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

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

**Answer:** C

#### NEW QUESTION 361

- (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 362

- (Exam Topic 4)

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



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

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

**Answer:** BC

#### NEW QUESTION 365

- (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 368

- (Exam Topic 4)

A Consultant arrives for a requirements workshop, but key resources are absent. What is the likely reason the key resources are absent?

- A. The proper roles, resources, and risks were not identified.
- B. The resources were not on the Project Kick-off
- C. The purpose and scope were not defined
- D. The project plan did not receive sign-off

**Answer:** A

#### NEW QUESTION 371

- (Exam Topic 4)

Universal Insurance is a large insurance company with a customer base that includes both individual consumers and businesses. The company has implemented Person Accounts in Salesforce. It has a custom object for policies that needs to relate to both Person Accounts and Business Accounts. What is the minimum configuration on the policy custom object needed to meet this requirement?

- A. Create a contact lookup field and an account lookup field
- B. Create a master-detail account relationship
- C. Create a master-detail contact relationship
- D. Create a custom contact lookup field

**Answer:** B

#### NEW QUESTION 374

- (Exam Topic 4)

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

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

**Answer:** BD

#### NEW QUESTION 376

- (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 377

- (Exam Topic 4)

Universal Containers has determined that case list views are slow to load because of the large number of cases in the system Which two actions will improve the performance of the list views? Choose 2 answers

- A. Reduce the number of fields displayed
- B. Restrict visibility on the views



- C. Filter the views by case owner
- D. Remove the filter criteria from the views

**Answer:** AC

#### NEW QUESTION 379

- (Exam Topic 4)

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

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

**Answer:** AB

#### NEW QUESTION 381

- (Exam Topic 4)

The Cloud Kicks website Contact Us form creates Leads that need to be followed-up on in a timely manner by the sales representatives- The VP of Sales wants to be notified when the Lead creation date has passed 24 hours and the lead status is still new. The sales representatives would also like a list to follow up. Which two actions should the Consultant perform to create a solution? Choose 2 answers

- A. Create a Lead list view filtered for "Lead created date NOT equal to TODAY" and "Status equals new".
- B. Create a Lead escalation rule for "Lead created date NOT equal to TODAY" and "Status equals new"
- C. Create a process builder process to send an email.
- D. Create a dynamic report for sales representatives to subscribe to.
- E. Create a publisher action on Lead.

**Answer:** BD

#### NEW QUESTION 386

- (Exam Topic 4)

A Consultant has created a custom formula field on Opportunity that multiplies the Opportunity Amount by the Account's Discount field. Which Currency will the formula field use for its value if the Opportunity and the Account records have different Currencies?

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

**Answer:** D

#### NEW QUESTION 388

- (Exam Topic 4)

A sales manager at Cloud Kicks is reviewing teams opportunities in the forecast tab. The sales manager wants to split an opportunity with two sales representatives in different regions.

Which three actions should the Consultant recommend to meet these requirements?

- A. Create a custom Opportunity currency field.
- B. Enable Overlay Splits
- C. Enable Opportunity Splits.
- D. Create custom Product Families.
- E. Enable Opportunity Teams.
- F. Create Revenue Split Types.

**Answer:** BCF

#### NEW QUESTION 389

- (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 394

- (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 399

- (Exam Topic 4)

Universal Containers recently enabled Chatter and has found it extremely helpful in the sales process. Given the success, Universal Containers would like to bring the competitive intelligence team into Salesforce to leverage Chatter to collaborate on opportunities when key competitors are identified. Which step should be considered when setting up the competitive intelligence team? Select two answers.

- A. Set up each member of the competitive intelligence team with standard user licenses.
- B. Add the competitive intelligence team to Chatter groups organized by competitor.
- C. Set up each member of the competitive intelligence team with Chatter Free licenses.
- D. Create a single user for the competitive intelligence team to share.

**Answer:** AB

#### NEW QUESTION 404

- (Exam Topic 4)

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

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

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

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

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

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

**Answer:** AC

#### NEW QUESTION 406

- (Exam Topic 4)

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

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

**Answer:** D

#### NEW QUESTION 408

- (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 409

- (Exam Topic 4)

Universal Containers determines that opportunities are taking longer to close than in the past. Which action should sales management take to determine the reason behind the additional time to close? Select two answers.

- A. Examine user login rates and the activity on open opportunity records.
- B. Review the budget allocated to marketing campaigns.
- C. Evaluate whether lead conversion rates have decreased over time.
- D. Build a dashboard to display opportunity stage duration.

**Answer:** AD

#### NEW QUESTION 414

- (Exam Topic 4)

Cloud Kicks wants to improve its Return On investment (ROI) by creating intelligent processes built on trusted, targeted data. What are two justifications for using third-party data enrichment tools? Choose 2 answers

- A. To create customer segment with personas and scoring
- B. To enrich customer data signaling intent to purchase
- C. To survey prospects on post-purchase of competitors' products
- D. To monitor customers' and prospects' NPS score with their customers

**Answer:** BD

#### NEW QUESTION 418

- (Exam Topic 4)

Universal Containers has millions of customer in Salesforce, but only a very small percentage have opened support cases in the past. Recently, Universal Containers has implemented a Customer Community and plans to allow customers to be authenticated users to increase self-service rates. Which two methods should be used to enable the customers on the Community? Choose 2 answers

- A. Have agents manually create Users when Community access is requested by Customers
- B. Send email notifications to all Customer to join the Community
- C. Have agents provide Customer with Community registration instructions when working a case
- D. Identify active Customer and send them registration instruction via email

**Answer:** CD

#### NEW QUESTION 423

- (Exam Topic 4)

The Cloud Kicks Marketing Team purchased a marketing automation tool and are implementing a Lead qualification process. The Sales Director provided key attributes and activity history of the ideal Lead. What can Marketing do with this information to implement an automated solution?

- A. Create reports based off the provided Sales metrics in the marketing automation tool and train Marketing users to identify and qualify Leads
- B. Add fields for all key attributes to the Lead object and make them required
- C. Set up the marketing tool to send any prospects to Salesforce and have Sales Reps assist in the qualification process
- D. Develop the Lead score and grade based off the provided information to automatically determine when aLead should become qualified

**Answer:** D

#### NEW QUESTION 426

- (Exam Topic 4)

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

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

**Answer:** A

#### NEW QUESTION 429

- (Exam Topic 4)

Cloud Kicks acquired a shoe distribution company. The VP of Technology wants to migrate all the sales data into Cloud Kicks' Salesforce instance. Which data migration sequence should the Consultant recommend for the objects?

- A. Users, Products, Price Books, Accounts, Contacts, Opportunities, Opportunity Line Items, Quotes, Quote Line items
- B. Products, Price Books, Users, Opportunities, Opportunity Line Items, Quotes, Quote Line items, Accounts, Contacts
- C. Products, Price Books, Users, contacts, Accounts, Opportunities, Opportunity Line items, Quotes, Quote Line items
- D. Users, Products, Currency, Price Books, Quotes, Quote Line Items, Accounts, Opportunities, Opportunity Line Item

**Answer:** A

#### NEW QUESTION 431

- (Exam Topic 4)

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

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

**Answer:** AB

#### NEW QUESTION 436

- (Exam Topic 4)

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

- A. Create forecast chatter groups where sales representatives can post and share their forecasts
- B. Configure customizable forecasts to give managers forecast override capabilities.
- C. Create a forecast hierarchy and assign managers to the forecast manager role.

D. Configure weekly customized forecast reports and dashboards to be emailed to sales management

**Answer:** BC

#### NEW QUESTION 437

- (Exam Topic 4)

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

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

**Answer:** C

#### NEW QUESTION 442

- (Exam Topic 4)

Cloud Kicks has 300K Account records and 16M Invoices. These were within a custom object in a master-detail relationship with the Account. Each Account record takes a long time to display because of the Invoice related list's lengthy rendering time. What should the Consultant do to solve this issue?

- A. Enable indexing on all the fields visible on the related list of Invoices, as this will allow the related list to load faster.
- B. Raise a case with Salesforce to enable Fast Loading of the related list of Invoices, as this will help to render Account details u faster.
- C. Enable the "Separate Loading of Related Lists" setting from User Interface Settings, as this will allow the Account detail to render while the Invoice related list data will be visible after querying details from Invoices.
- D. Enable "Load Individual Component Separately" at the Lightning record page of the Account object, as this will allow Account details to render while Invoice related list data will be visible after querying details from Invoices.

**Answer:** C

#### NEW QUESTION 446

- (Exam Topic 4)

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

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

**Answer:** CD

#### NEW QUESTION 447

- (Exam Topic 4)

Universal containers use forecasts and closes business monthly, and it needs to store the details of open opportunities weekly. The sales management team wants to analyze how the sales funnel is changing throughout the month. What should a consultant recommend to meet this requirement?

- A. Schedule a custom forecast report to run daily and store the results in a custom report folder.
- B. Create an analytic snapshot run weekly and store the results in a custom object
- C. Create an analytic snapshot to run daily and store the results in a custom object.
- D. Schedule a custom forecast report to run weekly and store the results in a custom report folder

**Answer:** B

#### NEW QUESTION 448

- (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 452

- (Exam Topic 4)

Cloud Kicks is a large global company. The week of global training falls on a holiday week for the European region of the office on holiday. Which best practice should the Consultant recommend to overcome this obstacle?

- A. Run the training as planned and record it so the other users can watch the video.
- B. Talk to the manager of that region and tell them how important training is and that they should come.
- C. Set up training session for just European region and run the scheduled training.
- D. Move training for all users to the following week and communicate the change.

**Answer:** C



#### NEW QUESTION 454

- (Exam Topic 4)

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

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

**Answer:** C

#### NEW QUESTION 457

- (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 459

- (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 handling processes

**Answer:** D

#### NEW QUESTION 464

- (Exam Topic 4)

Universal Container (UC) is currently live with Sales Cloud and in the process of implementing Service Cloud. UC wants to create a sandbox to test its Service Cloud implementation with real Sales Cloud Data. Which three Sandbox types can be used to accomplish this? Choose 3 answers

- A. Test Sandbox
- B. Partial Copy Sandbox
- C. Full Sandbox
- D. Developer Pro Sandbox
- E. Administrator Sandbox

**Answer:** BCD

#### NEW QUESTION 467

- (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 472

- (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 474

- (Exam Topic 4)

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



perform in order to configure Omni Channel?

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

**Answer:** C

#### NEW QUESTION 477

- (Exam Topic 4)

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

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

**Answer:** D

#### NEW QUESTION 479

- (Exam Topic 4)

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

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

**Answer:** AC

#### NEW QUESTION 480

- (Exam Topic 4)

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

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

**Answer:** C

#### NEW QUESTION 483

- (Exam Topic 4)

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

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

**Answer:** C

#### NEW QUESTION 485

- (Exam Topic 4)

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

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

**Answer:** B

#### NEW QUESTION 486

- (Exam Topic 4)

Cloud Kicks has purchased a list of prospects and wants sales representatives to begin to contact and measure the Return Of Investment (ROI) of the people in the purchased list. Which solution should the Consultant recommend?

- A. Import the list as new leads using the import wizard.
- B. Create a campaign for this list, import the list as leads, and add them to the campaign.
- C. Create a new custom object for purchased leads.
- D. Import the list as new leads and update the lead source to "Purchased Lead".

**Answer:** B

#### NEW QUESTION 490

- (Exam Topic 4)

Cloud Kicks recently started using Sales Cloud and hosts its business website outside of Salesforce. On its website, Cloud Kicks has a lead generation web page. The VP of Sales wants the Leads captured in its self-hosted website to be reflected in Salesforce. What should Consultant recommend?

- A. Implement Salesforce Connect to create Leads in Salesforce from the Cloud Kicks website.
- B. Implement the SOAP web service API to send Leads from the Cloud Kicks website to Salesforce.
- C. Implement Web-to-Lead to create Leads in Salesforce from the Cloud Kicks website.
- D. Implement the REST web service API to send Leads from the Cloud Kicks website to Salesforce.

**Answer:** C

#### NEW QUESTION 492

- (Exam Topic 4)

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

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

**Answer:** C

#### NEW QUESTION 497

- (Exam Topic 4)

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

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

**Answer:** CD

#### NEW QUESTION 500

- (Exam Topic 4)

Universal Containers wants to integrate the sales cloud solution with accounting system. What standard objects are likely to be used in the integration?

- A. Account, contact and lead
- B. Account, contact and contract
- C. Account, lead and opportunity
- D. Account, case and lead

**Answer:** B

#### NEW QUESTION 504

- (Exam Topic 4)

You have completed the configuration of Salesforce CRM for your client. You have a data set that is clean and ready to be migrated into Salesforce CRM. What should you do prior to loading this data set?

- A. Set up delegated administrators
- B. Deactivate users
- C. Install a connector for Microsoft Office
- D. Suspend workflow rules

**Answer:** D

#### NEW QUESTION 507

- (Exam Topic 4)

Sales representatives at Universal Software need to collaborate with customers on sales deals to gather requirements, analyse solutions, and deliver proposals. Universal Software wants to ensure that customers are fully engaged throughout each stage in the sales process. What solution should a consultant recommend to facilitate collaboration with customers? Choose 2 answers

- A. Invite customers into private chatter groups
- B. Allow customers to follow opportunities in Chatter
- C. Share Chatter files with customers.
- D. Add customers to Salesforce as Chatter Free users

**Answer:** AD

**NEW QUESTION 510**

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- \* Sales-Cloud-Consultant Most Realistic Questions that Guarantee you a Pass on Your FirstTry
- \* Sales-Cloud-Consultant Practice Test Questions in Multiple Choice Formats and Updatesfor 1 Year