Exam Questions Sales-Cloud-Consultant

Certified Salesforce Sales Cloud Consultant

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

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

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

Answer: A

NEW QUESTION 2
- (Exam Topic 1)
A Service Manager has just configured Live Agent at a company site. Now, the Agents cannot see the Live Agent footer component in the console.
Which configuration option should be verified?

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

Answer: D

NEW QUESTION 3
- (Exam Topic 1)
Which feature should a Consultant recommend to allow a Tier 2 Service Representative to take over case processing from Tier l and know how far Tier l had progressed in troubleshooting?

A. Service Console Macros
B. Lightning Guided Engagement
C. Path for Cases
D. Lightning Flow Component

Answer: B

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

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

Answer: CD

NEW QUESTION 5
- (Exam Topic 1)
Universal Containers wants to implement Knowledge to assist agents with the resolution of cases. Which three recommendations should a consultant make to meet this requirement? Choose 3 answers

A. Enable article customization for open cases.
B. Enable agents to create their own personal articles.
C. Enable suggested articles on new cases.
D. Enable article submission during case close.
E. Create an email template to send articles as PDF attachments.

Answer: CDE

NEW QUESTION 6
- (Exam Topic 1)
Universal Containers (UC) created a new mobile app that enables customers to place orders and track fulfillment. UC wants to quickly embed customer service into the new mobile app. Which two features should be added to meet this requirement? Choose 2 answers

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

Answer: CD

NEW QUESTION 7

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

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

Answer: D

NEW QUESTION 8
- (Exam Topic 1)
Universal Containers Executives want to see contact center metrics from each of its different geographic regions. How should a Consultant support this requirement?

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

Answer: B

NEW QUESTION 9
- (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 10
- (Exam Topic 1)
Universal Containers wants to deploy the Service Cloud to its contact centers located across North America, Europe, and Asia. The company wants standardized contact center processes and reporting implemented in its centers worldwide.
Which approach should a consultant recommend in this scenario?

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

Answer: A

NEW QUESTION 10
- (Exam Topic 1)
Universal Containers has a single contact center that handles all service requests including chat, Cases, and web form submissions. It is important that Reps are assigned work evenly so that all requests are handled in the order they are received.
How would a Consultant address this requirement?

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

Answer: B

NEW QUESTION 14
- (Exam Topic 4)
Universal Containers would like to reduce the clicks a Customer Support Agents uses when working on a case. This includes the time it takes to create, resolve, and close the case. Which three Salesforce productivity features should be used to accomplish this requirement? Choose 3 answers

A. Publisher Actions
B. Chatter
C. Macros
D. Omni-Channel
E. Quick Text

Answer: ACE

NEW QUESTION 18
- (Exam Topic 4)
Universal Containers wants to equip its sales team with mobile capabilities. The sales team needs to quickly look up contacts, accounts, and opportunities and easily log calls. Due to limited coverage in certain geographic areas, the sales team wants access to customer information even without an Internet connection.

Which mobile solution is appropriate for the Universal Containers' sales team?

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

Answer: B

NEW QUESTION 20
- (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 23
- (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 27
- (Exam Topic 4)
The Sales Director at Cloud Kicks mandated that implementing logic and automation to quality top leads is priority. Cloud Kicks fully leverages Sales Cloud and has significant data points captured on converted Leads and closed won Opportunities for the past four years.
Which two actions can the Consultant first take to ensure a best practices implementation? Choose 2 answers

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

Answer: BC

NEW QUESTION 31
- (Exam Topic 4)
Cloud Kicks users Chatter to collaborate corporate-wide. Sales representatives are getting too many items showing on their feed, so it's hard to sort through to find items that are high priority or need the sales representative's immediate attention. Which solution should the Consultant recommend?

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

Answer: D

NEW QUESTION 34
- (Exam Topic 4)
Cloud Kicks has a lengthy and complex sales cycle. Opportunities have stages that sales reps must move a deal through, as well as indicate the probability of winning the sale. The sales manager presently uses sales stages and probability for forecasting and wants to simplify the process of reporting on projected sales for the sales team. Which approach should a Consultant recommend to streamline forecast reporting?

A. Reduce the number of Opportunity stages and report on probability.
B. Align Opportunity stages with probability and use collaborative forecasts for reporting.
C. Reduce the number of opportunity stages and report on forecast category.
D. Align forecast categories to multiple Opportunity stages and report on forecast category.

Answer: B

NEW QUESTION 38
- (Exam Topic 4)
Sales manage travels frequently – how to review pending approvals? Choose 2 answers:

A. Approvals by email

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

Answer: AB

NEW QUESTION 42
- (Exam Topic 4)
The VP of Service at Universal Containers is looking for ways to reduce contact centers costs. Which two metrics should the Consultant recommend? Choose 2 answers

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

Answer: AC

NEW QUESTION 45
- (Exam Topic 4)
88. Universal containers has an extensive distributor and reseller community. To help manage this partner network, the company is implementing a partner portal. What must be considered when setting up partner users? Choose 2 answers

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

Answer: AC

NEW QUESTION 48
- (Exam Topic 4)
A new support center has only one part-time Service Rep. Which step should a Consultant take to ensure that Case Aging is tracked accurately?

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

Answer: B

NEW QUESTION 50
- (Exam Topic 4)
Universal Containers recently changed the sharing model for accounts from public to private. Users must be able to view contacts they own for accounts that are owned by other users. However, account owners do NOT need access to the contact records owned by others. How should this be accomplished?

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

Answer: C

NEW QUESTION 53
- (Exam Topic 4)
What is a capability of Data.com Clean?Choose 3 answers

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

Answer: CDE

NEW QUESTION 56
- (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 61
- (Exam Topic 3)
Arrange the steps to set a pass code, in the correct order (using Salesforce Classic).

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

Answer: ABC

NEW QUESTION 66
- (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 71
- (Exam Topic 3)
When the billing address on an account is changed, the mailing address of all related contact records should be updated to reflect the new address. How can this requirement be met?

A. Create a workflow rule on accounts.
B. Create a workflow rule on contacts.
C. Create a Force.com trigger on accounts.
D. Create a Force.com trigger on contacts.

Answer: C

NEW QUESTION 76
- (Exam Topic 3)
What are the factors that influence sales metrics drive KPI's and form key business challenges?

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

Answer: A

NEW QUESTION 79
- (Exam Topic 3)
ACampaign Call-Down report justifies the spend on programs; helps to know who to target for future campaigns; shows the relations to sales data, lead data, and analysis of campaigns; and reflects how customer community interacts and how it affects sales. Who would benefit most from the idea that this report helps to know who to target for future campaigns?

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

Answer: D

NEW QUESTION 81
- (Exam Topic 3)
Which pair of reports is best associated with the business driver "Manage the Funnel"?

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

Answer: B

NEW QUESTION 85
- (Exam Topic 3)
Which of the following descriptions best describe Quotes?

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: A

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

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

Answer: ACE

NEW QUESTION 92
- (Exam Topic 3)
Sales management at Universal Containers needs to provide channel partners with easy access to approved product documentation. They also need to notify partners about the material revisions and updates. How can they achieve these goals in Salesforce?

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

Answer: A

NEW QUESTION 93
- (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 98
- (Exam Topic 3)
Universal Containers was bought by a larger company and needs to provide information on a monthly basis to the new parent company to help predict sales. Which data should the new parent company review?

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

Answer: D

NEW QUESTION 102
- (Exam Topic 3)
How do you ensure that products can’t be removed from an opportunity after it reaches a certain stage? Choose 2 answers:

A. Validation rule on opportunity product
B. Enable audit trail
C. Update record type & page layout to remove ability to add product
D. Validation rule to ensure rollup summary field on opportunity doesn’t change

Answer: AD

NEW QUESTION 103
- (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 108
- (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 112
- (Exam Topic 3)
The native mass email functionality is not recommended for marketing.

A. True
B. False

Answer: A

NEW QUESTION 115
- (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 116
- (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 117
- (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 119
- (Exam Topic 3)
Which best describes the Salesforce Automation feature "Workflow/Approvals" ?

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: E

NEW QUESTION 120
- (Exam Topic 2)
Match the following loading option to the description of when to use it. "Integration"

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

Answer: E

NEW QUESTION 121
- (Exam Topic 2)
Your commit summary says you can bring in $1,000 this period but you've just gotten a verbal approval on a deal for $500 from a CEO. What should you do?

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

Answer: B

NEW QUESTION 124
- (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 129
- (Exam Topic 2)
Your client is using Account data that is old. How can you help?

A. Enhance Account content with data.com
B. Use Account Merge utility
C. Change you data migration plan for Accounts
D. Re-load all Account records

Answer: A

NEW QUESTION 132
- (Exam Topic 2)
What should access to records be based on?

A. The org chart
B. User preference
C. The org-wide default
D. Roles and role hierarchy

Answer: D

NEW QUESTION 133
- (Exam Topic 2)
Forecast Category "Pipeline" can be summarized as:

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

Answer: D

NEW QUESTION 135
- (Exam Topic 2)
To create a PDF file of your quote, click "Create PDF" on the quote detail page.

A. True
B. False

Answer: A

NEW QUESTION 138
- (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 141
- (Exam Topic 2)

Match the following loading option to the description of when to use it. "Import Wizard"

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

Answer: B

NEW QUESTION 142
- (Exam Topic 2)
AW Computing just added the "Total Converted Leads in Hierarchy" roll-up summary field to all campaign page layouts. However, the administrator cannot see the new field on a campaign record. What else needs to be configured to see this field?

A. Select the "Marketing User" checkbox
B. Select the "Create" permission for the Campaigns object
C. Set the org-wide defaults for the Campaign object to "Public Full Access"
D. Make the field visible using field-level security

Answer: D

NEW QUESTION 144
- (Exam Topic 2)
Match this tip with its design consideration. "Use 1-2 clicks from the Home page"

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

Answer: B

NEW QUESTION 149
- (Exam Topic 2)
Who is most interested in the alignment of sales and marketing?

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

Answer: C

NEW QUESTION 152
- (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 154
- (Exam Topic 2)
Which of the following statements about Standard and Custom Price Books are accurate? (Select all that apply)

A. A Standard Price Book includes a master list of all Products with their associated Standard Prices.
B. ACustom Price Book includes a master list of all Products with their associated Custom Prices.
C. ACustom Price Book is a subset of the Products listed in the Standard Price Book.

Answer: AC

NEW QUESTION 157
- (Exam Topic 2)
Force.com allows you to bring your custom interface to any support device.

A. True
B. False

Answer: A

NEW QUESTION 161
- (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 166
- (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 170
- (Exam Topic 2)
Which of the following stage should be matched with the Forecast Category "Omit"?

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

Answer: E

NEW QUESTION 175
- (Exam Topic 2)
Your org-wide defaults for Price Books are set to "No Access". What should you do to enable your Sales Reps to view the South America Price Book and add Products in this Price Book to Opportunities?

A. Set the org-wide defaults to "Use", then manually change all non Sales Reps' access to "No Access"
B. Set the org-wide defaults for all Sales Reps to "Use"
C. Grant specific "Use" access rights to Sales Reps for the South America Price Book
D. Change all Custom Price B

Answer: C

NEW QUESTION 177
- (Exam Topic 2)
Which of the following stage should be matched with the Forecast Category "Closed"?

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

Answer: D

NEW QUESTION 180
- (Exam Topic 2)
You have an Opportunity in the Value Proposition stage, for an amount of $1,000 that has a 50% Probability of closing. If all goes well, and this Opportunity closes, how much revenue will be realized?

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

Answer: A

NEW QUESTION 181
- (Exam Topic 2)
The Forecast Category on the Opportunity record maps directly, on a one-to-one basis, to the aggregates on the Forecast tab.

A. True
B. False

Answer: B

NEW QUESTION 186
- (Exam Topic 2)
How can end users sync their data from Outlook (using Salesforce for Outlook)? (Select all that apply)

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

Answer: AB

NEW QUESTION 191
- (Exam Topic 2)
Why is it important to forecast sales?

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

Answer: B

NEW QUESTION 192
- (Exam Topic 2)
There are four steps to managing Products and Price Books. Can you put the steps in order?

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

Answer: BCD

NEW QUESTION 195
- (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 199
- (Exam Topic 2)
Forecasting is an exact science and is the total of all the opportunities you are working on.

A. True
B. False

Answer: B

NEW QUESTION 204
- (Exam Topic 2)
Match the following loading option to the description of when to use it. "Manual Entry"

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

Answer: D

NEW QUESTION 206
- (Exam Topic 2)
What does Salesforce usability mean?

A. How many users log on to Salesforce on a daily basis
B. What is the ratio of Salesforce users to the amount of sales
C. How satisfied Salesforce users are with the application

D. How easily can customers achieve their goals using Salesforce

Answer: D

NEW QUESTION 210
- (Exam Topic 2)
Which of the following describes the Forecast Category field?

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

Answer: B

NEW QUESTION 213
- (Exam Topic 1)
What are three considerations when adding a report chart to a Console Component? Choose 3 answers

A. The report chart is added to the Page Layout.
B. The report is shared with a Chatter Group.
C. The report is a Summary or Matrix report.
D. The report contains a chart.
E. The report has a standard Report Type.

Answer: CD

NEW QUESTION 217
- (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 219
- (Exam Topic 1)
What are two design considerations for a Live Agent implementation? Choose 2 answers

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

Answer: AD

NEW QUESTION 220
- (Exam Topic 1)
AContact Center Manager is implementing a new customer care program and wants to specifically measure customer loyalty.
Which three measures satisfy this requirement? Choose 3 answers

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

Answer: ABD

NEW QUESTION 223
- (Exam Topic 1)
Which three are characteristics of Visual Workflow? Choose 3 answers

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

Answer: ABD

NEW QUESTION 226

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

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

Answer: A

NEW QUESTION 231
- (Exam Topic 1)
Which feature should a Consultant configure to allow global Service Reps to call customers from within the Lightning Service Console?

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

Answer: D

NEW QUESTION 236
- (Exam Topic 1)
A company receives support requests through a variety of email addresses and web forms for different parts of the business.
Which feature combination will ensure that cases are efficiently handled by the most appropriate representatives?

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

Answer: B

NEW QUESTION 241
- (Exam Topic 1)
Universal Containers wants to provide its resellers a secure portal where they can manage their customer accounts, submit and track the status of their cases, and view reports and dashboards.
Which solution should a consultant recommend?

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

Answer: B

NEW QUESTION 242
- (Exam Topic 1)
Universal Containers recently deployed a Salesforce Knowledge implementation, but is looking to evaluate the quality of the articles being produced.
What should the Consultant recommend to gather information on Knowledge article usefulness?

A. Contact Salesforce to send a report on article efficacy.
B. Send out a monthly survey to customers requesting feedback.
C. Install Knowledge Base Dashboards and Reports AppExchange package.
D. Create a group of super users that will evaluate and manage articles.

Answer: C

NEW QUESTION 247
- (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 252
- (Exam Topic 1)
A consulting firm has been retained to implement a new Service Cloud platform for a company. This company requires quick iterations and a speedy project completion. The company has requested frequent project updates for check-ins and refinement.
Which methodology should the Consultant recommend to meet the given requirements?

A. Kanban

B. Lightning Platform
C. Agile
D. Waterfall

Answer: C

NEW QUESTION 254
- (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 256
- (Exam Topic 1)
A client's Support Call Center has seen an increase in call volume on a new product line. The agents are having problems resolving issues and have been escalating to Tier 2 for support.
Which action should be taken to reduce the call volumes and escalations?

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

Answer: A

NEW QUESTION 258
- (Exam Topic 1)
What are three best practices that should be used when deploying Salesforce functionality to production? Choose 3 answers

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

Answer: BCE

NEW QUESTION 260
- (Exam Topic 4)
How would you design a solution to measure the success of the Sales Cloud at UP?

A. Create an analytic snapshot for standard reports
B. Customize the Measure Success standard report
C. Create dashboards based on standard reports
D. Download and customize a user adoption dashboard from the AppExchange

Answer: D

NEW QUESTION 261
- (Exam Topic 4)
Universal Containers has launched an initiative to increase the number of leads being qualified each week, the number of activities being created for each opportunity, and the opportunity win rate. The Vice President (VP) of Sales would like to receive a daily update on the progress being made towards these goals.
What solution should a consultant recommend to accomplish this?

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

Answer: D

NEW QUESTION 265
- (Exam Topic 4)
Cloud Kicks has sales teams distributed across global regions, The direction from sales leadership is to define access based on region. For example, users within the region have access to regional dashboards, while the leadership team has access to global dashboards.
What should the Consultant recommend to meet this requirement?

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

Answer: C

NEW QUESTION 269
- (Exam Topic 4)
Sales Manager at Cloud Kicks need to show reports and dashboards with opportunity forecast by Product family with team quotas. Which solution should a Consultant recommend?
Select the ones you like.

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

Answer: C

NEW QUESTION 274
- (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 275
- (Exam Topic 4)
Assuming a private sharing model for opportunities, what would you recommend to make it easier to work with sales operations and marketing when trying to close a deal at UP?

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

Answer: BD

NEW QUESTION 279
- (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 283
- (Exam Topic 4)
A sales manager for one of Cloud Kicks' sales territories is unable to see a forecast for the current quarter. What will resolve this problem?

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

Answer: D

NEW QUESTION 288
- (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 289
- (Exam Topic 4)
Sales representatives and partners of Universal Containers constantly complain about the poor quality of lead data. Leads are owned by the Vice President of

Marketing, who has established a task force and a project to remedy the situation. Which approach should the task force consider to improve and maintain the quality of lead data? Choose 2 answers

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

Answer: AB

NEW QUESTION 294
- (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 297
- (Exam Topic 4)
Universal Containers has many customers that repeat the same purchase on a regular basis. These customers are classified as a repeat account type. Sales management wishes to use Salesforce to automate repeat opportunities. What should a consultant recommend to meet this requirement?

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

Answer: A

NEW QUESTION 302
- (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 303
- (Exam Topic 4)
The members of an opportunity team at UC are working together to close an opportunity. The sales engineer on the team is having trouble keeping up with the most current quote. How can the sales engineer identify the opportunity's latest quote?

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

Answer: D

NEW QUESTION 304
- (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 308
- (Exam Topic 4)
The VP of sales at Universal Containers wants to be able to see a visual representation of sales by month for each account in salesforcel mobile app.
What should a consultant recommend to meet this requirement?

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

Answer: A

NEW QUESTION 309
- (Exam Topic 4)
Universal Containers is implementing Salesforce and plans to migrate several marketing campaigns from a legacy system. Which approach would a consultant recommend to ensure that the campaign and campaign member data is accurately maintained?

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

Answer: A

NEW QUESTION 311
- (Exam Topic 4)
The VP of Sales at Cloud Kicks wants to automate the process of reassigning Accounts when the Account owner gets transferred to a different team or region. The VP wants reassignment to be based on the Account status and confirmation that the new Account owner is informed of their new Account inheritance. Which two strategies can the consultant use to design the solution?

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

Answer: CD

NEW QUESTION 313
- (Exam Topic 4)
AContact Center Manager has recently implemented CTI in the Contact Center. Which three metrics can be impacted due to this implementation? Choose 3 answers

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

Answer: CD

NEW QUESTION 315
- (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 317
- (Exam Topic 4)
A Sales Rep at Cloud Kicks has a requirement to have access to all child Accounts of the Accounts they own. The Organization-wide Default setting for Account is private. What happens if a user has access to a parent Account?

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

Answer: D

NEW QUESTION 319
- (Exam Topic 4)
Universal Containers is nearing the end of a quarter and the committed forecast is well below target. In order to identify additional sales opportunities. Universal

Containers needs to track the competitor products used by its customers so it can sell into those customer accounts. Where should the competitor product information be tracked?

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

Answer: A

NEW QUESTION 323
- (Exam Topic 4)
Currently at Cloud Kicks, the Lead Source field is used to track what event a lead originated from. The Marketing Director requested a report that shows every event a lead has attended.
Which standard Salesforce functionality can a Consultant recommend?

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

Answer: A

NEW QUESTION 324
- (Exam Topic 4)
Northern Trail Outfitters sales representatives have to be certified to sell items in its Professional catalog. Which two ways should Salesforce be set up to prevent those who are NOT certified from adding these items to opportunities? Choose 2 answers

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

Answer: AB

NEW QUESTION 328
- (Exam Topic 4)
UC has three sales divisions: hardware, software, and consulting. The hardware and software divisions follow a ten-step sales process. The consulting division follows an eight-step sales process and does not use the prospecting or perception analysis stages during the sales cycle. What should a consultant recommend to support these requirements? Choose 3 answers

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

Answer: ABE

NEW QUESTION 331
- (Exam Topic 4)
A sales Rep in the UC won a sales deal and set the opportunity stage as Closed/Won. What impact will this change have on the opportunity in the forecast?

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

Answer: A

NEW QUESTION 334
- (Exam Topic 4)
Sales Management at Universal Containers is concerned that pipeline and forecasting reports are inaccurate because sales representatives are creating opportunities after they are closed/won. Which solution will help sales management identify and address the issue? Choose 2 answers

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

Answer: AB

NEW QUESTION 337
- (Exam Topic 4)
Cloud Kicks requires sales associates to record all activities within Salesforce. Which sales metric can be derived from these activities?

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

Answer: C

NEW QUESTION 341
- (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 344
- (Exam Topic 4)
Universal Containers would like to implement a solution to hold service reps accountable to customer Service level agreements. Which two steps are necessary to satisfy this requirement? Choose 2 answers

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

Answer: AD

NEW QUESTION 346
- (Exam Topic 4)
The sales teams at UC need to track partner relationships for each customer account. There can be many partners related to each customer account. Additionally, the following partner-to-customer relationship information needs to be tracked: Role of each partner, Support product category of each partner, Next step of each partner. What should a consultant recommend to meet this requirement?

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

Answer: C

NEW QUESTION 351
- (Exam Topic 4)
AConsultant for Cloud Kicks notices that the Deploy date for the Sales Cloud project is also the same weekend of a Salesforce release.
What should the Consultant recommend?

A. Complete the project sooner and push before the Salesforce release
B. Let Cloud Kicks know that there is a Salesforce release and that it may take longer
C. Stop all work because the impact of the Salesforce release is unknown
D. Update the project plan for the following week and communicate the change

Answer: D

NEW QUESTION 354
- (Exam Topic 4)
What Sales Cloud features would allow the company to improve data quality and consistency across sales deals? Choose 3 answers.

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

Answer: CDE

NEW QUESTION 355
- (Exam Topic 4)
Universal Containers North American and European sales teams have different business requirements related to creating new of opportunities in Salesforce. As a result, each team must complete a set of
geographically-specific fields relevant only to their team as well as common fields that both teams complete. Additionally, each team should NOT be able to report on the others region-specific fields. What solution should a consultant recommend to satisfy this scenario?

A. Implement field-level security to allow access to fields for the respective regional sales teams
B. Create separate page layouts and record types for each of the regional sales teams.
C. Utilize Visual force to build an opportunity page that dynamically checks the users region to determine which fields to display.

D. Build a custom object with private sharing to capture the additional fields as a separate record.

Answer: A

NEW QUESTION 360
- (Exam Topic 4)
Cloud Kicks is now live and training is complete, but the system administrator keeps calling with questions about the process. Which strategy should the Consultant use?

A. Conduct a Knowledge Transfer with the admin.
B. Test the process to make sure it still works.
C. Have the admin review the solution design.
D. Direct the admin to ask Salesforce.

Answer: A

NEW QUESTION 361
- (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 366
- (Exam Topic 4)
Universal Containers has hired a consulting firm to implement its new Service Cloud platform and requires quick iterations and a speedy project completion. UC has requested frequent project updates for check-ins and refinement. Which methodology should the Consultant recommend given the requirements?

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

Answer: C

NEW QUESTION 369
- (Exam Topic 4)
Business users have requested that the Salesforce Administrator allow agents to view a list of cases in the console while agents work through their cases. This will allow agents to identify urgent cases that need to be worked on. How should this be accomplished?

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

Answer: C

NEW QUESTION 372
- (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 377
- (Exam Topic 4)
Which two solutions should a consultant recommend if a sales process requires opportunities to have associated product line items before moving the opportunity to the negotiation stage? Choose 2 answers.

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

Answer: AC

NEW QUESTION 378
- (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 379
- (Exam Topic 4)
Cloud Kicks acquired a shoe distribution partner. The Marketing and Sales Directors want to migrate the existing sales and marketing data into Cloud Kicks' Salesforce instance.
Which three aspects should the Consultant consider before proceeding with the data migration? Choose 3 answers

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

Answer: CDE

NEW QUESTION 384
- (Exam Topic 4)
Universal containers wishes to track relationships between its customers. For example, some customers are suppliers for other customers.
What should a consultant recommend to track multiple customer relations?

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

Answer: A

NEW QUESTION 388
- (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 390
- (Exam Topic 4)
The management at universal container noticed that the lead conversion ratio has remained the same for the hospitality industry despite increase in lead creation.
What steps can help determine the issue

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

Answer: C

NEW QUESTION 393
- (Exam Topic 4)
Cloud Kicks is excited about implementing Lightning features during the implementation. The company has rolled out a few groups of Sales Cloud users on Lightning already, but not all are trained on the Sales Cloud Lightning features requested for this implementation. What should the Consultant recommend for a successful deployment?

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

Answer: A

NEW QUESTION 394
- (Exam Topic 4)
UC has a private sharing model. Sales representatives are required to collaborate with the same group of people from other departments for every deal; however, the individuals in the group will vary for each representative. What solution should a consultant recommend to ensure correct record visibility and collaboration?

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

Answer: A

NEW QUESTION 399
- (Exam Topic 4)
Cloud Kicks is expanding to international markets, but some products are not visible in the international price book. Which two steps should be taken? Choose 2 answers

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

Answer: AB

NEW QUESTION 403
- (Exam Topic 4)
Universal Containers has a private sharing model for accounts and opportunities. Each sales representative is assigned to work with a dedicated sales engineer. The sales engineer will need access to their assigned sales representative accounts and opportunities. What should a consultant recommend to meet this requirement?

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

Answer: C

NEW QUESTION 405
- (Exam Topic 4)
Universal Containers is preparing for the launch of its new Sales Cloud implementation to a global user base. With previous sales automation application, the company had slow adoption of the new solution. What factors should be considered with the Sales Cloud deployment to help ensure the adoption? Choose 3 answers

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

Answer: BCD

NEW QUESTION 406
- (Exam Topic 4)
While designing a Contact Center, which two solutions can be used to enable to manage multiple cases at the same time? Choose 2 answers

A. Interactive Voice Response
B. Social Customer Service
C. Computer Telephone Integration
D. Live Agent

Answer: BD

NEW QUESTION 407
- (Exam Topic 4)
Cloud Kicks wants sales representatives to be able to share key documents directly with customers who are not Community users. Which Salesforce feature satisfies this requirement?

A. CRM Content
B. Chatter links
C. Documents
D. Attachments

Answer: A

NEW QUESTION 409
- (Exam Topic 4)
Universal Containers is bringing a new division under their existing Customer Service Contact Center. This will involve servicing several thousand new customers. Which method should a consultant recommend for importing this data into Universal Containers' Service Cloud instance?

A. Bulk Data transfer API
B. Data Integration via SOAP API
C. Java language Specific Toolkit
D. Cloud-to-Cloud Integration Toolkit

Answer: A

NEW QUESTION 411
- (Exam Topic 4)
The finance department of UC is noticing a decline in profitability, which they attribute to an excessive number of Discounts on opportunities. What can the finance department do to monitor and control opportunity discounting? Choose 2 answers

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

Answer: BC

NEW QUESTION 415
- (Exam Topic 4)
Universal Containers wants to manage their sales territories in Salesforce. What questions should be asked to determine if territory management is an appropriate solution? Choose 3 answers:
Are commissions calculated by the number of territory to which a representative belongs?

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

Answer: ABD

NEW QUESTION 416
- (Exam Topic 4)
UC is deploying the Sales Cloud to 500 sales users. The implementation team is planning an end user support plan for the first week of the implementation. Which item should be included in the plan? (Choose 2 answers)

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

Answer: CD

NEW QUESTION 417
- (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 418
- (Exam Topic 4)
Cloud Kicks wants to allow a single view of Contacts that belong to the same Account Hierarchy chain. How should the Consultant meet this requirement?

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

Answer: A

NEW QUESTION 423
- (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 424
- (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 427
- (Exam Topic 4)
UC is undergoing a sales reorganization and wants to enable territory management. What should UC review before enabling territory management? Choose 2 answers

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

Answer: AB

NEW QUESTION 428
- (Exam Topic 4)
When an Opportunity Stage is marked as Closed Won, Cloud Kicks wants an email to be sent to a team of Executives. This email should include details about the Opportunity along with the related Opportunity Products and Account. Which solution should the Consultant recommend to active this requirement?

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

Answer: D

NEW QUESTION 430
- (Exam Topic 4)
Universal Containers wants to prevent sales users from modifying certain opportunity fields when the sales stage has reached Negotiation/Review. However sales directors must able to edit these fields in case last minute updates are required. Which solution should a consultant recommended?

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

Answer: A

NEW QUESTION 433
- (Exam Topic 4)
Universal Containers has a lead qualification team that qualifies and converts leads into opportunities. During lead conversion, the new opportunity must be assigned to the account owner. Which solution should a consultant recommend to meet this requirement?

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

Answer: B

NEW QUESTION 434
- (Exam Topic 4)
Universal containers uses a custom object named Insight, which is the child in a master-detail relationship with the opportunity object. Sales teams use this object to create requests for analysts who conduct supporting research regarding an opportunity. Sales teams use Salesforcel mobile app and want to easily create new insight records from their phones. What should a consultant recommend to meet this requirement?

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

Answer: D

NEW QUESTION 439
- (Exam Topic 4)
Northern Trail Outfitters (NTO) has configured a private sharing model for the following: * Accounts * Opportunities As part of NTO's sales strategy, each sales representative collaborates with the same set of individuals for each opportunity. How should sales representatives be given appropriate access to an opportunity?

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

Answer: A

NEW QUESTION 441
- (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 445
- (Exam Topic 4)
Cloud Kicks operates in multiple countries and wants to track historical exchange rates. The Consultant at Cloud Kicks has implemediated exchange rates by using advanced currency management. How is the converted currency amount on Opportunities calculated?

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

Answer: C

NEW QUESTION 449
- (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 450
- (Exam Topic 4)
UC sells to a customer segment that has dozens of daily order and payment transactions. These customers have low credit limits which are closely monitored. At the time orders are accepted, management wants to check the customers available credit in Salesforce using information sourced from a third-party cloud application. What approach should a consultant recommend for this credit system Integration?

A. Create a web service using Apex to retrieve credit balances as needed.
B. Create a scheduled batch using Apex to retrieve credit balances each night.
C. Create a data mapping in Data Loader for periodic manual credit uploads.
D. Create a daily job using the custom object import wizard to retrieve credit balances.

Answer: A

NEW QUESTION 454
- (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 456

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

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

Answer: C

NEW QUESTION 457
- (Exam Topic 4)
Universal Containers is implementing Salesforce Knowledge at its contact center. The contact center has a dedicated support team for each product that it supports. Contact center agents should only be able to view articles for the product they support. Which solution should a consultant recommend to meet this requirement?

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

Answer: A

NEW QUESTION 458
- (Exam Topic 4)
The Sales Director at Cloud Kicks noticied that while Lead conversion rates were high, Opportunities were not moving through the sales cycle, many of the contacts that were converted had no phone, email, or background information captured. Which three solutions can be used to improve the quality of Leads being converted? Choose 3 answers

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

Answer: BDE

NEW QUESTION 460
- (Exam Topic 4)
UC wants to prevent sales user to modify certain opportunity fields when the sales stage has reached Negotiation/Review. However sales directors must able to edit these fields in case last minute updates are required. Which solution should a consultant recommended?

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

Answer: B

NEW QUESTION 464
- (Exam Topic 4)
Sales representatives at universal containers want to share product specification with customers who do not have salesforce access. These customers should only be allowed to preview the document in the browser without download permissions. What solution should a consultant recommend to meet this requirement?

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

Answer: A

NEW QUESTION 465
- (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 469
- (Exam Topic 4)
Universal Containers wants to improve the accuracy of its current sales forecast. It also wants to improve the relevance of its sales stages and the role they play in

the sales process. How should the relationships between the various elements of the sales process be defined to meet these requirements?

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

Answer: B

NEW QUESTION 473
- (Exam Topic 4)
Which two advantages does Salesforce provide with the OpenCTI framework? Choose 2 answers

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

Answer: D

NEW QUESTION 476
- (Exam Topic 4)
UC wants to use its customer portal to allow customers to provide suggested changes to products and comment on other people's suggestions. What Salesforce feature supports this?

A.

Answer: D

Explanation:
B. Chatter
C. Solutions
D. Ideas

NEW QUESTION 478
- (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 479
- (Exam Topic 4)
Sales directors at Northern Trail Outfitters (NTO) need access to edit opportunity fields in the case of last minute updates once the sales stage reaches Negotiation/Review; however, sales representatives should not have editing rights at the stage. Which solution should the consultant advise?

A. Modify the profile for sales directors to enable the 'Modify AN' object permission for opportunities
B. Change the field-level security for sales representatives to restrict field access based on the sales stage
C. Create a workflow rule to enable field access for sales directors based on the sales stage
D. Create a validation rule to enforce field access based on the sales stage and a custom permission

Answer: D

NEW QUESTION 481
- (Exam Topic 4)
ACloud Kicks syncs with a distributor partner's external system that ships the "Shoe of the Month" club to all Cloud Kicks' monthly subscribers. The VP Of Delivery wants to get notifications when machines that fold the boxes are malfunctioning, so that they can preemptively communicate to subscribers that the shipment may be delayed. What should the Consultant recommend?

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

Answer: C

NEW QUESTION 482
- (Exam Topic 4)
When enabling multiple currencies what feature is enabled on all opportunity? Choose 2 answers

A. Currency must be specified for the opportunity
B. User's defaults currency overrides the specified opportunity currency

C. The selected currency is used for the Amount (Converted) field
D. the selected currency is used for the Amount field

Answer: AD

NEW QUESTION 484
- (Exam Topic 4)
Northern Trail Outfitters (NTO) wants controlled access for its users allowing them to see all accounts, but only make changes to the accounts they own and the contacts within those accounts. How should NTO set its default access for accounts and contacts?

A. Set accounts to private and contacts to controlled by parent.
B. Set accounts to public read-only and contacts to controlled by parent.
C. Set accounts to public read-only and contacts to private.
D. Set accounts to private and contacts to private.

Answer: B

NEW QUESTION 485
- (Exam Topic 4)
Universal Containers 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 weekly and store the results in a custom report folder.
B. Create a reporting snapshot to run daily and store the results in a custom object.
C. Schedule a custom forecast report to run daily and store the results in a custom report folder.
D. Create a reporting snapshot to run weekly and store the results in a custom object.

Answer: D

NEW QUESTION 489
- (Exam Topic 4)
Cloud Kicks has just completed a Sales Cloud implementation and the marketing team is creating campaigns. Cloud Kicks wants to gain feedback on the implementation. What should the Consultant recommend?

A. Upgrade to the latest Salesforce release.
B. Sign off on the Statement of work.
C. Complete a post-mortem.
D. Undergo training

Answer: C

NEW QUESTION 494
- (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 495
- (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 498
- (Exam Topic 4)
The Marketing Director at Cloud Kicks has requested that a form be added to the company website to capture new lead contact information and the Primary Product they are interested in. Once submitted, a lead should receive an email tailored to the Primary Product they selected. The lead record should also be assigned to the correct owner for that Primary Product. Which three steps are required to create an efficient solution? Choose 3 answers

A. Configure lead assignment rules to route leads to the correct owner.
B. Create a Visualforce page that includes both standard and custom fields.
C. Leverage a Lightning Component that collects the information and routes it.
D. Create email templates for each Primary Product with corresponding email response rules.

E. Generate a web-to-lead form that includes both standard and custom fields.
F. Create a lead owner field on the product record to use for assignment.

Answer: ADE

NEW QUESTION 502
- (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. Salesforcel app
D. Custom hybrid app

Answer: C

NEW QUESTION 503
- (Exam Topic 4)
Universal Containers would like to have account asset detail information and case details shown to Customer Support Agents when they open cases in the Salesforce Console. How should a Consultant fulfill this requirement?

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

Answer: A

NEW QUESTION 505
- (Exam Topic 4)
Cloud Kicks has been late for every deadline and has missed several meetings.
What should the Consultant recommend to the Cloud Kicks project manager to get the project back on track?

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

Answer: A

NEW QUESTION 506
- (Exam Topic 4)
On Lead creation, the Sales Director of Cloud Kicks wants to implement rules to assign lead to the appropriate user. The new record should have the assignee's default record type.
Which approach should the Consultant recommend to meet the requirement?

A. Specify the Lead Assignment Rules to take the record type of the assignee.
B. Specify in the Profile settings to take the record type of the assignee.
C. Specify in the Lead settings to take the record type of the assignee.
D. Specify in the User settings to take the record type of the assignee.

Answer: A

NEW QUESTION 507
- (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 509
- (Exam Topic 4)
A sales representative at Universal Containers who recently lost a sales deal to a competitor has set the opportunity stage to closed/lost. What impact will this have on the opportunity in the forecast?

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

Answer: D

NEW QUESTION 512
- (Exam Topic 4)
Universal Finance has two sales divisions. Sales Division As customers are individuals: Ind Sales Division B's customers are businesses. Of Each division's sales representatives have their own user profiles, and person accounts are enabled. Sales Division B's sales representatives should not be able to create person accounts; they should only be able to create business accounts. What solution should a consultant recommended to meet these requirements?

A. Remove person account record types from the Division B sales representative user profile.
B. Use Divisions to hide person accounts from the Division B sales representative user profile.
C. Use field-level security to hide the "Is Person Account" Checkbox from the Division B sales representative user profile.
D. Check the "disable person accounts" permission on the Division B sales representative user profile.

Answer: A

NEW QUESTION 517
- (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 519
- (Exam Topic 4)
Cloud Kicks' VP of Technology wants to start using Salesforce for all of the sales teams automation. 70 million records were all migrated from a legacy database to the data warehouse that will be synced with Salesforce. Cloud Kicks wants to be able to search and cross-reference records with the original source database. What should a Consultant recommend to meet this requirement?

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

Answer: D

NEW QUESTION 520
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