

Exam Questions Sales-Cloud-Consultant

Certified Salesforce Sales Cloud Consultant

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NEW QUESTION 1

The Cloud Kicks IT team has noticed that there are many duplicate Person Accounts. The team can often easily identify duplicates and wants to merge them. What should the consultant explain to the team about Person Account merges?

- A. Person Accounts with a redundant relationship can be merged using matching rules.
- B. Person Accounts can be merged with other Person Accounts.
- C. Person Accounts can be merged with contact records.
- D. Person Accounts can be merged with any type of Account

Answer: B

NEW QUESTION 2

Cloud Kicks has configured Account Teams and is ready to go live in Production. How should the consultant migrate Account Team configuration to Production?

- A. Push with Workbench.
- B. import with Data Loader.
- C. Create manually.
- D. Deploy with Change Sets.

Answer: B

NEW QUESTION 3

Up to this point, two sales have had separate accounts and opportunities. Sales Rep A wants to include Sales Rep B in a few opportunities on one account. Which two actions can Sales Rep A allow Sales Rep B to do when Account Teams are enabled and used for this account? Choose 2 answers

- A. Grant Read access on the account's cases.
- B. Edit all opportunities on the account.
- C. View the account and keep activities private.
- D. View one of the opportunities on the account.

Answer: AB

NEW QUESTION 4

Cloud Kicks just deployed Sales Cloud globally and wants to make sure that all of its users are using Salesforce. How should the consultant determine if all regions are using Salesforce?

- A. Assign all users to a region, build a report using user login history, and filter on region.
- B. Create an Opportunity report per region, filtering by User.
- C. Ask each regional sales manager to run the standard User Adoption report.
- D. Install Salesforce Adoption Dashboards from the AppExchange and use the region chart.

Answer: D

NEW QUESTION 5

Northern Trail Outfitters (NTO) has completed its annual planning and wants to update the territory assignments for all sales reps in its enterprise. NTO understands this can impact the current year closing due by the end of the quarter. The IT team is also planning a release of the new incentive management package that will be used by sales reps.

Which two considerations should the consultant consider when deciding on the timing of the release? Choose 2 answers

- A. Testing changes to Territory Management and the incentive management package should be completed in a Full Sandbox before releasing to Production.
- B. Changes to Territory Management need to be made in Production directly and can be completed without impacting users.
- C. Installing a new incentive management package along with Territory Management changes may add high risk to the deployment.
- D. Combining the Territory Management changes, and the incentive management package allows for mi faster ramp-up time for users.

Answer: AC

NEW QUESTION 6

Cloud Kicks has hired a consultant to help with its initial Salesforce implementation.

Which three steps should the consultant take to help Cloud Kicks get Salesforce up and running? Choose 3 answers

- A. Define company vision.
- B. Finalize integrations.
- C. Prioritize goals.
- D. Define KPIs.
- E. Analyze competitors.

Answer: ACD

NEW QUESTION 7

Universal Containers wants to allow its Salesforce users to view and update customer billing information from the company's invoicing system within a separate Salesforce org. What should a consultant implement to meet this requirement?

- A. Salesforce Connect and External Objects
- B. My Domain and Single Sign-On
- C. Ce Nightly scheduled Batch Data jobs

D. Workflow Rules and Outbound Messaging

Answer: B

NEW QUESTION 8

Cloud Kicks' (CK) VP of technology wants to start using Salesforce for all the sales team's automation. CK migrated 70 million records from a legacy database to the datawarehouse that will be synced with Salesforce. CK wants to search and cross-reference records with the original source database. What should a consultant recommend meeting this requirement?

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

Answer: B

NEW QUESTION 9

Cloud Kicks (CK) needs to determine the effectiveness of a recent marketing campaign on new leads' quality. CK is using Einstein Lead Scoring, Which solution should the consultant recommend?

- A. Create a custom object to track the Lead Score and relate it to the Lead.
- B. Create a custom score field to capture the marketing Campaign's quality.
- C. Add the Lead Score component to the Lead Detail page.
- D. Specify a default score of the leads added to the Campaign.

Answer: B

NEW QUESTION 10

Universal Containers is working to expand its residential business in the U.S. Sales reps are being asked to canvas neighborhoods in their areas, leveraging new door-to-door campaign material to secure new customers. Internal studies have shown the most valuable residential customers typically have a household income range between \$50,000 and \$70,000.

Which solution should the consultant recommend to help sales reps determine the best neighborhoods to canvas?

- A. Salesforce Maps using the Demographic Context data source to display income ranges for regions within their territories
- B. API integration with Salesforce Maps to plot existing customers on territory maps
- C. A Salesforce Maps component plotting non-customers in residential neighborhoods
- D. Salesforce Maps with ESR1 integration to display high density neighborhoods

Answer: A

NEW QUESTION 10

Cloud Kicks has hired a consultant to help with its quoting process. The consultant has determined that some quote custom fields should be viewed from the Opportunity. What should a consultant consider when implementing the custom fields?

- A. Opportunity fields are inaccessible when configuring a Quote Template.
- B. Related Opportunity Line Items remain when a synched Quote Line Item is deleted.
- C. Related Quote Items on all Quotes are impacted when an Opportunity Line Item is deleted.
- D. Only standard fields on the Quote object sync to the Opportunity.

Answer: C

NEW QUESTION 14

The admin at Cloud Kicks needs to understand the adoption of Salesforce Files and multi-factor authentication. What should a consultant recommend analysing adoption?

- A. Review the Setup Audit Trail.
- B. Create a report for the Login History object.
- C. Run the Salesforce Optimizer.
- D. Open the Lightning Usage App.

Answer: CD

NEW QUESTION 19

The admin at uBHMBon tamers has been getting complaints from sales reps about duplicate Leads ... Salesforce. The admin has already set up a matching rule for Leads.

What should the consultant recommend to resolve the issue?

- A. Confirm the standard matching rule is inactivated.
- B. Change the criteria for the standard Lead matching rule.
- C. Change the criteria for the standard Contact matching rule.
- D. Confirm the custom matching rule is activated.

Answer: D

NEW QUESTION 20

The Universal Containers sales team wants to easily show Account relationships to its sales reps and report on these relationship. Which two considerations should the consultant take into account? Choose 2 answers

- A. Account relationships are visible from Person Account records.
- B. A Person Account can be either a parent or child in the Account Hierarchy.
- C. Account Hierarchy displays only the Amounts users have Read permission to view.
- D. Accounts can be organized into different divisions based on specific criteria.

Answer: CD

NEW QUESTION 21

The sales department at Cloud Kicks is growing quickly. New sales executives should prioritize interacting with existing contacts who are decision makers and influencers to further the business relationship. Which solution should the consultant recommend?

- A. Use Contact roles on the Opportunity object.
- B. Add a contact lookup field to the Opportunity.
- C. Add a multi-select picklist field on the Opportunity object.
- D. Use a junction object between the Opportunity and Contact.

Answer: A

NEW QUESTION 22

Cloud Kicks has identified the KPIs it wants to track for the year. The inside sales team wants a visual way to see the team's progress for the year. What should the consultant recommend to meet the requirement?

- A. Modify a report based on KPIs.
- B. Set up a dashboard with the KPI reports.
- C. Set up a Path based on the KPIs.
- D. Install a KPI Tracker app from the AppExchange.

Answer: D

NEW QUESTION 25

During a Discovery session at Cloud Kicks, a topic is highlighted that How should the consultant proceed?

- A. Conduct another Discovery session.
- B. Define and submit a change order for the new items.
- C. Revise the timeline for the new items.
- D. Continue work because it is covered by the warranty.

Answer: B

NEW QUESTION 27

Cloud Kicks noticed its data quality has degraded since its initial Sales Cloud implementation and is working with a company to implement a data management plan. The consultant suggested some best practices for creating, processing, and maintaining data. Which two areas could be improved by using third-party data enrichment tools? Choose 2 answers

- A. Roles and record ownership
- B. Validation rules
- C. Monitoring changes and updates
- D. Naming and formatting

Answer: BC

NEW QUESTION 31

The consultant at Cloud Kicks has successfully implemented the Einstein Lead Scoring feature, and now wants to measure its effectiveness and track lead conversion rates. Which three standard dashboards are available? Choose 3 answers

- A. Conversion Rate by Lead Score
- B. Conversion Rate by Lead Source
- C. Lead Scores by Created Date
- D. Average Lead Score by Lead Source
- E. Lead Score Distribution

Answer: ABE

NEW QUESTION 35

Northern Trails Outfitters (NTO) is ready to start the next phase of its Salesforce implementation. A consultant recommends using Universal Process Notation (UPN) to document the business process maps NTO will use as its guide. As NTO maps out its processes, which two key principals of UPN should the team keep in mind? Choose 2 answers

- A. Attach supporting information at the detail level.
- B. Use symbols of different colors, arrows, and swim lanes for clarity.
- C. Limit the number of activity boxes on the screen to 8 to 10.
- D. Keep version control and change history at the diagram level.

Answer: CD

NEW QUESTION 38

Universal Containers wants to set up Einstein Activity Capture for Microsoft to allow automatic syncing of sales reps' Person Accounts with Microsoft contacts and vice versa.

Which consideration should the consultant be aware of?

- A. Lightning Sync works in conjunction with Einstein Activity Capture.
- B. Einstein Activity Capture is supported in the Salesforce Classic interface.
- C. New Person Accounts should be created in Microsoft and synced to Salesforce.
- D. New Person Accounts should be created in Salesforce and synced to Microsoft.

Answer: A

NEW QUESTION 40

The Universal Containers management team wants to help sales reps determine the right time to contact prospects.

What should the consultant recommend to meet the requirement?

- A. Implement Sales Dialer and begin cold calling leads to request availability.
- B. Create a formula field to determine the prospects time zone.
- C. Configure Einstein Lead Scoring to determine the best time to make contact.
- D. Enable Email Tracking with reporting and activity timeline.

Answer: D

NEW QUESTION 45

Cloud Kicks requires its sales associates to record all customer interactions within Salesforce. Which sales metric can a sales manager at Cloud Kicks use to monitor and reinforce its sales strategy?

- A. Close Rate
- B. Renewal Rate
- C. Forecast Accuracy
- D. Activity Tracking

Answer: D

NEW QUESTION 46

Cloud Kicks' global sales operations team has to export reports from Salesforce and manipulate them in Excel to convert regional deals to the correct currency conversion. What are two use cases for enabling Advanced Currency Management that will allow the company to generate accurate reporting directly in Salesforce?

Choose 2 answers

- A. Adjust currency conversion dynamically based on a given date range.
- B. Adjust currency rates on a set schedule.
- C. Show deal value in a user's default currency.
- D. Implement org-wide reporting that displays deal values appropriately.

Answer: AB

NEW QUESTION 49

The sales director of retail products at Cloud Kicks wants to allow cloning of orders to help sales reps process repetitive orders.

What are two guidelines to consider when cloning an order with products? Choose 2 answers

- A. A new order's currency or price book will remain the same if the original order has products.
- B. The admin will be able to set up which fields can be cloned to a new order.
- C. A cloned order must be associated with the same contract as the original order.
- D. A cloned order's start date must fall between the associated contract's start and end dates.

Answer: AD

NEW QUESTION 51

An executive at Cloud Kicks (CK) has asked its admin to create a diagram to show the high-level process areas within the business. CK plans to use the diagram to show the context of a new area of the business within the overall business. What should the admin create to meet this requirement?

- A. Suppliers, Imports, Processes, Outputs, Customers (SIPOC) Diagram
- B. Strengths, Weaknesses, Opportunities, Threats (SWOT) Diagram
- C. Value Stream Map
- D. Capability Model

Answer: A

NEW QUESTION 52

The Cloud Kicks sales team can create leads for both business and individual customers. Person Accounts have been enabled in its Salesforce org.

Which action should be taken to convert a lead into a Person Account?

- A. Create an Individual Lead Record Type.
- B. Populate the Company field with 'Person'.
- C. Enable Contacts to Multiple Accounts.
- D. Leave the Company field blank.

Answer: D

NEW QUESTION 56

Cloud Kicks wants to utilize Opportunities to report and track subscriptions to its Shoe of the Month club. Subscribers can make a single payment or pay weekly, monthly, or quarterly.

Which solution should the consultant recommend to meet the requirement?

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

Answer: A

NEW QUESTION 60

After a project deployment, several bugs are identified by end users and prioritized by the project team. What are two ways a consultant should resolve these issues?

Choose 2 answers

- A. Build out issue resolution release in the appropriate development sandbox.
- B. Build out issue resolution release in the production environment.
- C. Perform user acceptance testing (UAT) in the appropriate development sandbox.
- D. Perform user acceptance testing (UAT) in a Full sandbox.

Answer: AD

NEW QUESTION 62

Multiple sales reps work together to close opportunities at Good Kicks. Management needs to know how much each sales rep receives on opportunities they close to maintain accurate quota reports.

Which solution should a consultant recommend to meet the requirement?

- A. Set the organization-wide sharing default for the Opportunity object to Private.
- B. Create custom fields on the Opportunity object for sales reps to enter a credit percentage.
- C. Enable Opportunity Spots and add the Opportunity Splits related list to Opportunity page layouts.
- D. Enable Opportunity Team Selling and create a report grouped by Opportunity team member.

Answer: C

NEW QUESTION 63

Cloud Kicks (CK) has just started selling its products internationally. Management wants Salesforce Opportunities and forecasting to reflect the respective currency of CK's prospects which include the U.S. dollar, euro, British pound, and Japanese yen.

In which two ways will this impact the existing CK price book? Choose 2 answers

- A. Each user can select their personal currency.
- B. Opportunities to multinationals can induce more than one currency.
- C. Each currency requires its own custom price book
- D. Every currency price needs to be added to all of the products in the standard price book.

Answer: BC

Explanation:

According to the Salesforce Sales Cloud Consultant Study Guide, in order to support multiple currencies in Salesforce Opportunities and forecasting, each currency requires its own custom price book. It is not necessary for each user to select their personal currency or for every currency price to be added to all of the products in the standard price book.

NEW QUESTION 64

Universal Containers (UC) has acquired another company that uses Salesforce and is migrating its legacy email alerts, and approval processes.

Which two steps should the consultant perform to maintain data integrity? Choose 2 answers

- A. Enable the Create Audit Fields permission to insert historically accurate records.
- B. Use the Salesforce Approval Process clone feature to migrate approval processes.
- C. Merge the legacy Salesforce org into UC's Salesforce org and migrate the approval processes.
- D. Insert users, and then migrate email alerts and approval processes into UC's Salesforce org.

Answer: AD

NEW QUESTION 65

The sales director at Universal Containers wants to ensure that a custom field on the Lead object is excluded from Einstein Lead Scoring. How should the consultant meet the requirement?

- A. Exclude the custom field from all page layouts.
- B. Omit the custom field from the scoring model.

- C. Clear the custom field's values on all records.
- D. Make the custom field Read-Only on all profiles.

Answer: B

NEW QUESTION 70

Cloud Kicks has enabled multi-Currency in its organization. All the rates are set. What will happen if the exchange rates are adjusted?

- A. All newly closed opportunities will use the new conversion rate.
- B. Opportunities created this month will use the new conversion rate and old opportunities will remain the same.
- C. New opportunities will use the new conversion rate and old opportunities will remain the same.
- D. All opportunities with conversion rates will use the new rate.

Answer: C

NEW QUESTION 73

Cloud Kicks (CK) uses Collaborative Forecasts and has a custom currency field, Discount, on Opportunity that allows sales reps to record when they give a discount on an opportunity. CK just added a new business unit to Salesforce. Managers in the new business unit report that their forecasts are accurate but they are unable to see the discount amount in the Opportunity list in Collaborative Forecasting. What should a consultant do to resolve the issue?

- A. Add a new discount field for the new business unit.
- B. Check the field level security for the managers' profile.
- C. Add the Discount field to the Sales Path for the managers.
- D. Use a validation rule to ensure that a discount is entered.

Answer: B

NEW QUESTION 76

The Cloud Kicks team has made a correction in a sandbox environment that needs to be deployed to production as soon as possible. The sandbox and production environments are on two different versions of Salesforce. The fix requires functionality in the sandbox version. Which action should the consultant recommend?

- A. Deploy from version control before the Salesforce Platform upgrade window.
- B. Deploy changes from the sandbox to production this weekend.
- C. Deploy the changes from the sandbox to production once both environments are on the same version.
- D. Deploy the changes from the sandbox to production concurrently with the Salesforce Platform upgrade.

Answer: A

NEW QUESTION 79

Universal Containers (UC) has launched Salesforce Chat and staffed its contact center with agents to chat with website visitors who ask questions about commercial containers. When UC used to outsource its contact center work, reports from the vendor showed that about 15% of chat conversations would result in a new lead. Management wants better visibility into Chat's influence on lead creation in order to continue the program. How can the consultant provide the insights UC needs to justify using Chat with internal contact center staff?

- A. Install the Chat (Live Agent) Dashboard package from the AppExchange
- B. Add a chart to the dashboard to show the number of agent chats associated to new leads compared to the total number of agent chats for the period.
- C. Add a custom field on the Chat Transcript object so agents can check a checkbox when a conversation results in a new lead
- D. Create a report using the custom field.
- E. Create a lead report that identifies the number of new leads with the lead source "Chat".
- F. Ask the marketing department to provide the program with Google Analytics data for the commercialcontainers web pages.

Answer: B

NEW QUESTION 84

The consultant at Cloud Kicks has noticed that sales data is quickly outdated and wants to keep Account data current. What should the consultant recommend to maintain current Account information?

- A. Build a weekly data update from in-house systems to refresh data in Salesforce.
- B. Email the contacts and leads to obtain their current information.
- C. Enable Automated Account Fields in Setup.
- D. Use third-party data to update and add records to Salesforce.

Answer: D

NEW QUESTION 85

Cloud Kicks recently purchased Salesforce and the leadership team is excited about being able to forecast more accurately. Sales managers say that making updates to forecasted amounts during the pipeline meetings is time consuming, and it's difficult to review all of the committed opportunities within the meeting time.

What should the consultant recommend to help make meetings more efficient while making real-time forecast updates?

- A. Use in-line editing to update the forecast amount for records.
- B. Modify many opportunities at one time in a list view.
- C. Only review non-committed opportunities during the meetings.
- D. Have reps use the Kanban view to move opportunities between stages.

Answer: D

NEW QUESTION 89

Universal Containers is realigning sales territories and needs to update ownership across its 400,000 accounts. The organization-wide default for Accounts is Private.

Which two factors should the consultant consider when updating the sales territories and Account owners? Choose 2 answers

- A. The organization-wide default should be set to Public before the update can be performed.
- B. The Salesforce Platform can update up to 200 accounts at a time.
- C. The data update will cause sharing recalculations and should be completed during off-peak hours.
- D. The team can defer sharing calculations to decrease the risk of lock errors during the data update.

Answer: AD

NEW QUESTION 93

Access to opportunities at Cloud Kicks should be restricted. Sales users should only have access to two categories of opportunities: opportunities they own, and opportunities that are tied to accounts they own.

What are two actions a consultant can take to meet the requirement? Choose 2 answers

- A. Set Territory Management to grant Read access to opportunities owned by others.
- B. Set opportunity access on the role to view all opportunities associated with their accounts.
- C. Set organization-wide defaults for opportunities to Private.
- D. Set organization-wide defaults for opportunities to Public Read-Only.

Answer: BC

NEW QUESTION 95

Cloud Kicks (CK) is implementing Sales Cloud and expects hundreds of new Accounts will be added into Salesforce on a daily basis. CK has an automated process to assign the Account owners. If no assignment can be made for an Account, it will be assigned to a fictitious owner and a person will manually review and re-assign it at a later date. At any given time, a fictitious owner may have more than 10,000 Account records assigned to it. Which two solutions should the consultant recommend when CK sets up the new Account process?

Choose 2 answers

- A. Place the fictitious owner in a separate role at the top of the role hierarchy.
- B. Keep the fictitious owner out of public groups that could be used in sharing rules.
- C. Assign the Modify All Data system permission to the fictitious owner.
- D. Add the fictitious owner to a role at the lowest level of the role hierarchy.

Answer: AB

NEW QUESTION 98

Cloud Kicks currently supports three business lines within a single Salesforce instance:

Running, Athleisure, and Celebrity Co-Branded. The VP of Atheisure controls a large budget and is often able to re-prioritize business stories and 'shadow projects' into releases ahead of other groups.

This topic comes up frequently and often details the monthly project management meeting, which limits the amount of time available to cover other critical topics.

Which two strategies should the consultant recommend to address these issues? Choose 2 answers

- A. Create a weekly All-Hands call, including business and technology resources, to review direction and priority of development.
- B. Divide the development team into three units/tracks to support each line of business independently.
- C. Propose a monthly executive steering committee to manage budget, handle direction questions, and ensure development capacity is split equitably
- D. Change the project management meeting to weekly, and keep the focus on action items, project risks, and resource requests.

Answer: AB

NEW QUESTION 99

Cloud Kicks needs to set sales quotas for all sales reps. Which three solutions should the consultant consider? Choose 3 answers

- A. Use the Data Import Wizard.
- B. Enable Forecast Quotas from Setup.
- C. Use the API.
- D. Assign Quota values by profile.
- E. Use Data Loader.

Answer: CDE

NEW QUESTION 101

Cloud Kicks has enabled the Einstein Lead Scoring feature and rolled out Sales Cloud Einstein to pilot users. The pilot users are unable to view the Lead Score field on the Lead record page.

Which two steps should the consultant take to fix this issue? Choose 2 answers

- A. Add the Lead Score field to the Lead List View.
- B. Add the Lead Score field to the Lead Page layout.
- C. Assign the Einstein Lead Scoring permission set.
- D. Assign the Sales Cloud Einstein permission set.

Answer: AB

NEW QUESTION 106

Sometimes, sales reps need to create contacts without accounts based on business processes. What should the consultant take into consideration about these contacts?

- A. Contacts without accounts need to be shared through sharing rules
- B. Contacts without accounts are shared through the Role Hierarchy.
- C. Contacts without accounts are private and only the owner and admin can view them.
- D. Contacts without accounts need to be manually shared.

Answer: C

NEW QUESTION 107

Cloud Kicks has enabled Quotas in forecasts. In which three ways can Quotas be managed for all users in the forecast hierarchy? Choose 3 answers

- A. Insert Quotas using API.
- B. Add/update Quotas using the Data Import Wizard.
- C. Assign Quotas to a forecast period.
- D. Add/update Quotas using Data Loader.
- E. Configure Forecast Quotas.

Answer: ACD

NEW QUESTION 110

The Cloud Kicks (CK) IT team wants to enable Person Accounts in its Salesforce org. Which three prerequisites must be met before the consultant can enable Person Accounts? Choose 3 answers

- A. User Profiles with Read access to Accounts must also have Read access to Contacts.
- B. At least one Record Type should be created for Accounts.
- C. The CK customer portal must be disabled to allow Person Account self-registration in the future.
- D. The organization-wide default sharing is set so either Contact is Controlled by Parent or both Account and Contact are Private.
- E. The organization-wide default for both Accounts and Contacts should be set to Public Read/Write.

Answer: ABC

Explanation:

According to the Salesforce Sales Cloud Consultant Study Guide, it is important to ensure that the organization-wide default sharing is set correctly in order to ensure that Person Accounts can be enabled in the future. It is not necessary to disable the CK customer portal in order to enable Person Accounts. Finally, it is not recommended to set the organization-wide default for both Accounts and Contacts to Public Read/Write.

NEW QUESTION 113

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

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

Answer: CD

NEW QUESTION 116

Sales reps want to review pricing on historical contracts when working on new opportunities at Cloud Kicks. Contracts are created from the Account page. Sales reps need to view all contracts for the Account on the Opportunity record. What should a consultant Implement to meet the requirement?

- A. Build a custom Opportunity lookup field to Contracts with an Account dependency filter and make it editable.
- B. Add the Contracts related list to each of the Opportunity page layouts used In the sales record types.
- C. use the Related List - Single component to display the Account's Contracts on the Opportunity Lightning page.
- D. Create an object-specific action to create a Contract record from the Opportunity page layouts used by sales.

Answer: C

NEW QUESTION 117

Cloud Kicks (CK) frequently works with contractors for marketing focus groups. These contractors change companies often, and CK wants to retain its company history through Accounts. What should the consultant recommend?

- A. Implement the Contacts to Multiple Accounts feature.
- B. Implement Person Accounts to represent the relationship.
- C. Use a junction object to represent the previous companies
- D. Use Account Teams associated with the previous companies.

Answer: A

NEW QUESTION 118

The Asia Pacific and Japanese sales teams from Cloud Kicks have requested separate report folders for each region. The VP of sales needs access to both report

folders in one place to find reports for all the regions and wants to retain visibility of the reports in each folder. What should the consultant recommend meeting the requirement?

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

Answer: A

NEW QUESTION 122

Cloud Kicks has a private sharing model on Accounts. Account executives need to ensure that specific users can qualify marketing Opportunities on their Accounts. There can be different users for a given Opportunity. Sales management needs to report on which users are assigned to Opportunities.

What should the consultant recommend to the account executives?

- A. Share Opportunities with specific users by granting Read access to Opportunities in their portfolio
- B. Add specific users as Account team members with a role that grants Modify All access.
- C. Add specific users as Opportunity team members with a role that grants Read/Write access
- D. Share Accounts with specific users and their respective teams.

Answer: C

NEW QUESTION 127

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