Salesforce

Exam Questions Sales-Cloud-Consultant

Certified Salesforce Sales Cloud Consultant

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

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

Answer: D

NEW QUESTION 2
- (Exam Topic 1)
A company is planning for the migration of an existing knowledge base into Salesforce Knowledge. Which set of factors should be considered in selecting which articles to migrate?

A. Last modified date and frequent search terms
B. Last modified date and number of recent article views
C. Original creation date and average rating of articles
D. Original creation date and total number of article views

Answer: B

NEW QUESTION 3
- (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 4
- (Exam Topic 1)
Universal Containers is training a new set of Service Reps. Part of the training includes handling Live Agent chats from customers. However, it is important that contact center managers monitor the chat sessions to ensure the Service Reps' responses are professional and accurate and to be able to assist when needed.
What Lightning Console feature should a Consultant configure to support this need?

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

Answer: B

NEW QUESTION 5
- (Exam Topic 1)
Universal Containers Executives want to see contact center metrics from each of its different geographic regions. How should a Consultant support this requirement?

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

Answer: B

NEW QUESTION 6
- (Exam Topic 1)
Universal Containers wants to deploy the Service Cloud to its contact centers located across North America, Europe, and Asia. The company wants standardized contact center processes and reporting implemented in its centers worldwide.
Which approach should a consultant recommend in this scenario?

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

Answer: A

NEW QUESTION 7

- (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 8
- (Exam Topic 4)
UC implemented new quoting functionality for sales representatives and needs to enable the same functionality for its partners. How can this be accomplished?

A. Enable quotes and content in the partner portal to allow partners to store their PDF quotes.
B. Create a custom quote object to capture partner quotes on opportunities separate from non-partner quotes.
C. Update the partner sales process to include stages for managing and submitting partner quotes.
D. Grant partner access to quotes and add the quotes related list to the partner opportunity page layouts.

Answer: A

NEW QUESTION 9
- (Exam Topic 4)
Universal Containers currently uses the customizable forecasting feature. A sales representative at Universal Containers has four opportunities for the current quarter that are detailed below:
• $3,500 opportunity in the Best Case forecast category
• $2,000 opportunity in the Commit forecast category
• $1,000 opportunity that has been closed/won
• $1,000 opportunity that has been lost
What are the sales representatives Best Case forecast for the current quarter?

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

Answer: D

NEW QUESTION 10
- (Exam Topic 4)
Universal Containers is implementing an entitlement process in its contact center to gain better visibility into how well the company is delivering on customer service level agreements (SLAs). Which two approaches can be used to accomplish this goal? Choose 2 answers

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

Answer: AC

NEW QUESTION 10
- (Exam Topic 4)
UC is migrating data from a legacy system into Salesforce. The company needs to migrate lead, contact, and opportunity data from its legacy system and must be able to report on historical lead conversion for both legacy and newly created data. What is the recommended order for data migration?

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

Answer: D

NEW QUESTION 14
- (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 18
- (Exam Topic 4)

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

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

Answer: CD

NEW QUESTION 22
- (Exam Topic 4)
Universal Containers is developing its strategy for supporting their customers on social media sites. The company's requirements include the ability to: - Monitor Facebook fan page for new posts and comments from customers - Link new posts and comments to an existing customer record - Respond to posts from the existing Salesforce Console for Service - Create and link social personas to contacts What should a consultant recommend to meet these requirements?

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

Answer: A

NEW QUESTION 27
- (Exam Topic 4)
Cloud Kicks Sales Team Folder needs to be shared with the following:
* The CEO role, so that view access is granted
* The CEO's assistant, so that view, share, save, rename, and delete are granted
* The Sales Manager for each region, so that view and save are granted How should the Consultant configure sharing?

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

Answer: B

NEW QUESTION 29
- (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 32
- (Exam Topic 3)
Sales rep @ UC collaborates with ABC company on opportunity to sell to XYZ Company. ABC Co has been added to partner related list on the opportunity. What will automatically happen? Choose 2 answers:

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

Answer: CD

NEW QUESTION 37
- (Exam Topic 3)
What are the main challenges that Marketing faces when trying to drive more business? (Select all that apply)

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

Answer: ABCE

NEW QUESTION 41
- (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 44
- (Exam Topic 3)
Who has permission to edit a Chatter profile?

A. An Administrator
B. An individual user
C. A user's manager
D. Profiles are not editable

Answer: B

NEW QUESTION 49
- (Exam Topic 3)
Which statements about the Salesforce Classic Mobile application are true? (Select all that apply)

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

Answer: BD

NEW QUESTION 52
- (Exam Topic 3)
Which pair of reports is best associated with the business driver "Improve Sales Rep productivity"?

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: A

NEW QUESTION 53
- (Exam Topic 3)
Data.com: What does the Reviewed Status indicate?

A. The record has minimal activity on Data.com
B. The record should be deleted from Salesforce
C. The record has been manually cleaned against Data.com
D. The record might have a bad phone number

Answer: C

NEW QUESTION 58
- (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 61
- (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 63
- (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 66
- (Exam Topic 3)
A strong pipeline requires sales and marketing alignment. Which of the following example describes a need for sales and marketing alignment?

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

Answer: B

NEW QUESTION 69
- (Exam Topic 3)
Territory mgt is enabled. Users should be able to track account plans for each account they have access to

A. Create lookup relationship account -> account plan
B. Create master detail relationship account -> account plan
C. Review territory mananagement settings
D. Validation rule

Answer: B

NEW QUESTION 71
- (Exam Topic 3)
Which metric influences customer satisfaction? Choose 2 answers:

A. First call resolution
B. Cost per call
C. After call work
D. Call quality

Answer: AD

NEW QUESTION 74
- (Exam Topic 3)
What are some of the ways to align communication between the sales and marketing organizations? (Select all that apply)

A. Provide sales collateral in one place
B. Standardize internal and external communication with templates
C. Communicate availability of sales collateral
D. Have a daily meeting with sales to check on latest developments
E. Gather feedback on sales collateral and templates
F. Evaluate impact of collateral on bringing leads through to close

Answer: ABCDEF

NEW QUESTION 76
- (Exam Topic 3)
What should you consider when migrating inactive campaigns?

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

Answer: B

NEW QUESTION 81
- (Exam Topic 3)
Planning an implementation – what should be included in end user support plan – choose 2 answers:

A. Meeting schedule to review open issues
B. Process for users to report issues
C. Communication to customers about potential issues
D. 24x7 IT support

Answer: AB

NEW QUESTION 85
- (Exam Topic 3)
Sales should evaluate lead quality and provide feedback to marketing.

A. True
B. False

Answer: A

NEW QUESTION 86
- (Exam Topic 3)
Which method can be used to improve agent retention? Choose 2 answers:

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

Answer: BD

NEW QUESTION 90
- (Exam Topic 3)
Which of the following descriptions best describe Chatter?

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: D

NEW QUESTION 95
- (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 96
- (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 99
- (Exam Topic 3)
Universal Containers plans to deploy the new Service Cloud console to its support team. Which steps should be considered in deployment? (There are three correct answers.)

A. Customize highlight panels for all objects.
B. Set up interaction logs and assign them to user profiles.
C. Assign users the Service Cloud User feature license.
D. Set up users and assign them to a queue.
E. Customize case list views.

Answer: ABC

NEW QUESTION 100
- (Exam Topic 3)
ACampaign Call-Down report justifies the spend on programs; helps to know who to target for future campaigns; shows the relations to sales data, lead data, and analysis of campaigns; and reflects how customer community interacts and how it affects sales. Who would benefit most from the idea that this report shows the relations to sales data, lead data, and analysis of campaigns?

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

Answer: B

NEW QUESTION 101
- (Exam Topic 2)
Which of the following statements are true about an end user's forecast? (Select all that apply)

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

Answer: BCDE

NEW QUESTION 106
- (Exam Topic 2)
Used Books R Us sells books at its local store, online via its website, online via Amazon, and through a larger, well-known book company called We Sell Books. Which Sales strategy does this company user?

A. Direct sales
B. Sales channel
C. A hybrid of direct sales and sales channel

Answer: C

NEW QUESTION 111
- (Exam Topic 2)
How can end users work with Salesforce for Outlook? (Select all that apply)

A. Define Outlook configurations
B. Assign configurations too their users with their profile
C. Install Salesforce for Outlook
D. Select Outlook sync folders

Answer: CD

NEW QUESTION 113
- (Exam Topic 2)
You are setting up security for your client, UCI. UCI has a collaborative sales model and want to make sure all team members work together to meet the customer needs. They are likely to require an open sharing model that will allow them to cross- and up-sell opportunities.

A. True
B. False

Answer: A

NEW QUESTION 114
- (Exam Topic 2)
You want to sync a new quote with its opportunity, but an old quote is already syncing. What should you do first?

A. Open new quote detail page so you can start syncing process
B. Check the syncing checkbox for new quote in the quote related list on the opportunity
C. Uncheck the syncing checkbox for the old quote
D. Stop the syncing for the old quote

Answer: D

NEW QUESTION 119
- (Exam Topic 2)
Match this tip with its design consideration. "Show each job function relevant information"

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: D

NEW QUESTION 121

- (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 123
- (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 125
- (Exam Topic 2)
Match this tip with its design consideration. "Use alerts sparingly"

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: E

NEW QUESTION 128
- (Exam Topic 2)
Which of the following describes the Stage field?

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

Answer: A

NEW QUESTION 133
- (Exam Topic 2)
With Customizable Forecasting you can forecast any of the following data. (Select all that apply)

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

Answer: ACD

NEW QUESTION 134
- (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 138
- (Exam Topic 1)
The Support Manager at Universal Containers is getting inaccurate agent performance reports. After researching the data, the Salesforce Administrator has identified hundreds of cases that are closed, but still owned by a queue.
Which two solutions should a Consultant recommend to correct this problem? Choose 2 answers

A. Create a case assignment rule to ensure cases are owned by a user when closed.
B. Use a data tool to update the owner field on closed cases.
C. Create a Process Builder and Flow to change the owner on closed cases.
D. Create a case validation rule to ensure cases are owned by a user when closed.

Answer: AB

NEW QUESTION 140
- (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 145
- (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 148
- (Exam Topic 2)
What is clean data?

A. Data that is trusted by the user
B. Data that is freshly entered
C. Data that is used by a single role
D. Data that is entered by an admin
E. Data that is independent of other data

Answer: A

NEW QUESTION 152
- (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 154
- (Exam Topic 2)
Which of the following statements are true about managers and forecasts? (Select all that apply)

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

Answer: BCDE

NEW QUESTION 159
- (Exam Topic 2)
You can track Assets through Accounts, Contacts, Products, or Cases.

A. True
B. False

Answer: A

NEW QUESTION 164
- (Exam Topic 2)
Your company sells large mainframes that are delivered in one delivery but are paid for with several regular installments. What type of schedule should you set up?

A. Default Quantity Schedule
B. Default Revenue Schedule
C. Default Revenue and Quantity Schedule

D. Don't create any default schedule

Answer: B

NEW QUESTION 166
- (Exam Topic 2)
Which of the following describes the Probability 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. Then numeric prediction that the revenue from an opportunity will be realized.

Answer: C

NEW QUESTION 171
- (Exam Topic 2)
You can apply a discount to the entire quote; there is no need to apply discounts to individual line items in the quote.

A. True
B. False

Answer: B

NEW QUESTION 176
- (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 181
- (Exam Topic 2)
Which of these steps should take place before setting a List Price for a Product? (Select all that apply)

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

Answer: CD

NEW QUESTION 182
- (Exam Topic 1)
Universal Containers wants to provide its five million customers a solution where customers can submit inquiries, monitor the status of those inquiries, and view their contact information.
Which type of Community license should be used to meet these requirements?

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

Answer: C

NEW QUESTION 183
- (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 185
- (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 188
- (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 190
- (Exam Topic 1)
The Contact Center at Universal Containers wants to increase its profit margins by promoting call deflection within Service Cloud.
Which two solutions should a Consultant recommend? Choose 2 answers

A. Knowledge Base
B. Customer Community
C. Automatic Call Distribution
D. Service Cloud Console

Answer: AB

NEW QUESTION 195
- (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 197
- (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 201
- (Exam Topic 1)
Which Lightning Service Console feature should be used to enable Service Reps to send emails with attachments to customers based on the Case details?

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

Answer: A

NEW QUESTION 203
- (Exam Topic 4)
The VP Of Sales at Cloud Kicks wants to give the sales team the power of the Salesforce Mobile app so that sales reps can do their tasks on the go. The sales team needs to create and edit Leads, Contacts, and Opportunities with ease. Which two features should the Consultant recommend for the sales team to use? Choose 2 answers

A. Lightning Mobile Component
B. Mobile Smart Actions
C. Quick Actions

D. Einstein Activity Capture

Answer: BC

NEW QUESTION 205
- (Exam Topic 4)
UC is deploying Salesforce for lead and opportunity Management. Several area of the application need to be customized using Apex & Visualforce in order to meet business requirements. Which steps can be taken to execute an effective test plan that will ensure high quality components? (2 answers)

A. Create test conditions that cross-reference use cases from project documents
B. Delegate unit testing to application end users because they understand the requirements best
C. Rely on automated test script tools to ensure maximum test coverage
D. Write detailed test scripts that define specific conditions, actions, and expected results

Answer: AD

NEW QUESTION 210
- (Exam Topic 4)
Cloud Kicks has enabled territory forecasts to see how expected revenue compares between sales territories, and to know which territory has the most closed deals in a month. The territory hierarchy has three branches with child territories, with forecast managers assigned to a few of them. Which two actions can forecast managers perform? Choose 2 answers

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

Answer: BC

NEW QUESTION 215
- (Exam Topic 4)
Cloud Kicks to see how many closed won opportunities a campaign has generated over last 30 days. They have implemented a campaign influence model that uses the primary campaign source. Which two steps are needed to meet this requirement using standard functionality? Choose 2 answers

A. 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.
B. Have the administrator define rules for campaigns to automatically add opportunities and then lock after 30 days.
C. Have the administrator specify a timeframe that limits the time a campaign can influence an opportunity after the campaign first associated date and before the opportunity created date.
D. Add child campaigns of the primary campaign source automatically if the child campaigns have an end date that falls before the opportunity close date.
E. Have representatives populate a field on the opportunity record with the dollar amount of expected revenue from the campaigns that influenced the opportunity.

Answer: AC

NEW QUESTION 218
- (Exam Topic 4)
Cloud Kicks' high-value opportunities are becoming delayed in the approval process because sales managers approval requests go unnoticed for various reasons. Cloud Kicks wants to streamline the approval process and give sales managers more ways to approve Opportunities in a timely manner. Which TWO strategies should the Consultant recommend to improve the approval process?

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

Answer: DE

NEW QUESTION 220
- (Exam Topic 4)
Universal containers has recently started using forecasting in collaboration with sales stages to better understand pipeline. All sales reps have submitted their forecasting numbers for approval. The VP pf sales is reviewing the forecast and sees that the open opportunity pipeline report contains a total of $25,000. The VP of sales then notices that there is $15,000 that is not included in the pipeline forecast summary. What should a consultant suggest as a possible reason for exclusion?

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

Answer: C

NEW QUESTION 222
- (Exam Topic 4)
Cloud Kicks is concerned that the sales team is taking longer to close Opportunities each month is comparison to the same time last year. The VP Sales wants to determine the number of closed deals on a monthly basis and compare the month-over-month results. Which two actions should the Consultant take to create a solution? Choose 2 answers

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

Answer: AD

NEW QUESTION 227
- (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 230
- (Exam Topic 4)
Cloud Kicks has a multi-phase selling process where every sales stage corresponds with a phase in the process. The first phase is preliminary qualification, where Opportunities should not contribute to Cloud Kicks' forecast.
Which two actions should be taken to ensure that Opportunities do not contribute to Cloud Kicks' forecast during the first stage? Choose 2 answers

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

Answer: AB

NEW QUESTION 231
- (Exam Topic 4)
A consultant is implementing a new Sales Cloud instance for Cloud Kicks that has a public sharing model for accounts. Different sales representatives own local accounts that create a multi-level Account hierarchy. Cloud Kicks needs to see the total number of closed won opportunities and the revenue value for all accounts in the hierarchy when viewing a parent account. Which recommendation will meet this viewing requirement?

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

Answer: A

NEW QUESTION 232
- (Exam Topic 4)
The sales representatives at Universal containers use various email applications and often receive important customer emails while they are away from the office. Sales management wants to ensure sales representatives are recording email activity with customers in salesforce while they are away from the office. What should a consultant recommend to meet this requirement?

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

Answer: D

NEW QUESTION 237
- (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 240
- (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 242
- (Exam Topic 4)
One business unit at Universal Containers has been using Service Cloud for several years. While migrating another business unit to the platform, a System Administrator incorrectly imported 200,000 case records, which created significant data corruption to existing records. The most recent data backup available is more than 90 days old. Which option should the Consultant recommend?

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

Answer: D

NEW QUESTION 244
- (Exam Topic 4)
What is the capability of Chatter feed post editing? Choose 2 answers

A. Users can edit the text of their own Chatter posts
B. Record owners can edit other users' posts on records they own
C. Group owners can edit system-generated posts in Chatter groups
D. Record owners can see previous versions of an edited post

Answer: AB

NEW QUESTION 245
- (Exam Topic 4)
10 Cloud Kicks has an external ERP system which stores product order information. Cloud Kicks wants to view those..the Account record in real time.
Which solution should the Consultant recommend?

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

Answer: B

NEW QUESTION 247
- (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 248
- (Exam Topic 4)
Universal Containers has enabled Social Accounts and contacts. When a sales representative accesses a contact within salesforce, the representative is unable to see detailed information from the contacts Facebook profile (e.g. contacts wall postings). What is preventing the sales representative from accessing detailed information on the contacts Facebook page?

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

Answer: D

NEW QUESTION 250
- (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 252
- (Exam Topic 4)
The Cloud Kicks sales team collaborates on Opportunities, which helps the team succeed and close more deals.
What should the Consultant configure to allow contributing sales team members to share in the revenue from closed Opportunities?

A. Add the Opportunities to a campaign.
B. Add the contributors to the Opportunity's contact role related list.
C. Create quick actions to create child Opportunities.
D. Enable Opportunity Splits from Setup.

Answer: D

NEW QUESTION 254
- (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 259
- (Exam Topic 4)
Universal Containers provides customer support for both new products and routine maintenance of existing products. The cases for both types have many stages and fields in common, however, the maintenance cases have additional stages and fields that need to be captured. Which two features should a Consultant recommend to accomplish this objective? Choose 2 Answers

A. Support Types
B. Support Processes
C. Approval Processes
D. Record Types

Answer: BD

NEW QUESTION 262
- (Exam Topic 4)
Nothern Trail outfitters (NTO) consumer business has grown to more than 500,00 contacts. NTO stores all individual consumer contacts under a single account called 'Consumer'. Mass updates are no longer completed within the defined maintenance timeframe and an increased number of errors are being reported. Which two actions should be recommended to improve performance?

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

Answer: BC

NEW QUESTION 267
- (Exam Topic 4)
Universal Container wants to improve sales productivity in inside sales and it has been advised to consider Salesforce Console for sales. What use case will satisfy this requirement? Choose 2 answers

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

Answer: CD

NEW QUESTION 270
- (Exam Topic 4)
The VP of Sales at Cloud Kicks wants to provide options to sales representatives for changing Account or Contract details for a created order.
Which two conditions should the Consultant consider to meet this requirement? Choose 2 answers

A. The Currency associated with the Order can be different from the new contract
B. The Contract associated with the Order is also associated to the new Account
C. The Order should be in Draft Status
D. The price book associated with the Order is also associated to the new Account

Answer: BC

NEW QUESTION 274
- (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 275
- (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 280
- (Exam Topic 4)
Universal Containers manages opportunity forecasts using the standard forecast categories in Salesforce customizable forecasting. Each sales stage is aligned with a forecast category. When reviewing the forecast, Universal Containers wants the roll-up of just the opportunities that are in pipeline, best case, and commit. What number in the forecast would provide Universal Containers with the appropriate information?

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

Answer: A

NEW QUESTION 283
- (Exam Topic 4)
What is the capability of Data.com Clean? Choose 3 answers

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

Answer: BCD

NEW QUESTION 284
- (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 287
- (Exam Topic 4)
Universal Containers has recently set up an email-to-case channel for customer to submit cases. However, they are having trouble tracking and relating email responses to the related Salesforce case. What should a Consultant recommend to address this issue?

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

Answer: D

NEW QUESTION 291
- (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 295
- (Exam Topic 4)
The Cloud Kicks pipeline and forecasting reports are inaccurate because sales representatives are creating opportunities after they are already closed/won. The VP of Sales wants visibility on how often the sales representatives are creating opportunities like this. Which two solutions should the Consultant recommend? Choose 2 answers

A. Utilize a process builder to send an email to sales management when the Opportunity is created in the closed/won stage.
B. Run the Opportunity pipeline standard report to view the upcoming Opportunities by stage.
C. Configure a report that displays Opportunities that have a closed date less than, or equal to, the created date.
D. Implement a process builder that automatically updates the Opportunity to the first stage in the sates process.
E. Enable High Velocity Sales so that the VP of Sales can get a global view of quick closed Opportunities.

Answer: AC

NEW QUESTION 298
- (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 301
- (Exam Topic 4)
AConsultant for Cloud Kicks Sales Cloud has proposed implementing an Account Hierarchy. What impact could the redesign have on the org?

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

Answer: C

NEW QUESTION 302
- (Exam Topic 4)
The Universal Containers contact Center offers support through phone, email, public website, and a Community. The contact center manager wants to demonstrate the success of recent self-service initiatives to executive management. Which two Reports should the contact center manager present to executive management? Choose 2 Answers

A. Number of cases created using Communities
B. Number of IVR inquires without agent involvement
C. Average call handle time by team
D. Number of cases closed by self-service users.

Answer: AD

NEW QUESTION 305
- (Exam Topic 4)
Universal Containers uses products in salesforce and has private security model. The product management Employee do not have access to all opportunities but would like to track the performance of a new product
after it is launched.
What would a consultant recommend to allow the product management employee to track the performance of the product?

A. Create a criteria based sharing rule to add the product management team to relevant opportunities.
B. create a trigger to add the product management team to the sales team of the relevant opportunities
C. Create a trigger to set the product manager as owner for opportunity on the new product.
D. Create a new product and add it to the price book with the product manager as the owner

Answer: A

NEW QUESTION 306
- (Exam Topic 4)
UC has set accounts, contacts, and opportunities to private. Sales reps manage the accounts for which they are the account owner. The company also employs sales specialists to assist sales repson deals. What should a consultant recommend to allow the sales specialists to see account information and any opportunity information associated with an account?

A. Assign the sales specialists to the same profile as the account owners.

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

Answer: D

NEW QUESTION 308
- (Exam Topic 4)
Universal publications are a publishing house that sells online subscriptions for its leading magazine. Customers can make a single Payment, or set up to pay weekly, monthly or quarterly. Universal Publications wants to use opportunities to track and report on these subscription deals. What should a consultant recommend to meet this requirement?

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

Answer: A

NEW QUESTION 310
- (Exam Topic 4)
Universal Containers uses PDF documents to help the sales team learn about new Products. Which feature should a Consultant recommend to store these documents?

A. File Connect for SharePoint
B. Attachments
C. File Sync
D. Salesforce Files

Answer: B

NEW QUESTION 312
- (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 314
- (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 316
- (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 320
- (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 324
- (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 325
- (Exam Topic 4)
The Cloud Kicks mobile sales team is using a combination of iOS and Android devices. The sales manager has requested that sales representative must record client meeting activity within Salesfoce immediately after a meeting. Which two actions should a Consultant recommend to meet this requirement? Choose 2 answers

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

Answer: CE

NEW QUESTION 329
- (Exam Topic 4)
Universal Containers (UC) and Global Shipping (GS) are affiliates of ABC Corporation. Both affiliates use separate Instances of Salesforce and work independently but sell to some of the same customers. They would like to collaborate on the common customers but keep the data for other customers separate. What approach should a consultant recommend for implementing Salesforce to meet these requirements?

A. Set up a single instance for ABC Corporation and set up partner portals for UC and GS.
B. Set up a single Salesforce Instance and maintain exclusive customer data using divisions.
C. Use separate Salesforce instances and link shared records using a customer portal.
D. Use separate Salesforce Instances and link shared records using Salesforce to Salesforce.

Answer: D

NEW QUESTION 333
- (Exam Topic 4)
What should you do before you enable communities for your organization? Choose 3 answers

A. Choose a domain name
B. Turn on the global header for users that need it
C. Review your security settings
D. Check you have the required licenses

Answer: ACD

NEW QUESTION 335
- (Exam Topic 4)
Universal Containers' support management team has noticed an increase in wait times over the last several months when customers call in for support. Which two recommendations should a Consultant suggest to help decrease customer wait times? Choose 2 answers

A. Create case escalation rules to route high-priority cases directly to supervisors for resolution
B. Create reports to analyze call data in order to understand peak times and ensure adequate staffing
C. Set up analytical snapshots to capture key case information and create historical trending reports
D. Set up a Salesforce Customer Community that will allow customers to create cases online

Answer: BD

NEW QUESTION 339
- (Exam Topic 4)
Due to internet unavailability at Cloud Kicks, the sales team is not able to utilize the Salesforce Mobile app feature to view, create, or update Opportunities. Which two steps should the Consultant take to resolve the issue? Choose 2 answers

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

E. From the Setup menu, go to Salesforce offline and select "Enable caching in Salesforce for Android and iOS."

Answer: CE

NEW QUESTION 342
- (Exam Topic 4)
Universal Containers is implementing a Knowledge Base and wants to empower certain managers to create, edit, and manage articles. All articles should be reviewed by these managers before being published, while some articles need an additional layer of legal review as well. Which three actions should a Consultant recommend to meet these requirements? Choose 3 answers

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

Answer: AD

NEW QUESTION 343
- (Exam Topic 4)
NTO wants the ability to share documents related to an opportunity, such as contracts and proposals with the field sales team. NTO currently has a private sharing model. How should the documents be shared efficiently and securely?

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

Answer: C

NEW QUESTION 347
- (Exam Topic 4)
Cloud Kicks recently released a custom Action for Competitor Notes, that will prompt sales representatives to provide information about competitors for Opportunities. The sales representatives reported that even though the Action works well on their desktop, they cannot see the Action on their mobile app. What is required to fix this problem?

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

Answer: C

NEW QUESTION 351
- (Exam Topic 4)
UC is purchasing smartphones and tablets for MS global sales team members. Sales management wants mobile access to key functionality, including collaboration, customer management, and opportunity management. What component of Salesforce Sales Cloud mobility should a consultant recommend to meet these requirements? Choose 2 answers

A. Salesforce Touch
B. Visualforce for mobile.
C. Native mobile applications.
D. AppExchange mobile plugin.

Answer: AC

NEW QUESTION 352
- (Exam Topic 4)
What are the two basic concepts of Knowledge-Centered Support (KCS)? Choose 2 answers

A. Creating content as a result of solving issues
B. Evolving Content-based product lifecycles
C. Rewarding learning, collaboration, sharing and improving
D. Developing a knowledge base on the experience of an individual

Answer: AC

NEW QUESTION 354
- (Exam Topic 4)
Cloud Kicks is considering using person Accounts to manage costumers, while using business Accounts to manage companies. What should the Consultant advise?

A. Person Accounts cannot be related to Accounts in a hierarchy.
B. Person Accounts can be disabled from Setup.
C. Account hierarchy allows person Accounts.
D. Person Accounts can only be child Accounts.

Answer: A

NEW QUESTION 358
- (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 361
- (Exam Topic 4)
Universal Containers has a large customer base of over 15,000 Accounts and 60,000 contacts. The marketing manager wants to use the customer data for an upcoming new product launch but its concerned contact may have moved to other organization (Contact's email tec has changed) what should a consultant recommend to ensure customer data is accurate?

A. create a vf rule to mass email contacts and capture any email bounce
B. Use a data cleaning tool and the stay-in-touch feature of salesforce to email contact
C. create a workflow rule for the account and contact owner to confirm contact data
D. Use data enhancement tool to verify that account and contact data is up-to-date

Answer: B

NEW QUESTION 365
- (Exam Topic 4)
Cloud Kicks channel partners for selling and servicing its "Shoe of the Month" club. As the number of Leads has increased, Cloud Kicks has seen a decrease in partner satisfaction regarding the quality of Leads, and a noticeable decrease in the Lead conversion rate.
What can be done to increase partner satisfaction with the Leads being shared?

A. Utilize the Lead score on the Find Duplicate button, and then assign the Leads with a score in the high category.
B. Configure Einstein Insights prior to Leads routing to the partner channel.
C. Configure a custom lead score field to assess Lead quality, then assign the Leads that exceed this score to partners.
D. Utilize the Partner Lead Validator to populate a Lead score and assign to a partner channel queue.
E. Configure a cross-object validation rule to ensure that all fields on the Lead record are populated with data.

Answer: C

NEW QUESTION 366
- (Exam Topic 4)
Universal Containers requires its sales representatives to go through an internal certification process to sell certain groups of products. What could be done to prevent a sales representative from adding these products to opportunities if they are not certified to sell them? Choose 2 answers

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

Answer: BD

NEW QUESTION 368
- (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 370
- (Exam Topic 4)
Universal Containers is exploring ways to provide their customers with more self-service options in their new Customer Community to reduce the number of interactions with their contact center. Which two features should a Consultant consider implementing? Choose 2 Answers

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

Answer: AB

NEW QUESTION 372
- (Exam Topic 4)
The Cloud Kicks website Contact Us form creates Leads that need to be followed-up on in a timely manner by the sales representatives- The VP of Sales wants to be notified when the Lead creation date has passed 24 hours and the lead status is still new. The sales representatives would also like a list to follow up. Which two actions should the Consultant perform to create a solution? Choose 2 answers

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

Answer: BD

NEW QUESTION 373
- (Exam Topic 4)
Universal Containers decided to start using salesforce for all its sales automation its current sales database has about 50 million records. These records were all migrated into the database from other legacy systems. After migration to salesforce UC wants to be able to search and cross reference records with the original source system. What should a consultant recommend to meet the requirement?

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

Answer: C

NEW QUESTION 375
- (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 377
- (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 378
- (Exam Topic 4)
Universal Containers recently enabled Chatter and has found it extremely helpful in the sales process. Given the success, Universal Containers would like to bring the competitive intelligence team into Salesforce to leverage Chatter to collaborate on opportunities when key competitors are identified. Which step should be considered when setting up the competitive intelligence team? Select two answers.

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

Answer: AB

NEW QUESTION 380
- (Exam Topic 4)
Universal Containers initiates cases based on electronic transmissions from power units. The case management process is as follows:
A work order is submitted to a field service team to perform a technical review.
After the technical review is closed, an agent needs to contact the customer to review activities. Cases can only be closed after the customer review has been completed
Universal containers needs to determine whether the work orders and customers contacts should be stored as child cases or on a related custom object
Which three aspects should the consultant consider to meet these requirements? Choose 3 answers

A. Visibility and access to the work order records
B. Work Order and customer contact escalation requirements
C. Account team relationship to the primary contact
D. Case closure rules on the original case

E. Total number of account and contact records in the database

Answer: AC

NEW QUESTION 385
- (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 386
- (Exam Topic 4)
Up to this point, two sales reps have had separate Accounts and Opportunities. Sales rep A wants to Include sales rep B in a few Opportunities on one Account. Which two things will happen if Account Teams are enabled and used for this Account? Choose 2 answers

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

Answer: AD

NEW QUESTION 387
- (Exam Topic 4)
Universal Containers representative wants to see forecast amount by all sales representatives and by multiple product group. What would a consultant recommend to meet these requirement? Choose 2 answers

A. Implement collaborative forecast with product family
B. Build a forecast list view by product family groups
C. Implement collaborative forecast with quota attainment
D. Build a custom forecast report showing product groups

Answer: C

NEW QUESTION 389
- (Exam Topic 4)
In the last requirements meeting, Cloud Kicks team member mention that they will be taking the next week off for a conference. What should a Consultant do in response to this news?

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

Answer: D

NEW QUESTION 390
- (Exam Topic 4)
Universal Containers has configured salesforce to store all individual consumer contact under a single account called "Consumer". The consumer business has grown to more than 500,000 Contacts. Mass update are no longer completed within the defined maintenance timeframe and an increased number of errors are being reported. What should consultant recommend to improve system performance? Choose 2 answers

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

Answer: AB

NEW QUESTION 395
- (Exam Topic 4)
Each year on a Contact's birthday. Universal Containers wants to post a message to the Contact's Facebook page using Social Accounts and Contacts. What should a Consultant consider before implementing this solution?

A. Salesforce never posts anything to social network accounts.
B. The Saleforce User's Facebook password must be stored on the User record.
C. The Contact record must be updated each year to cause the Post to occur
D. The Contact Owner must Follow the Contact on Facebook.

Answer: D

NEW QUESTION 398
- (Exam Topic 4)
Cloud Kicks wants to utilize Opportunities to report and track subscriptions to its "Shoe of the Month" club. Subscribers can pay in full (all at one time), weekly, monthly, or quarterly. Which solution should the Consultant recommend to meet Cloud Kicks' need?

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

Answer: A

NEW QUESTION 402
- (Exam Topic 4)
UC would like to record performance about the conference and people who attended them. A contact would potentially attend multiple conference. Company would like to display this information on the contact layout using the standard configuration. How the system should be designed to meet the company's requirement.

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

Answer: B

NEW QUESTION 403
- (Exam Topic 4)
Universal Containers has set the organization-wide default to public read-only for accounts, contacts, and opportunities. Activities are set to be controlled by the parent. The ABC corporation account is owned by a sales user whose profile grants to create, read, edit and delete access to accounts, contacts and opportunities. Based on this information, the owner of the ABC Corporation account record has the rights to take which actions?

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

Answer: BD

NEW QUESTION 408
- (Exam Topic 4)
Universal Containers has enabled Social Accounts and contacts. When a sales representative accesses a contact within Salesforce, the representative is unable to see detailed information from the contacts Facebook profile (e.g. contacts wall postings).
What is preventing the sales representative from accessing detailed information on the contacts Facebook page?

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

Answer: B

NEW QUESTION 410
- (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 415
- (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 417
- (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 420
- (Exam Topic 4)
What Sales Cloud feature would allow UP to track which campaigns are related to a specific program initiative?

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

Answer: B

NEW QUESTION 421
- (Exam Topic 4)
Cloud Kicks wants to integrate back-end systems with Salesforce. The track the "Shoe of the Month" product shipments to each customer and the associated tracking information is stored in a back-end tracking system. Which set of this integration?

A. Custom object "Status," Opportunity, Product
B. Custom Lightning Component, opportunity, Lead, Product
C. Custom object "Status," Opportunity line Item, Product
D. Custom Lightning Component, Opportunity, Product
E. Custom object "Status," Opportunity, Lead, Account, Product

Answer: A

NEW QUESTION 422
- (Exam Topic 4)
UC shares specific accounts with its partners and is considering the use of Salesforce to Salesforce to increase visibility and collaboration for deals managed through its partner channel. The company's key partners also currently use Salesforce. What should be considered for this implementation? Choose 2 answers

A. Partners can see all opportunities created by Universal Containers on shared accounts.
B. Universal Containers can report on shared opportunities managed by partners.
C. Partners will be able to see all Chatter feeds on shared opportunities.
D. Partners can create and share opportunities associated to shared accounts.

Answer: BD

NEW QUESTION 423
- (Exam Topic 4)
Universal Publications are a publishing house that sells online subscriptions for its leading magazine. Customers can make a single Payment, or set up to pay weekly, monthly or quarterly. Universal Publications wants to use opportunities to track and report on these subscription deals. What should a consultant recommend to meet this requirement?

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

Answer: A

NEW QUESTION 427
- (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 429
- (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 432
- (Exam Topic 4)
As part of a new Salesforce Knowledge implementation, Universal Containers would like to migrate articles from their current database. Which factor should a Consultant consider as part of the migration strategy?

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

Answer: C

NEW QUESTION 437
- (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 439
- (Exam Topic 4)
A business requirement specifies that opportunities with a discount between 10% and 25% must be approved by the Regional Sales Manager (RSM). Which approach addresses the business requirement?

A. Create an approval step and workflow rule to create a task for the RSM.
B. Create an approval step with the RSM as the approver.
C. Change the owner of the opportunity to the RSM upon save.
D. Create a workflow task and email notification to the RSM.

Answer: B

NEW QUESTION 441
- (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 445
- (Exam Topic 4)
Cloud Kicks wants to be able to forecast revenue on a quarterly basis.
Which date field should the Consultant recommend to ensure accurate forecasting?

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

Answer: D

NEW QUESTION 449
- (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 451
- (Exam Topic 4)
Universal Containers marketing department runs many concurrent campaigns. It has specified that the influence timeframe for a campaign is 60 days. When a contact is associated to an opportunity in a contact role, what is the impact on the campaign influence for opportunities?

A. Campaigns in which a contact became a member within the last will be added to the campaign influence L' related list.
B. Sales reps can choose which campaigns created within the last 60 days should be added to the campaign influence related list.
C. All campaigns created within the last 60 days will be added to the campaign influence related list.
D. All contacts associated with campaigns will be added to the campaign influence related list.

Answer: A

NEW QUESTION 454
- (Exam Topic 4)
UC and Global Shipping (GS) are affiliates of ABC Corporation. Both affiliates use separate instances of Salesforce and work independently but sell to some of the same customers. They would like to collaborate on the common customers but keep the data for other customers separate. What approach should a consultant recommend for implementing Salesforce to meet these requirements?

A. Set up a single Salesforce instance and maintain exclusive customer data using divisions
B. Use separate Salesforce instances and link shared records using Salesforce to Salesforce
C. Use separate Salesforce instances and link shared records using a customer community
D. Set up a single instance for ABC Corporation and set up partner communities for UC and GS

Answer: B

NEW QUESTION 458
- (Exam Topic 4)
Joe is the record owner of a Lead. A Lead sharing rule has been defined so that leads owned by Joe are shared with public group called 'Joe's Team'. When the Lead is converted to an Account, Contact, and Opportunity, who will have access to these records assuming that a private sharing model in place on these objects and there are no sharing rules defined for these objects?

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

Answer: B

NEW QUESTION 460
- (Exam Topic 4)
The sales director at Cloud Kicks wants to ensure, on the creation of Contacts for an existing Account, that the mailing address of a contact is the same as the shipping address of the parent Account based on the postal code. Which solution should the Consultant suggest to meet this requirement?

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

Answer: C

NEW QUESTION 461
- (Exam Topic 4)
Universal Containers has an upcoming maintenance window where read-only access will be available Which two actions will Universal Containers be able to perform during this window? Choose 2 answers

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

Answer: AD

NEW QUESTION 463
- (Exam Topic 4)
You have completed the configuration of Salesforce CRM for your client. You have a data set that is clean and ready to be migrated into Salesforce CRM. What should you do prior to loading this data set?

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

Answer: D

NEW QUESTION 464
- (Exam Topic 4)
Universal Containers has a private sharing model and wants the ability to share documents related to an opportunity, such as contracts and proposals, with the field sales team.
How can the documents be shared efficiently and securely?

A. The documents should be uploaded to Salesforce files from the opportunity record
B. The documents should be uploaded to Salesforce files and shared with the field sales organization
C. The documents should be emailed to the sales team on the opportunity record
D. The documents should be uploaded to a library that is shared with the field sales organization

Answer: B

NEW QUESTION 468
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