



Salesforce

Exam Questions Sales-Cloud-Consultant

Certified Salesforce Sales Cloud Consultant

NEW QUESTION 1

Sales reps at Cloud Kicks (CK) often receive important customer emails they want to record as activities related to contacts in Salesforce. CK has Office 365, as well as a policy that prevents users from installing anything directly on their computers. Which solution should a consultant recommend meeting this requirement?

- A. Salesforce for Outlook
- B. Salesforce Console for Sales
- C. Einstein Activity Capture
- D. Lightning Console for Sales

Answer: C

NEW QUESTION 2

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 3

Northern Trail Outfitter has created a Complaints custom object related to Accounts. Due to the sensitive nature of these records, the object's visibility has been set to Private. A dedicated subnet of support users who will work on these items has been added to a Complaints Specialist public group. Only users within the Complaints Specialist public group should be able to view and edit any Complaint record.

Which two options should a consultant recommend to meet the requirements? Choose 2 answers

- A. Use Apex managed sharing to grant record access to users in the Complaints Specialist public group and restrict manager visibility.
- B. Uncheck the Grant Access Using Hierarchies checkbox in Sharing Settings for the Complaints object.
- C. Create a catena-based sharing rule that grants Read/Write access to the Complaints Specialist public group.
- D. Set the Complaint object's default visibility to allow only the users in the Complaints Specialist group to access the records.

Answer: BC

NEW QUESTION 4

The Cloud Kicks team needs to quickly look up contacts, accounts, and opportunities and easily log calls from their mobile phones. Due to limited coverage in certain geographic areas, the team wants access to customer information while out of the office and when they are without an internet connection.

Which two steps should the consultant recommend? Choose 2 answers

- A. Enable Salesforce Inbox.
- B. Enable caching and Offline Edit.
- C. Enable Mobile SDK.
- D. Download the Salesforce mobile app.

Answer: BD

NEW QUESTION 5

Cloud Kicks wants to know how many closed won Opportunities a Campaign has generated over the last 30 days. Which two steps should the consultant take to meet this requirement using standard functionality?

Choose 2 answers

- A. Add child Campaigns of the primary Campaign source automatically.
- B. Add criteria to the auto-association settings to limit the matches to the past 30 days.
- C. Define rules for Campaigns to add Opportunities and then lock after 30 days.
- D. Ask the admin to enable Customizable Campaign Influence.

Answer: BD

NEW QUESTION 6

Each product engineer at Cloud Kicks supports 3 specific product lines. There are three product lines. Sales reps sell all the company's product lines; Sales management wants the appropriate product engineer automatically assigned to any new Opportunity for their product line with Read-Only rights.

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

- A. Manually assign a product-specific role to each product engineer.
- B. Create criteria-based opportunity sharing rules for each product line.
- C. Enable Default Opportunity Teams for the Opportunity.
- D. Enable Default Account Teams for each product line.

Answer: AB

Explanation:

- * A. Create criteria-based opportunity sharing rules for each product line. This allows you to specify criteria for sharing an Opportunity with a specific user or group of users. For example, you could create a rule that shares an Opportunity with the product engineer when the Opportunity has a certain product line assigned to it.
- B. Enable Default Opportunity Teams for the Opportunity. This allows you to set a default Opportunity Team for an Opportunity, which will automatically assign the

product engineer to the Opportunity when it is created. This is useful when you need to assign a specific user to multiple Opportunities.

NEW QUESTION 7

Universal Containers has hired a new employee for the Global Sales Leadership team. The employee is interested in fostering friendly competition between account executives, with emphasis on reinforcing activities that drive sales. Historically, for every four prospect meetings held, one sale was generated. Which action would help support the sales teams?

- A. Create subscription reports to send daily prospect meetings planned to the Assigned user for those events.
- B. Show a leaderboard on the regional sales dashboards highlighting the account executives who have created the most opportunities.
- C. Show a leaderboard on the regional sales dashboards highlighting account executives who have held the most prospect meetings.
- D. Create a dashboard that displays the most sales closed by region using charts to show sales: green and lost opportunities in red.

Answer: B

NEW QUESTION 8

Cloud Kicks has a requirement to measure end user adoption and data quality in Salesforce. Which solution should the consultant recommend?

- A. Einstein Conversation Insight;
- B. Tableau custom dashboard
- C. Adoption and Data Quality Dashboards Pack
- D. Salesforce Surveys

Answer: C

NEW QUESTION 9

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 10

Universal Containers recently implemented Sales Cloud. Stakeholders want insights into how logging interactions with customers impacts the number of won sales deals.

Which report should the consultant create to meet the requirement?

- A. Closed Won Opportunities by Account
- B. Closed Won Opportunities with Activities
- C. Closed Won Opportunities by the sales team
- D. Closed Won Opportunities with Recommendations

Answer: B

NEW QUESTION 10

Cloud Kicks plans to integrate its email system with Salesforce, and wants to show the last 2 months of email activity to its 75 sales reps.

What should a consultant recommend to meet this requirement?

- A. Sales Cloud Einstein
- B. Einstein Activity Capture Standard
- C. Email to Salesforce
- D. Sales Cloud Console

Answer: B

NEW QUESTION 14

Universal Containers' (UC) sales reps have said there are too many reports and dashboards which makes it hard to find what is important to them.

What should a consultant recommend that use to solve this issue?

- A. Custom report types
- B. Private folders
- C. Enhanced Folder Sharing
- D. Dashboard Filters

Answer: A

NEW QUESTION 15

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 20

Cloud Kicks (CK) wants to migrate data from its existing enterprise resource planning (ERP) system to CK wants to organize its data using the unique ID that is a number type in the ERP.
What should the consultant recommend to meet the requirement?

- A. Map the ERP unique ID to a custom external ID unique number field.
- B. Create a text field and insert the ERP unique ID.
- C. Use the ERP unique ID as the Salesforce ID.
- D. Create an external ID unique number field in the ERP labeled ERP unique ID.'

Answer: A

NEW QUESTION 21

Cloud Kicks is preparing to deploy its configurations. The chosen release date is during a Salesforce Release window. The current configuration is in Non-Preview Sandbox. Which two strategies should a consultant recommend?
Choose 2 answers

- A. Deploy before the Salesforce Release
- B. Test new configurations in a Non-preview Sandbox
- C. Deploy after the Salesforce Release.
- D. Test new configurations in a Preview Sandbox.

Answer: CD

NEW QUESTION 25

A sales manager at Cloud Kicks wants the sales team to stay informed about the team's progress in Quip. Which approach should a consultant recommend?

- A. Use Salesforce Chatter groups and enable access to the sales team.
- B. Utilize Salesforce Notes standalone related list in Lightning Experience.
- C. Connect a document or spreadsheet to a Slack channel.
- D. Use Salesforce Chatter groups and restrict access to the sales team.

Answer: C

NEW QUESTION 30

Cloud Kicks wants to sell to both consumers and businesses. The consumer sales team and business sales team will use different Stages.
Which two Salesforce functions will allow the consultant to meet this requirement? Choose 2 answers

- A. Sales Processes
- B. Pipeline Inspection
- C. Opportunity Splits
- D. Record Types

Answer: AD

NEW QUESTION 32

A Consultant is configuring Einstein Forecasting to help the sales team predict how much they will sell by the end of a forecasting period.
Which two considerations should the consultant keep in mind to ensure that predictions are displayed. Choose 2 answers

- A. Predictions are only shown when data sync in Tableau CRM is enable
- B. Tableau
- C. Predictions are based only on the standard Close Date and Amount fields
- D. Predictions are only shown when at least 12 months of Opportunity data exists
- E. Predictions are only shown when the user is in the forecasting hierarchy.

Answer: BC

NEW QUESTION 35

At Universal Containers, in addition to the sales team, support reps are sometimes eligible for commissions. When support reps are involved in a deal, they should receive a credit of 15% of the revenue.
What should the consultant consider when designing a revenue sharing solution?

- A. Revenue splits are required in order to use overlay splits.
- B. Overlay splits Allocated on art Opportunity can total any percentage.
- C. Overlay splits can be assigned to any user with the appropriate profile.
- D. Revenue splits allocated on an Opportunity can total any percentage.

Answer: D

NEW QUESTION 37

The Cloud Kicks CEO needs to run reports from the sales team's reports folder. The CEO's assistant needs to control access to the reports. Sales managers need to change the reports when necessary.
How should the consultant meet the requirement?

- A. Set the CEO access level to View, the CEO's assistant to Manage, and the sales manager to Edit on ACO the folder.
- B. Enable Manage Reports in Public Folders and give access to the CEO and their subordinates.
- C. Set the CEO access level to View All, the CEO's assistant to Modify All, and the sales manager public group to Create.
- D. Enable Manage access for the CEO role and subordinates, and Manage access for the CEO'S assistant profile.

Answer: A

NEW QUESTION 39

The Cloud Kicks (CK) sales team works with two different types of leads: distributors and retailers. CK's management wants the sales team to follow two different lead qualification processes before converting the Lead into an opportunity.
Which three actions should a consultant recommend to meet this requirement? Choose 3 answers

- A. Create retailer and distributor lead processes.
- B. Create a new profile and only assign one lead record type to it.
- C. Add leads to different campaigns based on lead type.
- D. Create Status picklist values specific to each lead type.
- E. Create distributor and retailer lead record types.

Answer: ADE

NEW QUESTION 41

Universal Containers is analyzing data to identify gaps and wants to know which Accounts with open Opportunities are missing Contacts.
Which feature should a consultant recommend building this report?

- A. Custom report type
- B. Joined report
- C. Custom filter
- D. Cross filter

Answer: D

NEW QUESTION 45

Universal Containers is analyzing data to identify gaps, and wants to know which Accounts with ...opportunities are missing Contacts.
Which feature should a consultant recommend to build this report?

- A. Custom report type
- B. Joined report
- C. Cross filter
- D. Custom filter

Answer: C

NEW QUESTION 48

A sales rep owns an opportunity and can view the associated account, but is unable to view contacts on that account.
What should the consultant recommend to allow account owners to selectively share an account's contacts with opportunity owners?

- A. Add opportunity owners to the Opportunity Team and configure contact sharing.
- B. Transfer account ownership from themselves to the opportunity owner.
- C. Transfer contact ownership from themselves to the opportunity owner.
- D. Add opportunity owners to the Account Team and configure contact sharing.

Answer: D

NEW QUESTION 52

Cloud Kicks (CK) sells online subscriptions for its leading Shoe of the Month club. Customers can make a single payment or pay weekly, monthly, or quarterly. CK wants to use Opportunities to track and report on these subscription deals.
What should a consultant recommend to meet this requirement?

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

Answer: B

NEW QUESTION 56

A consultant for Cloud Kicks notices that the deploy date for the Sales Cloud project is also the same weekend as a Salesforce Release.
What should the consultant recommend?

- A. Continue the planned deployment concurrent with the Salesforce Release.
- B. Update the project plan for the following week and communicate the change.
- C. Inform Cloud Kicks about the Salesforce Release and that the project may take longer.

D. Stop all work because the impact of the Salesforce Release is unknown.

Answer: B

NEW QUESTION 60

Cloud Kicks is concerned that the sales team is taking longer to close opportunities in comparison to the same time last year. The VP of 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 meet the requirement? Choose 2 answers

- A. Create a report based on the Opportunity reporting snapshot.
- B. Create a dashboard component and schedule the dashboard to refresh monthly.
- C. Schedule a reporting snapshot of the Opportunity History object to run monthly.
- D. Schedule a reporting snapshot of the Opportunity object to run monthly.

Answer: AD

NEW QUESTION 62

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 65

Cloud Kicks (CK) is just kicking off its project. The consultant wants to dive deeper into CK's process and pain points. Which three approaches should a consultant use to learn about and empathize with the customer? Choose 3 answers

- A. Embodying
- B. Shadowing
- C. Interviewing
- D. Role Playing
- E. Leading Workshops

Answer: ABC

NEW QUESTION 66

What are two considerations for enabling multiple currencies at Cloud Kicks? Choose 2 answers

- A. The primary currency is automatically displayed in parentheses when using multi-currency.
- B. Accounts, Opportunities, Leads, Cases, and Opportunity Product Schedules support multi-currency reporting.
- C. When multi-currency is enabled, changes to exchange rates update the converted amount on all records except closed opportunities.
- D. The multi-currency enablement process is irreversible.

Answer: AB

NEW QUESTION 70

Cloud Kicks needs to associate some Contacts with many Accounts. Which solution should a consultant recommend meeting this requirement?

- A. Use the Contact roles related list on Accounts.
- B. Add a custom Account lookup field on the Contact.
- C. Use the Contact to Multiple Accounts feature.
- D. Add Contact to the partners related list on other Accounts.

Answer: C

NEW QUESTION 75

Cloud Kicks (CK) has a custom object, Project__c, that has a lookup relationship to the Opportunity object. The CK project manager has requested a report that includes both Project__c and Opportunity data. What should the consultant use to include data from both the Project__c and Opportunity objects in one report?

- A. Matrix reports
- B. Junction reports
- C. Cross-object filters
- D. Custom report types

Answer: D

NEW QUESTION 78

The sales manager at Cloud Kicks has proposed that the consultant one large Discovery meeting with 250 employees who use Salesforce currently to gain information to improve adoption.

What are the three efficient approaches the consultant could recommend to the sales manager? Choose 3 answers

- A. Arrange multiple sessions with small groups of employees.
- B. Send a survey to all employees asking for a list of desired changes.
- C. Ask management to select which employees should participate in sessions.
- D. Ask all employees to email their ideas and feedback to the consultant.
- E. Meet with a large group of employees to listen to their feedback.

Answer: ABC

NEW QUESTION 83

A large company is about to undertake its Initial Sales Cloud implementation. Different people will create features in multiple sandboxes. The consultant has recommended using change sets to move customizations to the full copy sandbox for testing and then move them to production for release. Which two approaches should the consultant recommend to help migrate the customizations from the full copy sandbox to production? Choose 2 answers

- A. Utilize change set tool dependency management
- B. Leverage cloud-based Git version control to deploy changes
- C. Use Salesforce DX with visual studio to deploy changes.
- D. Track manual changes in a spreadsheet

Answer: BC

NEW QUESTION 84

A consultant has been tasked with analyzing the way sales reps use Salesforce to work a deal from inception to close, and then presenting this information to management. What should the consultant utilize to present the information?

- A. Sales Architecture Map
- B. Business Process Map
- C. System Landscape Diagram
- D. Entity Relationship Diagram

Answer: B

Explanation:

The best way for the consultant to present the information about how sales reps use Salesforce to work a deal is to utilize a Business Process Map. This map will provide an overview of the process, and can be used to explain how each step of the process works. Additionally, a Business Process Map can also be used to identify areas of optimization and improvement, as well as to document any changes that need to be made. A Sales Architecture Map, System Landscape Diagram, and Entity Relationship Diagram are not suitable for this purpose.

NEW QUESTION 86

Sales managers at Cloud Kicks have noticed that information in some opportunity reports is incomplete. A consultant has performed an analysis and determined that opportunity stages often lack key information that sales managers at each stage because sales reps have yet to enter the data. What should the consultant recommend so opportunity stage reports always contain the data managers expect?

- A. Configure Path by checking the key field required checkbox.
- B. Create an Auto launched flow to determine if required fields are missing.
- C. Customize path and create validate rules dependent on stages.
- D. Mark the fields as required on the page layout.

Answer: C

NEW QUESTION 87

A consultant has conducted Discovery sessions with Cloud Kicks stakeholders and is ready to start gathering use cases for Sales Processes. Which two groups should provide content for the use cases? Choose 2 answers

- A. Sales reps
- B. Finance team
- C. Sales operations
- D. Executives

Answer: AC

NEW QUESTION 88

The Universal Containers sales team wants to easily show Account relationships to its sales reps and report on these relationships. 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 93

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 97

The VP of sales at Good Kicks wants to know the percentage of opportunities in a certain stage that were eventually closed won.
Which two steps should a consultant take to create a solution? Choose 2 answers

- A. Enable Feed Tracking.
- B. Create a roll-up summary formula.
- C. Update a custom field using automation.
- D. Create a report and dashboard.

Answer: BD

NEW QUESTION 101

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 102

A Cloud Kicks sales team based in the U.S. wants to grow market share in Australia. The company has multicurrency enabled and has added the Australian Dollar as an available currency.
How should the consultant allow the sales team to report on Australian deal values in U.S. Dollars (US\$)?

- A. Set each sales user's default currency to the Australian Dollar.
- B. Enable parenthetical currency conversion.
- C. Create a formula field to perform a currency calculation.
- D. Use USD for Australian Opportunity currencies.

Answer: B

NEW QUESTION 106

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

- A. To survey customers to update their data
- B. To enhance prospect data signaling intent to purchase
- C. To find new prospects who match the selling segment
- D. To create customer segments with personas and scoring

Answer: BC

NEW QUESTION 108

The admin at Universal Containers is attempting to retire a Product, but they are receiving an error because the Product is associated to an Opportunity.
What should the consultant recommend to resolve the issue most efficiently?

- A. Remove the related Product from all Opportunities and Quotes.
- B. Archive the Product or Price Book and each related Price Book entry.
- C. Edit the Product record and uncheck the Active field.
- D. Create a Flow to automatically delete the Product from the Price Book.

Answer: A

NEW QUESTION 111

A consultant is working with Cloud Kicks (CK) on its initial Sales Cloud implementation. CK wants its sales reps to be able to use Sales Cloud to track accounts, contacts, and opportunities before its global conference in 4 months.
What should the consultant recommend to meet the requirement?

- A. Set obtainable metrics, goals, and milestones for the deadline.
- B. Deploy the Salesforce mobile app to the team prior to the event.
- C. Reschedule the event to ensure functionality is complete.
- D. Implement additional features to make the team more productive

Answer: A

NEW QUESTION 116

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 120

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 125

During the Discovery phase of a project, which three steps should a consultant complete to prepare for a successful engagement? Choose 3 answers

- A. Create implementation plan.
- B. Establish project goals.
- C. Define sales processes.
- D. Define success metrics.
- E. Set project milestones.

Answer: ADE

NEW QUESTION 130

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 132

Universal Containers (UC) wants to make it easier for sales reps to log their customer interactions, such as emails and events, directly from their email and calendar applications. UC wants to report on these activities in Salesforce.

Which two actions should the consultant recommend? Choose 2 answers

- A. Implement Inbox to sync Outlook or Gmail calendar events.
- B. Log emails with records in Salesforce from Outlook or Gmail.

Answer: AB

NEW QUESTION 136

The sales team at Cloud Kicks has been late meeting deadlines on a specific project and has missed multiple project meetings.

What should the consultant recommend to the project manager?

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

Answer: A

NEW QUESTION 138

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 141

The Cloud Kicks marketing team wants to view and report in Lightning on any opportunities created as a result of 2 Campaign. Which two choices should a consultant recommend meeting the requirement?

Choose 2 answers

- A. Use Data Loader to export Opportunity and Campaign Influence and merge the results.
- B. Enable Customizable Campaign Influence in Setup.
- C. Add the Campaign Influence related list to the Opportunity page layouts.
- D. Create a joined report between Opportunity and Campaign to show influence.

Answer: AC

NEW QUESTION 145

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 150

Cloud Kicks wants its sales operations team to place orders for United States customers in Sales Ootid. The sales ops team needs to calculate sales tax on the orders. Sales tax is a complex calculation based on tax law that may change at any time.

What should the consultant recommend to meet the requirement?

- A. A formula field on the Order object
- B. An app from the AppExchange
- C. A screen flow for orders
- D. A spreadsheet with formulas

Answer: B

NEW QUESTION 153

Universal Containers needs to track quarterly sales goals for users. What are two ways a consultant can display sales goals and allow users to track their progress toward their goals?

Choose 2 answers:

- A. Create a Custom Report Type.
- B. Enable Forecast Adjustments.
- C. Enable Show Quota % Attainment.
- D. Create a quarterly snapshot

Answer: BC

NEW QUESTION 157

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 158

Universal Containers is creating a new program to allow customers to pay for large orders over the course of 1 to 3 years in monthly instalments beginning in the month the products are sold. The admin needs to configure Sales Cloud to accommodate the new pricing terms and to help the finance department forecast easily. What should the consultant recommend meeting the requirement?

- A. Use Revenue Schedules to capture instalment payment plan details for each Product.
- B. Create a Process Builder to create an Order for each instalment payment.
- C. Add a custom field to the Quotes object to capture the number of instalments.
- D. Set the default quantities to 12, 24, and 36 in a new Price Book for instalment sales.

Answer: A

NEW QUESTION 159

A consultant is beginning a new project with Cloud Kicks to implement collaborative forecasting. What should the consultant use to gather requirements using an Agile methodology?

- A. Linear process
- B. Quip spreadsheet
- C. User stories
- D. Forecast hierarchy

Answer: D

NEW QUESTION 164

Universal Containers is planning to migrate two million account records and 10 million contact records from its existing legacy CRM application to sales cloud. Which solution should the consultant recommend?

- A. Batch Apex
- B. Data Import Wizard
- C. Data Loader
- D. Third-party tool

Answer: D

NEW QUESTION 166

Cloud Kicks wants to release product enhancements effectively to drive user adoption mtd have the impact on the organization and users' day-to-day functions. What are three steps for successful change and seasonal release management? Choose 3 answers

- A. Prioritize executive requests.
- B. Train end users after deployment.
- C. Communicate updates to end user.
- D. Create an org development model.
- E. Collect input from stakeholders.

Answer: ACD

NEW QUESTION 169

Cloud Kicks' sales productivity is on the decline, while its competitors are more successful. The consultant has suggested Einstein Opportunity Insights. Which three insights can this provide? Choose 3 answers

- A. Opportunity Representative Score
- B. Sentiment Analysis
- C. Follow-up Reminders
- D. Deal Prediction
- E. Key Moments

Answer: CDE

NEW QUESTION 171

Cloud Kicks has a complicated sales process. Sales reps often have difficulty deciding when to move opportunities through various stages. Which solution should the consultant recommend?

- A. Use automation to send emails to sales reps with Guidance for Success
- B. Configure a dashboard that shows opportunities that have remained in the same stage for 30 days
- C. Activate Path and add up to five key fields and Guidance for Success
- D. Advise sales reps to collaborate on Slack to move opportunities along the pipeline.

Answer: C

NEW QUESTION 173

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

Answer: AB

NEW QUESTION 176

A customer notices a large increase in leads created overnight which exceed the daily limits. Upon examination, the leads appear to be created by bots. The Customer uses a standard web-to-lead form without safeguards in place to limit spam on forms. What should the consultant recommend as the first line of defense before republishing the form?

- A. Select Require reCAPTCHA Verification in Web-to-Lead settings
- B. Use a custom Web-to-Lead alternative with built-in protection.
- C. Use an AppExchange package to add a honeypot field.
- D. Engage the web services team to write custom CSS for the form.

Answer: A

NEW QUESTION 179

Cloud Kicks is expanding to international markets. Sales reps are unable to find specific products in the international price book. Which two steps should the consultant take to resolve this issue? Choose 2 answers

- A. Add the products to a product family.
- B. Activate the products
- C. Add the products to the price book.
- D. Share the products with sales reps.

Answer: BC

NEW QUESTION 180

A sales manager for one of Cloud Kicks' sales territories is unable to see a forecast for the current quarter. How should the consultant resolve this issue?

- A. Add the sales manager to the Forecasting public group.
- B. Configure the date filter on the forecast and assign it to the sales manager.
- C. Set the sales manager as the Forecast Manager for this territory.
- D. Select the correct forecast on the sales manager's user record.

Answer: C

NEW QUESTION 184

Prospects at Cloud Kicks are exposed to many different marketing activities. In most cases, a combination of several different activities result in a successful sale. How should the consultant configure Salesforce to track which marketing activities influenced the customer to make a purchase?

- A. Implement Customizable Campaign Influence.
- B. Create a junction object between Campaign and Opportunity.
- C. Use Surveys to request the information from the customer.
- D. Make the Primary Campaign Source required.

Answer: B

Explanation:

Creating a junction object between Campaign and Opportunity is the best way to track which marketing activities influenced a customer to make a purchase. This junction object will allow you to track the influence of multiple Campaigns on a single Opportunity, which can be used to gain insights into which Campaigns are most effective.

NEW QUESTION 189

The VP of sales at Cloud Kicks wants the sales team to use the Salesforce mobile app to complete their tasks. 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. Quick Actions
- C. Einstein Activity Capture
- D. Mobile Smart Actions

Answer: BD

NEW QUESTION 190

To properly plan for company growth, Cloud Kicks needs to forecast monthly revenue projections from the sales of its annual subscription service. What should the consultant configure to meet this requirement?

- A. Opportunity products with monthly product Schedules
- B. Opportunity products with formula fields for each month's value
- C. Opportunity dashboard showing opportunities closed each month
- D. Opportunity dashboard showing products sold each month

Answer: A

NEW QUESTION 193

Cloud Kicks' (CK) high-value opportunities are delayed in the approval process because sales managers' approval requests go unnoticed for various reasons. CK 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? Choose 2 answers

- A. Enable approvals by email for the approval process for high-value opportunities.
- B. Allow managers to approve or reject requests via the Approval Requests tab.
- C. Build an automation to approve high-value opportunities.
- D. Create a dashboard of pending approvals and add it to the Chatter feed.

Answer: AB

NEW QUESTION 198

Cloud Kicks has enabled territory forecasts to see how expected revenue compares between sales territories, and to determine which territory has closed the most deals in a month. The territory hierarchy has three branches with child territories, where forecast managers may be assigned to a few of them. Which two actions can forecast managers perform? Choose 2 answers

- A. Add territory forecast to the hierarchy.
- B. Add a Forecasts tab to the Sales app.
- C. View the territory forecasts as a single-page summary.
- D. Share the forecast with any Salesforce user.

Answer: CD

NEW QUESTION 201

Norther Trail Outfitters wants to migrate its Territory Management to a new structure for the upcoming fiscal year. What are two aspects a consultant should consider for this migration? Choose 2 answers

- A. Access to a territory model is controlled through profiles or permission sets.
- B. Territories can inherit assignment rules from other territories higher in the model.
- C. Only one territory model can be active at any given time.
- D. Territory user assignments are migrated to the new model.

Answer: AC

NEW QUESTION 203

Cloud Kicks has just deployed an of its configurations. The admin wants to build a separate process but uses most of the objects that were deployed. What is the best practice a consultant should recommend to the admin?

- A. Build in a test release environment and test changes in Production.
- B. Build in a Developer Sandbox and test changes in Production.
- C. Build in a Developer Sandbox and test changes in a test release environment.
- D. Build in a test release environment and test changes in a test release environment.

Answer: C

NEW QUESTION 204

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 Splits 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 209

The sales manager at Cloud Kicks has asked a consultant to create a report to track when opportunities reach a certain stage with an amount equal to \$100,000. The consultant saves the report to the Big Deals folder, which is a subfolder of the Sales Team folder. The Sales Manager role has View access to the Sales Team folder. The sales manager wants to subscribe to the report. Which permission does the sales manager need to subscribe to the report created by the consultant?

- A. Subscribe to Reports permission
- B. Subscribe to Reports: Set Running User permission
- C. Subscribe to Reports: Add Recipients permission
- D. Subscribe to Reports: Run Reports permission

Answer: A

NEW QUESTION 211

Cloud Kicks (CK) sells Formal and Athletic footwear lines. CK is using Product Families on Products to associate each product to its corresponding line. CK currently forecasts an Expected Revenue amount that combines all products together. A consultant is assessing how CK can divide its forecasts by footwear line. Which solution should the consultant recommend to improve CK's forecasts?

- A. Configure a new Forecast Type on Opportunity Product grouped by Product Family.
- B. Configure a new Forecast Type on Opportunity grouped by Product Family.
- C. Use Flow to populate custom Formal and Athletic currency totals, then forecast by these Fields.
- D. Make separate stages and sales processes for each Product Family.

Answer: A

NEW QUESTION 212

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 214

Universal Containers is creating a new program to allow customers to pay for large orders over the course of 1 to 3 years in monthly installments beginning in the month the products are sold. The admin needs to configure Sales Good to accommodate the new pricing term and to help the finance department forecast easily. What should the consultant recommend to meet the requirement?

- A. Use Revenue Schedules to capture installment payment plan details for each Product.
- B. Add a custom field to the Quotes object to capture the number of installments,
- C. Set the default quantities to 12, 24, and 36 in a new Price Book for installment sales.
- D. Create a Process Builder to create an Order for each installment payment.

Answer: B

NEW QUESTION 217

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

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

Answer: A

NEW QUESTION 219

The Cloud Kicks sales team needs to utilize the Salesforce mobile app feature to view, create, or update opportunities, but the internet is unavailable on their Android and iOS mobile devices.

Which two actions should the consultant recommend working around the issue?

Choose 2 answers

- A. Enable the connect offline feature in Salesforce.
- B. Enable the system permission to store offline data in Salesforce.
- C. Enable caching in Salesforce.
- D. Enable offline create, edit, and delete in Salesforce.

Answer: CD

NEW QUESTION 223

The consultant at Universal Containers recently enabled forecasts. A sales manager is concerned that all open opportunities appear in the Pipeline forecast category. Opportunities in Perception Analysis and Proposal/Price Quote stages should appear in the Best-Case category. Opportunities in the Negotiation/Review stage should appear in the Commit category.

How should the consultant ensure opportunities appear in the correct forecast categories?

- A. Create a field update with Flow to update the forecast category based on the opportunity stage
- B. Edit the probability percentage on opportunity stage picklist values.
- C. Map opportunity stages to the appropriate forecast categories.
- D. Update the opportunity stage picklist value labels to match the category to which they should be assigned

Answer: C

NEW QUESTION 227

The Discovery phase with Cloud Kicks (CK) has just ended. CK wants a visual way to see how the new processes will work. CK's process is complex and requires multiple slides.

What should the consultant design to give CK this high-level view?

- A. SIPOC Map
- B. Value Stream Map
- C. Capability Model
- D. Universal Process Notation

Answer: C

NEW QUESTION 232

Which two considerations should be made when deploying dynamic dashboards? Choose 2 answers

- A. Dynamic dashboards must be manually refreshed.
- B. Dynamic dashboards allow all users to view data as any user.

- C. Dynamic dashboards must be saved in public or shared folders.
- D. Dynamic dashboards require users to follow each component.

Answer: BD

NEW QUESTION 234

The VP of sales at Cloud Kicks wants to provide options to sales reps 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 order associated with the account should be in draft status.
- B. The price book associated with the order is associated with the new account.
- C. The currency associated with the order can be different from the new contract.
- D. The contract associated with the order is associated with the new account.

Answer: AD

NEW QUESTION 237

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 241

A consultant is implementing a new instance of Sales Cloud for Cloud Kicks (CK).

CK has a global sales presence that supports a customer base throughout the world. CK wants to set up an appropriate structure to track customers with subsidiaries.

Which approach should the consultant recommend meeting the requirement?

- A. Location-specific Account structure with Account Hierarchies
- B. Global Contact structure that links all Contacts with one global Account
- C. Location-specific Account structure without Account Hierarchies
- D. Global Account structure that links all Contacts with one global Account

Answer: A

NEW QUESTION 246

Universal Containers is analyzing data to identify gaps, and wants to know which Accounts with open Opportunities are missing Contacts.

Which feature should a consultant recommend to build this report?

- A. Custom report type
- B. Cross filter
- C. Joined report
- D. Custom filter

Answer: B

NEW QUESTION 247

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 252

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 255

A sales rep notices they can edit some opportunities associated with accounts they own, but is unable to edit other opportunities, although these are associated with accounts they own. Which three reasons could explain the sales rep's experience?

Choose 3 answers

- A. Sharing Rules for opportunities are set to Manager Groups.
- B. Opportunity visibility allows View access to opportunities owned by others and associated with accounts they own.
- C. The organization-wide defaults for opportunities are set to Private.
- D. All provisioned Opportunity object permissions enable Read access with all accounts the sales rep.
- E. Some opportunities associated with the sales rep's account are owned by other users.

Answer: BCE

NEW QUESTION 260

Good Kicks has the goal of generating high-quality leads by implementing Sales Cloud. Which metrics should the consultant analyze to determine the success of this goal?

- A. Total number of Leads created by a Sales Rep
- B. Lead to Opportunity Conversion Rate
- C. Lead to Quote Conversion Rate
- D. Total number of Leads by source

Answer: B

NEW QUESTION 262

Sales reps at Cloud Kicks are spending too much time coordinating meetings with prospective clients. Which solution should a consultant recommend to schedule meetings more efficiently?

- A. Share the sales reps' Salesforce calendar wrth clients.
- B. Utilize the Insert Availability feature in Salesforce Inbox.
- C. Ask clients to share their Outlook calendars.
- D. Create a site that clients can access to schedule meetings.

Answer: B

NEW QUESTION 263

Cloud Kicks is in the process of implementing Salesforce for its sales teams. Senior management has concerns about adoption. What should a consultant recommend to encourage adoption?

- A. Establish goals and key metrics.
- B. Give users access to a Sandbox environment.
- C. Define the sales process.
- D. Plan a first release with minimum features

Answer: A

NEW QUESTION 267

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 268

Universal Containers (UC) has established Sales Ops teams. As part of the sales process, Tasks are used to track all customer interactions. UC wants any available Sales Ops team member to handle these Tasks as soon as possible.

Which Salesforce functionality should the consultant recommend to meet the requirement?

- A. Create Opportunity Teams to manage Tasks.
- B. Leave the Task's Assigned To held bank
- C. Use workflows to create a Task for each team member.
- D. Assign Tasks to a queue to share work efficiently.

Answer: D

NEW QUESTION 269

A consultant has conducted Discovery sessions with Cloud Kicks stakeholders and is ready to start gathering user cases for Sales Processes. Which two groups should provide content for the use cases? Choose 2 answers

- A. Sales reps
- B. Executives
- C. Finance team
- D. Sales operations

Answer: AD

NEW QUESTION 272

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 273

Cloud Kicks (CK) acquired a company. The VP of technology wants to migrate all the sales data into CK's Salesforce instance. Which data migration sequence should the consultant recommend for the objects?

- A. Accounts, Contacts, Opportunities, Products, Product Line Items, Cases, Leads, Campaigns
- B. Contacts, Accounts, Leads, Campaigns, Opportunities, Products, Product Line Items, Cases
- C. Opportunities, Products, Product Line Items, Cases, Leads, Campaigns, Accounts, Contacts
- D. Accounts, Opportunities, Contacts, Products, Product Line Items, Cases, Leads, Campaigns

Answer: A

NEW QUESTION 276

Universal Containers continues to see substantial growth year-over-year. Outside sales reps think the* territories are too dense to cover adequately. Leadership has decided to modify the existing sales territories and hire additional staff to make the account allocations more manageable. So the states will change from one territory to two or more smaller territories. In these instances, accounts will need to be reassigned to new territories.

Sales operations wants to review the territory account assignments and verify the accuracy before the changes are reflected in Sales Cloud.

How should the consultant show sales operations what the data will look like after the change?

- A. Use Tableau to geocode account addresses and display on a territory map.
- B. Install the Territory Management Reporting Pack from the AppExchange.
- C. Run the updated assignment rules in Planning State and view the accounts on the territory detail page.
- D. Use Data Loader to export the accounts and make updates in Google Sheets.

Answer: D

NEW QUESTION 278

Cloud Kicks wants the sales operations team to be able to process customer credit card payments within Salesforce.

Which approach should the consultant recommend to meet this requirement?

- A. Schedule a nightly batch job to find and post daily charges
- B. Create a flow to alert the finance team to manually charge the account.
- C. Utilize an application from the AppExchange
- D. Develop Apex to connect with the Authorized.net API.

Answer: C

NEW QUESTION 283

Cloud Kicks (CK) uses a sales model where pre defined groups of reps work collaboratively on Accounts. Each group is also responsible for specific Accounts. CK has organization wide default access set to Public Read/1 for Accounts. CK discovered this caused issues with data quality where reps edited Accounts outside their scope responsibility. CK wants to allow reps to view any Account, but restrict editing to only reps who are responsible for those specific Accounts.

Which two steps should a consultant recommend to allow reps to continue to collaborate while eliminating incorrect edits?

Choose 2 answers

- A. Change Account organization-wide defaults to Private.
- B. Enable Account Teams to allow owners to grant Read/Write access.
- C. Create an Account sharing rule to grant Read/Write access to all Accounts.
- D. Change Account organization-wide defaults to Public/Read-Only.

Answer: BD

NEW QUESTION 286

During the last requirements meeting. Cloud Kicks team members said they will be taking the next week off to attend a conference.

What should a consultant do in response to this news?

- A. Ask the client to sign off on requirements and start the build.
- B. Update the solution design while the team is out of the office.
- C. Set up two requirements workshops for the following week.
- D. Update the project plan and communicate it to stakeholders.

Answer: D

NEW QUESTION 289

Cloud Kicks has organization-wide defaults set to Private for Account. With the rollout of Opportunity Teams, what should a consultant consider?

- A. The Opportunity will be implicitly Write for the team,
- B. Opportunity should be set to Public Read/Write first.
- C. Account should be set to Public Read first.
- D. The Opportunity's Account will be implicitly Read for the team.

Answer: D

NEW QUESTION 294

Cloud Kicks (CK) is migrating Account and Contact information from a legacy CRM system into Salesforce using Data Loader. Accounts in the legacy system have a unique ID field that is used to related Contacts to Accounts in the legacy system, CK wants to automatically match these Contacts to the relevant Accounts when loading Contacts into Salesforce.

What should a consultant recommend to meet the requirement?

- A. Create Mater-Detail on Contact.
- B. Create Master-Detail on Account.
- C. Create External ID on Contact.
- D. Create External ID on Account.

Answer: D

NEW QUESTION 298

Cloud Kicks has decided to implement Sales Cloud Einstein. After setting up Sales Cloud Einstein, a consultant finds some of the features are not enabled.

What are two steps the consultant can take to troubleshoot the issue? Choose 2 answers

- A. Check Sales Cloud Einstein permission set assignments.
- B. Validate the Connected App Details.
- C. Verify Integration User Profile Details
- D. Reconfigure the Einstein Lead Scoring app.

Answer: BC

NEW QUESTION 300

Cloud Kicks' (CK) marketing department is migrating from its email campaign and management system to Salesforce. The marketing admin wants to ensure that CK's email templates are retained.

Which two solutions should a consultant recommend for a successful migration? Choose 2 answers

- A. Import email templates with the Data Loader.
- B. Manually recreate the email and mail merge templates in Salesforce.27.
- C. Create an Email template change set or use the Lightning Platform.
- D. Enable Email Import and use the Import Wizard

Answer: AB

NEW QUESTION 301

Cloud Kicks (CK) recently finished a redeployment of is Lightning pages. CK users report that Lightning pages are loading slowly CK management wants to consider the impact this has on adoption.

Which two toots should the consultant recommend that CK use to evaluate lightning pages? Choose 2 answers

- A. Guidance for App Butter
- B. Lightning usage App
- C. Performance Analysis for App Builder
- D. Real-Time Event Monitoring

Answer: BC

NEW QUESTION 303

Sales reps at Cloud Kicks (CK) need to see the Opportunity amount with the Account's discount field. CK sales reps are located in different regions and use different currencies. A consultant creates a custom formula field on the Opportunity.

Which currency will the custom formula use for its value if the opportunity and account records have different currencies?

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

Answer: C

NEW QUESTION 306

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 311

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 314

Cloud Kicks has requested a Statement of Work (SOW) that clearly states who will train users on new features and how the training will be delivered. Which two sections of a SOW should the consultant discuss further with Cloud Kicks to meet the requirement? Choose 2 answers

- A. Approach
- B. Scope
- C. Background
- D. Terms and Conditions

Answer: AB

NEW QUESTION 317

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 322

Sales managers at Cloud Kicks need to visualize all open opportunities based on the location of the related Account. Which solution should a consultant recommend?

- A. Using Tableau CRM, import a data lens with the State and City for all opportunities.
- B. Enable Location Services and add the Account Address field to the Opportunity page layout.
- C. Create a dashboard that uses a report grouping opportunities by Account.
- D. Using Salesforce Maps, configure a Data Layer showing open opportunities.

Answer: D

NEW QUESTION 324

Cloud Kicks is running a campaign for the Shoe of the Month club. Sales management wants to use Campaign Influence features with Opportunities to attribute a percentage of success to influential campaigns. Which feature will allow for revenue share with standard and custom attribution models?

- A. Create a reporting snapshot for Campaigns.
- B. Use sharing rules to give access to Campaign members.
- C. Create a formula field to track Campaign Influence.
- D. Use Customizable Campaign Influence for reporting.

Answer: D

NEW QUESTION 329

Universal Containers continues to see substantial growth year-over-year. Outside sales reps think their territories are too dense to cover adequately. Leadership has decided to modify the existing sales territories and hire additional staff to make the account allocations more manageable. Some states will change from one territory to two or more smaller territories. In these instances, accounts will need to be reassigned to new territories. Sales operations wants to review the territory account assignments and verify the accuracy before the changes are reflected in Sales Cloud. How should the consultant show sales operations what the data will look like after the change?

- A. Use Tableau to geocode account addresses and display on a territory map.
- B. Install the Territory Management Reporting Pack from the AppExchange.
- C. Run the updated assignment rules in planning State and view the accounts on the territory detail page.
- D. Use Data Loader to export the accounts and make updates in Google Sheets.

Answer: C

NEW QUESTION 332

Cloud Kicks (CK) has a private Opportunity sharing model and leverages Opportunity teams to extend sharing. Occasionally, a team member's access needs to be removed due to

changes in sales structure.

How can CK revoke Opportunity team access on an ad-hoc basis?

- A. REVISE
- B. REVISE
- C. Remove the user's Opportunity team member.
- D. Remove the Opportunity team related list from page layouts.

Answer: C

NEW QUESTION 336

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