Salesforce

Exam Questions Sales-Cloud-Consultant

Certified Salesforce Sales Cloud Consultant

NEW QUESTION 1
During the Deploy phase at Cloud Kicks, users are finding it difficult to use a new system, which is adoption. How should the consultant avoid this issue in the future?

A. Design a solution during the Build phase.
B. Conduct a Beta review during the Validate phase.
C. Gain buy-in during the Analyze phase.
D. Develop test scripts during the Plan phase.

Answer: B

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 Outfitters (NTO) wants to expand its use of Salesforce and start tracking orders on accounts. NTO has hired a consultant to complete the project. Which two considerations should the consultant take into account when implementing sales orders' Choose 2 answers

A. Order line items can be added or removed after an order is activated.
B. Products have to be manually added to a cloned order.
C. Contract Number is a required field on the order page layout.
D. Organization-Wide defaults must be set to Controlled by Parent.

Answer: AD

NEW QUESTION 4
Cloud Kicks has configured Account Teams and is ready to go live in Production. How should the consultant migrate Account Team configuration to Production?

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

Answer: B

NEW QUESTION 5
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 6
Cloud Kicks just deployed Sales Cloud globally and wants to make sure that all of its users are using Salesforce. How should the consultant determine if all regions are using Salesforce?

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

Answer: D

NEW QUESTION 7
Cloud Kicks (CK) wants to implement sharing rules. Which three considerations should the consultant explain to CK?
Choose 3 answers

A. CK can expand access beyond the organization-wide default levels with sharing rules.
B. Organization-wide defaults must be Public Read Only or Private to create sharing rules.
C. Sharing rules apply only to new records that meet the definition of the source data set.
D. When a sharing rule is deleted, the sharing access created by that rule must be manually removed.
E. When multiple sharing rules are assigned, the user is assigned the least restrictive access.

Answer: ABE

NEW QUESTION 8
Cloud Kicks has 12 stages m its sales process. The probability of winning the sale must be indicated. The sales manager uses sales stages and probability for forecasting. The sales manager wants a condensed summary of the forecasts without affecting the sales team.
Which approach should a consultant recommend to streamline forecast reporting?

A. Create a custom object to be used in forecast reporting.
B. Reduce the number of opportunity stages and report on probability.
C. Align opportunity stages with probability and use collaborative forecasts for reporting.
D. Align forecast categories to multiple opportunity stages and report on forecast category.

Answer: D

NEW QUESTION 9
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 10
Cloud Kicks (CK) hired a consultant to analyse its Selesforce forecasting configuration end advise CK on how to improve it. The consultant found opportunities in the Value Proposition stage showed up m Collaborative Forecasting inconsistently, which led to inaccurate reporting
What should the consultant recommend to ensure that opportunities show up consistently?

A. Make the Forecast Category a required held.
B. Change the Forecast Report to include Forecast Category.
C. Map opportunity stages to the Forecast Category.
D. Add a validation rule to the Forecast Category.

Answer: C

NEW QUESTION 10
Cloud Kicks has completed the discovery stage, and leadership has aligned on the project's business goals. What should the consultant formalize with stakeholders before moving to the next project stage?

A. Develop wireframes to visualize the product end state.
B. Onboard team members to start development of the solution.
C. Define key metrics to identify how success will be measured.
D. Create user stories to present for prioritization.

Answer: A

NEW QUESTION 13
Cloud Kicks is expanding its operations to Europe. The company wants to enable able Advanced Currency Management to support both EUR and USD currencies, and show the total values of open opportunities on account records.
How should the consultant implement a solution to meet the requirement?

A. Use a custom summary formula field on the Opportunity.
B. Install a third-party app from the AppExchange.
C. Use a Roll-up Summary field from the Opportunity to the Account.
D. Create a cross-object formula field on the Account.

Answer: B

NEW QUESTION 16
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 20
The marketing team is using a separate platform for managing prospects and wants to hand off qualified prospects to the sales team.
How should the consultant meet this requirement?

A. Create Salesforce users for the marketing team so they can enter leads directly Into Salesforre.
B. Recommend an integration with the marketing platform that creates leads in Salesforce,
C. Recommend an integration with the marketing platform to Salesforce that generates tasks with lead information.
D. Create a report of Salesforce leads and compare it with marketing data on a regular basis.

Answer: B

NEW QUESTION 21
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 24
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 25
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 26
Universal Containers (UC) deployed Sales Cloud three months ago to the North American sales teams. One of the reasons UC selected sales cloud is its mobile support which provides flexibility for account executive.
How should the consultant assure UC s management that Sales Cloud is being successfully adopted on mobile de devices?

A. Create a report to show the volume of opportunities created in the last three months compared to a year ago.
B. Create a custom report type to show the use of mobile devices by users in the last three months.
C. Track sales results month-over-month for the last three months to show an increase m the average order site.
D. Leverage visualforce to show the use of mobile devices by users during the last three months.

Answer: D

NEW QUESTION 31
Universal Containers wants to minimize the need for sales reps to manually create meetings and events that are stored on their calendars.
Which two Einstein Activity Capture (EAC) capabilities should the consultant consider? Choose 2 answers

A. EAC a two-way sync for events and contacts.
B. EAC events are unable to be synched with contacts and leads.
C. EAC adds events to the activity timeline for custom objects.
D. EAC supports emails, events, and contacts.

Answer: AD

NEW QUESTION 34
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 36
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 41
Cloud Kicks is concerned that the sales team is taking longer to dose 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 45
Universal Containers has four product lines, each with its unique sales cycle. Once the prospect is qualified, the sales reps should follow the product-specific sales cycle. Which two actions should a consultant recommend to meet these requirements? Choose 2 answers

A. Implement sales processes that map to each Opportunity record type.
B. Create Opportunity record types for each product line.

Answer: AB

NEW QUESTION 46
The admin at Cloud Kicks needs to understand the adoption of Salesforce Files and multi-factor authentication.
What should a consultant recommend analysing adoption?

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

Answer: CD

NEW QUESTION 50
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 55
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 58
The sates 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 59

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

What should the consultant recommend to resolve the issue?

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

Answer: D

NEW QUESTION 64

The sales managers at Universal Containers (UC) believe that many of the sales reps' deals that are being lost to competitors are getting less attention than deals that are won.

What should a consultant build so management can assess whether its belief is correct and monitor it going forward?

A. Create formula fields on Opportunity and Activity.
B. Install an AppExchange app for tracking Lead conversion.
C. Build a report on Opportunities and Activities.
D. Build a report on Leads and Activities.

Answer: B

NEW QUESTION 67

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

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

Answer: CD

NEW QUESTION 70

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 Meld 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 71

A consultant is implementing a new Sales Cloud instance for Cloud Kicks (CK) that has a public sharing model for Accounts. Different sales reps own local Accounts that create a multi-level Account Hierarchy. CK needs to see the total number of closed won opportunities and the revenue value for all Accounts in the hierarchy when viewing 2 Parent Account. Which recommendation meets this requirement?

A. Configure an after-save flow to update a custom field on the parent Account with the total value of opportunities from the child Accounts.
B. Create a Roll-Up Summary field on the parent Account with the total value of won Opportunities from the child Accounts
C. Create a workflow rule to update the custom field on the parent Account with the total value of won Opportunities from the child Accounts
D. Use the View Account Hierarchy option and include a custom Roll-Up Summary field with the total value of won Opportunities in the displayed columns.

Answer: A

NEW QUESTION 76

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 78

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 (USO)?

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 83
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 85
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 86
Cloud Kicks wants to send a notification to sales reps when their opportunities remain open past the close date. Which two solutions should the consultant recommend to meet the requirement?
Choose 2 answers

A. Add sales reps to the Opportunity Team.
B. Instruct sales reps to follow their opportunities.
C. Enable Einstein Opportunity Insights.
D. Use Flow with a scheduled action and an email alert.

Answer: CD

NEW QUESTION 87
Cloud Kicks is implementing Sales Cloud and has asked a consultant to create an architecture diagram of the system.
Which stage of the project lifecycle does this fall under?

A. Plan
B. Document
C. Test
D. Design

Answer: D

NEW QUESTION 90
Cloud Kicks uses Salesforce in Lightning Experience to manage business Accounts and Person Accounts. The sales director wants to associate Person Accounts to business Accounts and/or Contacts.
Which Salesforce feature should the consultant recommend to meet these requirements?

A. Use a junction object between Accounts and Contacts.
B. Use the Contacts to Multiple Accounts feature.
C. Create a custom lookup from Accounts to Contacts.
D. Create a reverse lookup from Contacts to Accounts.

Answer: B

NEW QUESTION 93
Cloud Kicks (CK) has two sales divisions: a franchise sales division and a public sales division. The sales reps for each division have different user profiles. The sales reps for the franchise sales division should only be able to set up Business Accounts. What should the consultant recommend meeting this requirement?

A. Remove Person Account Record Types from the franchise sales user profile.
B. Ensure there are a minimum of two Record Types for Person Accounts.
C. Use sharing rules to share Accounts between franchise and public divisions.
D. Ask Salesforce Support to disable Person Accounts in CK's org.

Answer: A

NEW QUESTION 95
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?22.
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 97
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 101
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 106
The sales director at Cloud Kicks wants to enable Person Accounts in its org. The sales director asked a consultant to evaluate the solution and present it to the sales team.
What should the consultant consider when evaluating Person Accounts?

A. Enabling the Person Accounts feature is Irreversible.
B. Enabling Person Accounts requires a Public Read/Write sharing model
C. Person Account records only count toward Account storage.
D. The Person Account object must have at least two record types.

Answer: A

NEW QUESTION 111
An executive at Cloud Kicks (CK) has asked its admin to create a diagram to show the high-level process areas within the business. CK plans to use the diagram to show the context of a new area of the business within the overall business. What should the admin create to meet this requirement?

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

Answer: A

NEW QUESTION 115
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 117
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 119
Cloud Kicks requires its sales reps to 90 through an internal certification process on myTrallhead before they add specific groups of Products to Opportunities.
Which two solutions should be used to validate that sales reps have completed the myTrailhead badge? Choose 2 answers

A. Use a validation rule on Opportunity Products to prevent a sales rep from adding Products marked as requiring the myTrailhead badge if the rep has yet to complete the badge.
B. Use a Process Builder process on Products marked as requiring the myTrallhead badge to automatically share the Products with sales reps who have completed the badge.
C. Use a validation rule on Products marked as requiring the myTrailhead badge to prevent those Products from being added to an Opportunity.
D. Use a separate once book for the Products requiring the myTrailhead badge and only share the once book with sales reps who have completed the badge

Answer: AB

NEW QUESTION 122
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 125
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 stage reports often lack key information that sales managers expect 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. Create an Auto launched flow to determine if required fields are missing.
B. Mark the fields as required on the Page layout.
C. Customize Path and create validation rules dependent on stages.
D. Configure Path by checking the Key Field Required checkbox.

Answer: C

NEW QUESTION 126
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 131
Cloud Kicks (CK) has implemented different sales stages across its varied product lines. CK wants to deploy Collaborative Forecasting to all sales users.
Which two statements should a consultant consider when enabling forecasting? Choose 2 answers

A. Opportunity Splits must be enabled at the same time.
B. Multiple Forecast Types must be created and activated.
C. A Single Category or Cumulative Forecast Rollup should be defined.
D. The Forecast tab should be visible to easily view the forecasts.

Answer: CD

NEW QUESTION 132
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 135
Cloud Kicks has an integration between the data warehouse and Salesforce. The VP of operations wants to synchronize customer data between the systems. What should the consultant recommend to ensure data integrity?

A. Set up a Process Builder process on the Account object to check for unique values on a monthly basis.
B. Set up an encrypted field on the Account object with Read Only on the field security settings for all profiles except the admin profile.
C. Set up an External ID field on the Account object with Read Only on the field security settings for all profiles except the admin profile.
D. Set up an import of the data from the data warehouse on a monthly basis using Data Loader

Answer: B

NEW QUESTION 136
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 141
Cloud Kicks has enabled territory forecasts to see how expected revenue compares between sales territories, and to determine which territory has dosed 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 146
Cloud Kicks wants to implement team selling to share differing levels of access to Accounts and associate records, such as opportunities, contracts, and case, based on team member responsibilities.
Which capability should the consultant recommend?

A. Opportunity Teams
B. Role hierarchy
C. Account Teams
D. Sharing rules

Answer: C

NEW QUESTION 150
Multiple sales reps work together to close opportunities at Good Kicks. Management needs to know how much each sales nap receives on opportunities they dose 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 Spats 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 153
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 158
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 163
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 164
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 165
Cloud Kicks want to track different details for trade shows and customer webinars.
Which capability enables the use of custom fields, contextual validation rules, and varied layouts?

A. Parent Campaigns
B. Custom Picklist
C. Campaign Hierarchies
D. Record Types

Answer: D

NEW QUESTION 166
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 167
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 171
Cloud Kicks likes to have its supervisors coach the consultants based on the call transcripts. Which Salesforce product should the consultant recommend?

A. Salesforce Service Cloud
B. Salesforce native CTI Connector
C. Salesforce High Velocity Sales
D. Salesforce Sales Cloud

Answer: C

NEW QUESTION 176
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 178
The consultant at Cloud Kicks has noticed that sales data is quickly outdated and wants to keep Account data current.
What should the consultant recommend to maintain current Account information?

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

Answer: D

NEW QUESTION 183
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 186
Cloud Kicks recently purchased Salesforce and the leadership team is excited about being able to forecast more accurately. Sales managers say that making updates to54. forecasted amounts during the pipeline meetings is time consuming, and it's difficult to review all of the committed opportunities within the meeting time.
What should the consultant recommend to help make meetings more efficient while making real-time forecast updates?

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

Answer: D

NEW QUESTION 188
Universal Containers is realigning sales territories and needs to update ownership across its 400,000 accounts. The organization-wide default for Accounts is Private.
Which two factors should the consultant consider when updating the sales territories and Account owners? Choose 2 answers

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

Answer: AD

NEW QUESTION 193
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 198

Cloud Kicks currently supports three business lines within a single Salesforce instance:
Running, Athleisure, and Celebrity Co-Branded. The VP of Atheisure controls a large budget and is often able to re-prioritize business stories and 'shadow projects' into releases ahead of other groups.
This topic comes up frequently and often details the monthly project management meeting, which limits the amount of time available to cover other critical topics.
Which two strategies should the consultant recommend to address these issues? Choose 2 answers

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

Answer: AB

NEW QUESTION 200
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 204
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 206
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 208
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 213
Users at Cloud Kicks (CK) say the global search is returning too many results when searching for contacts. CK's admin confirmed that users have the correct permissions and record access to the contacts they want to see.
What should a consultant recommend to yield better search results?

A. Use quotation marks operator around contact's first and last name.
B. Add company name next to contacts full name in the search window.
C. Add LIKE keyword next to contact's full name in the search window.
D. Use parentheses operator to limit search to the Contacts object.

Answer: A

NEW QUESTION 215
The Cloud Kicks (CK) IT team wants to enable Person Accounts in its Salesforce org. Which three prerequisites must be met before the consultant can enable Person Accounts? Choose 3 answers

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

Answer: ABC

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

NEW QUESTION 220
Sales reps want to review pricing on historical contracts when working on new opportunities at Cloud Kicks. Contracts are created from the Account page. Sales reps need to view all contracts for the Account on the Opportunity record.
What should a consultant Implement to meet the requirement?

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

Answer: C

NEW QUESTION 224
The Cloud Kicks admin is planning to deploy new functionality as part of its quarterly update process. The consultant has recommended completing the update outside of business hours to avoid impacting users.
Where should the consultant direct the admin to check for scheduled system maintenance?

A. Company Profile
B. Trailblazer Community
C. Trailhead
D. Salesforce Trust

Answer: D

NEW QUESTION 228
Cloud Kicks has configured Einstein Activity Capture (EAC) for email and is waiting to deploy it. In the meantime, a consultant is preparing training to help end users get up to speed on the product.
Which two points should the consultant include in the training information? Choose 2 answers

A. Users can choose to show emails added via EAC in the Related Lists activities view.
B. Users must connect an email account to Salesforce and agree to terms before they can send emails in Lightning.
C. Users can set their Excluded Addresses list which takes priority over the global Excluded Addresses list.
D. Users can share individual emails or make them private.

Answer: AB

Explanation:
Einstein Activity Capture (EAC) allows users to store emails and attachments in Salesforce and have them visible in the Activity Timeline and Related Lists. Users can choose to show emails added via EAC in the Related Lists activities view.
To use Einstein Activity Capture, users must connect their email accounts to Salesforce. They must also agree to the terms of the service provider before they can send emails in Lightning.

NEW QUESTION 232
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 233
......

Thank You for Trying Our Product

We offer two products:

1st - We have Practice Tests Software with Actual Exam Questions

2nd - Questons and Answers in PDF Format

Sales-Cloud-Consultant Practice Exam Features:

* Sales-Cloud-Consultant Questions and Answers Updated Frequently

* Sales-Cloud-Consultant Practice Questions Verified by Expert Senior Certified Staff

* Sales-Cloud-Consultant Most Realistic Questions that Guarantee you a Pass on Your FirstTry

* Sales-Cloud-Consultant Practice Test Questions in Multiple Choice Formats and Updatesfor 1 Year

100% Actual & Verified — Instant Download, Please Click
Order The Sales-Cloud-Consultant Practice Test Here