

## Sales-Cloud-Consultant Dumps

### Certified Salesforce Sales Cloud Consultant

<https://www.certleader.com/Sales-Cloud-Consultant-dumps.html>



**NEW QUESTION 1**

Cloud Kicks (CK) has recently implemented Sales Cloud. CK wants to be able to forecast the number of shoes it sells to better coordinate with the logistics department to fulfill orders.

Which three options should a consultant recommend CK implement to accomplish this? Choose 3 answers

- A. Opportunity Quantity
- B. Collaborative Forecasts
- C. Forecast Types
- D. A custom field
- E. Product Revenue Schedules

**Answer:** ADE

**NEW QUESTION 2**

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

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

**Answer:** B

**NEW QUESTION 3**

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

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

**Answer:** AB

**NEW QUESTION 4**

A consultant has completed the Build and Validate phases of a Sales Cloud implementation at Cloud Kicks. Which step should the consultant complete next?

- A. Upgrade to the latest Salesforce Release.
- B. Sign off on the statement of work.
- C. Deliver training.
- D. Complete a post-mortem.

**Answer:** C

**NEW QUESTION 5**

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 Compliant 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 6**

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 7**

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 8

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 9

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 10

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

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

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

**Answer:** AC

#### NEW QUESTION 10

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 13

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 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 17

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 18

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 22

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 24

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 27

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 31

Cloud Kicks (CK) wants to migrate a data file containing 8,000 leads from a legacy system into Salesforce. Many of the lead owners have left the company, so CK wants to populate the Lead Owner field for these records using the active assignment rule. Which two tools should a consultant recommend to meet the requirement? Choose 2 answers

- A. Data Import Wizard
- B. Data Loader
- C. .Scheduled Apex
- D. .dataloader.io

**Answer:** AB

#### NEW QUESTION 33

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 34

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 39

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 41

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

Which solution should the consultant recommend?

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

**Answer:** B

#### NEW QUESTION 43

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 45

After completing a successful Sales Cloud rollout to a new business unit at Universal Containers, sales forecasting within Salesforce is inaccurate. Upon closer inspection, some opportunities appear in the incorrect forecast category. How should a consultant troubleshoot this issue efficiently?

- A. Write a conditional validation rule on the Forecast Category field.
- B. Make the Forecast Category a required field on relevant Opportunity page layouts.
- C. Create a report to determine the number of opportunities in each forecast category.
- D. Verify the Stage to Forecast Category Mappings on the Opportunity object

**Answer:** D

#### NEW QUESTION 50

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 51**

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

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

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

**Answer:** A

**NEW QUESTION 55**

Sales reps at Cloud Kicks are responsible for creating leads manually and entering relevant details. The marketing department has noticed that some leads are missing important information.

What are two functionalities the consultant should apply to ensure that key fields are populated?

Choose 2 answers

- A. An assignment rules
- B. A flow
- C. A required field
- D. A validation rules

**Answer:** CD

**NEW QUESTION 58**

Northern Trail Outfitters (WTO) wants to share revenue from opportunities with multiple reps. A consultant recommends using opportunity splits.

Which two prerequisites should be considered before splits are enabled? Choose 2 answers

- A. Add customized split types before enabling splits.
- B. Resolve any inactive currencies prior to enabling splits.
- C. Transfer opportunities owned by Inactive users to active users.
- D. Enable opportunity teams and add the opportunity owner as a team member.

**Answer:** AC

**NEW QUESTION 61**

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 62**

Universal Containers has configured the Account organization-wide default (OWD) sharing as Public Read Only. All customer Accounts are owned by the customer success manager. When a customer calls support to update their contact information, the support agent on their Account team is unable to edit the Account.

Which approach should a consultant recommend allowing the support agent to edit the Account, while still enforcing the Public Read Only OWD?

- A. The support agent should add themselves to the customer's Account team to grant Edit permissions.
- B. The support agent should contact the customer success manager to update the Account.
- C. The customer success manager should change the owner of the Account to the support agent.
- D. The customer success manager should include the support agent on the default Account team with Edit permissions.

**Answer:** D

**NEW QUESTION 67**

The Cloud Kicks sales team collaborates on opportunities which help them close more deals. What should the consultant configure to allow contributing sales team members to share in the revenue from closed opportunities?

- A. Enable Opportunity Splits from Setup.
- B. Add the Opportunities to a Campaign
- C. Add the contributors to the Opportunity's Contact role related list.
- D. Create Quick Actions to create child Opportunities.

**Answer:** A

**NEW QUESTION 70**

Cloud Kicks wants to enable representatives to view the individual team member's split percentage, where the split percentage is less than 100% of the revenue

amount.

Which attribution method should the consultant recommend?

- A. Opportunity Percent field
- B. Opportunity Overlay Split
- C. Opportunity Currency field
- D. Opportunity Revenue Split

**Answer:** A

#### NEW QUESTION 71

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 72

A consultant has been tasked with analyzing the way sates 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 76

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 79

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 84

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 85

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 89

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 93

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

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

**Answer:** B

#### NEW QUESTION 97

Organization-wide default settings for Account is set to Private at Cloud Kicks- Users are unable to see each others accounts. When a Salesforce admin assigns User A as the owner of an opportunity related to User B's account, which additional access will User A gain?

- A. User A will have Read-Write access to the opportunity's Account and its related contact records.
- B. User A will have Read-Only access to the opportunity's Account record.
- C. User A will have Read-Only access to the opportunity's Account and its related contact records.
- D. User A will have Read-Write access only to the opportunity's Account record.

**Answer:** D

#### NEW QUESTION 101

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 103

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 108

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 109



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 114

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 119

The sales manager at a company has noticed that sales teams are having trouble understanding who should an Opportunity. Sales teams base their sales Opportunities on assignments to specific ZIP codes. Which solution should the consultant recommend?

- A. Sharing Rules
- B. Territory Management
- C. Account Teams
- D. Sales Cloud Einstein

**Answer:** B

#### NEW QUESTION 121

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 124

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 129

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 133

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 136

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 137

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 138

Universal Containers wants to divide the revenue of the closed Opportunities between sales reps that worked on the deal. Additionally, on some deals, the sales reps work with technical sales managers and want a way to credit them for their support. How should the consultant meet this requirement?

- A. Enable Opportunity Teams and ask Opportunity owners to add technical sales managers.
- B. Use adjustments in Collaborative Forecasting to attribute Opportunity revenue to each technical sales manager
- C. Enable Opportunity splits, revenue splits for sales reps, and overlay splits for technical sales managers.
- D. Create 2 formula field on the Opportunity to track revenue attributed to technical sales managers.

**Answer:** D

#### NEW QUESTION 143

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 145

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 150

The enterprise architect for cloud Kicks wants to understand how objects in sales cloud are connected to one another. Which two approaches should a consultant use to help the architect? Choose 2 answers

- A. Explain the types of object relationships in Salesforce
- B. Review the Object Manager tab in Setup with the customer.
- C. Use Schema Builder to show a visual of related objects.
- D. Obtain an export of object data from the current system.

**Answer:** AB

#### NEW QUESTION 154

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 158

Sales operations managers are reporting a higher number of Activities than is accurate for their teams. When viewing reports, managers see Activities related to Opportunities and Accounts only for their team. However, Activity records related to Campaigns appear in all of the reports, regardless of which sales team should get credit for them. Enterprise Territory Management and role hierarchies are used.

Why are Campaign Activities for all teams visible in reports viewed by sales operations managers?

- A. The sales operations managers are given Read access to the Campaign object in their profile.
- B. Apex managed sharing is used to control the visibility of Activities related to Accounts.
- C. The Organization-wide Default for Campaigns is set to Public Read-Only.
- D. The Organization-Wide Default for Accounts is set to Private.

**Answer: B**

#### NEW QUESTION 162

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 166

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 167

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 170

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 174

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 179

Sales reps at Universal Containers (UC) want to know when a customer or prospect Contact opens an email, they sent so they can follow up with the Contact shortly afterward. Which tool should a consultant recommend to meet the requirement?

- A. Outlook Desktop Integration
- B. Einstein Activity Capture
- C. High Velocity Sales
- D. Salesforce Inbox

**Answer:** B

#### NEW QUESTION 184

Universal Containers compensates its sales team based on their achievement of the company's sales revenue goals. The sales ops team needs to track the sales reps' performance against these goals. How should the consultant meet the requirement?

- A. Construct Opportunity Reports with custom formulas to show attainment.
- B. Build automation to aggregate and report on revenue attainment from the User object.
- C. Configure custom objects and use automation to calculate and store attainment.
- D. Configure sales quotas and compare quota attainment on the forecast.

**Answer:** D

#### NEW QUESTION 189

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 194

Northern Trail Outfitters finished implementing Sales Cloud for a mid market sales team. Sales management wants to track data trends and adoption. What should the consultant recommend to measure core Sales Cloud record data?

- A. Adoption Dashboards Pack
- B. User Login Report
- C. System Overview Page
- D. Salesforce Optimizer

**Answer:** A

#### NEW QUESTION 199

After a project deployment, several bugs are identified by end users and prioritized by the project team. What are two ways a consultant should resolve these issues? Choose 2 answers

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

**Answer:** AD

#### NEW QUESTION 203

Northern 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 205

Cloud Kicks has 300,000 account records and 16 million invoices in a custom object with a master-detail relationship to the Account. Each account record takes a long time to display due to the rendering time of the invoice related list. What should the consultant do to solve this issue?

- A. Enable Collapsible Sections for the Invoice related list
- B. Move the invoice related list to a separate tab on the Lightning page.
- C. Convert the Invoice object into a lookup relationship.
- D. Enable indexing on all visible fields on the invoice related list.

**Answer:** D

#### NEW QUESTION 208

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 212

Cloud Kicks needs to implement a group of Campaigns that are related to a specific marketing initiative to report on success. What should a consultant recommend to meet the requirement?

- A. Create a custom Campaign Purpose field.
- B. Create a custom Campaign Group object.
- C. Use the existing Parent Campaign field.
- D. Use a Marketing dashboard from the AppExchange.

**Answer:** D

#### NEW QUESTION 216

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 217

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 222

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 224



Universal Containers (UC) has acquired another company that uses Salesforce and is migrating its legacy email alerts, and approval processes. Which two steps should the consultant perform to maintain data integrity? Choose 2 answers

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

**Answer:** AD

#### NEW QUESTION 228

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 233

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 234

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 237

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 239

A consultant has successfully deployed Sales Cloud at Cloud Kicks. What is the final step in completing an engagement?

- A. Measure adoption
- B. Perform testing
- C. Deploy solution
- D. Hand over documentation

**Answer:** A

#### NEW QUESTION 242

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

- A. Install the Chat (Live Agent) Dashboard package from the AppExchange
- B. Add a chart to the dashboard to show the number of agent chats associated to new leads compared to the total number of agent chats for the period.
- C. Add a custom field on the Chat Transcript object so agents can check a checkbox when a conversation results in a new lead
- D. Create a report using the custom field.

- E. Create a lead report that identifies the number of new leads with the lead source "Chat".
- F. Ask the marketing department to provide the program with Google Analytics data for the commercialcontainers web pages.

**Answer:** B

#### NEW QUESTION 246

Cloud Kicks has purchased a list of leads and wants sales reps to contact and measure the return on investment (ROI) of the purchased list. Which solution should the consultant recommend?

- A. Create a Campaign, import the list as Leads, and add them to the Campaign.
- B. Import the list as new Leads and update the Lead Source to "Purchased Lead."
- C. Create a new custom object to import purchased Leads,
- D. Import the list as new Leads using the Data Import Wizard.

**Answer:** A

#### NEW QUESTION 248

Cloud Kicks recently purchased Salesforce and the leadership team is excited about being able to forecast more accurately. Sales managers say that making updates to 54. 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 251

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 252

The project is almost finished, and now it's time to test the changes and updates that have been made before go-live. Cloud Kicks does not have a Partial or Full Sandbox. How should the consultant recommend testing be conducted?

- A. Create a new Sandbox, populate it with data, and ask volunteers to test it with use cases.
- B. Create test Accounts and Opportunities in Production and ask volunteers to test it with use cases.
- C. Create a new Developer Edition org, populate it with data, and ask volunteers to test it with use cases.
- D. Create a new Sandbox and ask volunteers to test it with use cases.

**Answer:** A

#### NEW QUESTION 256

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 261

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

Running, Athleisure, and Celebrity Co-Branded. The VP of Athleisure 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 264**

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 sales reps 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 269**

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 272**

What are two capabilities of Data Loader? Choose 2 answers

- A. Extracts organization and configuration metadata
- B. Prevents importing duplicate records
- C. Exports field history data
- D. Runs one-time or scheduled data loads

**Answer: CD**

**NEW QUESTION 277**

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

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

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

**Answer: AB**

**NEW QUESTION 282**

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 relate 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 Master-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 287**

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 contact's 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 291**

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 292

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 295

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 297

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

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

**Answer:** CD

#### NEW QUESTION 302

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 306

Cloud Kicks manages contacts for lead generation in a marketing application. Following a new Salesforce implementation, inbound leads will be reviewed in the marketing application and then migrated to Salesforce.

Which contacts should the consultant migrate from the marketing application to leads in Salesforce?

- A. New contacts
- B. Active contacts
- C. Qualified contacts
- D. All contacts

**Answer:** C

#### NEW QUESTION 308

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

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 315

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 316

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 317

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.  
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- 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 322

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 323

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