

# Salesforce

## Exam Questions Sales-Cloud-Consultant

Certified Salesforce Sales Cloud Consultant



#### NEW QUESTION 1

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 2

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 3

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

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

**Answer:** AB

#### NEW QUESTION 4

Cloud Kicks 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 5

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 6

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

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

**Answer:** C

#### NEW QUESTION 7

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 8**

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

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

**Answer:** CD

#### **NEW QUESTION 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 Salesforce forecasting configuration and advise CK on how to improve it. The consultant found opportunities in the Value Proposition stage showed up in 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 field.
- 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 (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/Write for Accounts. CK discovered this caused issues with data quality where reps edited Accounts outside their scope of 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 allowing reps to continue to collaborate while eliminating incorrect edits?  
Choose 2 answers

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

**Answer:** BD

#### **NEW QUESTION 14**

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 18**

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 Salesforce.
- 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 19**

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 22**

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 23**

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 26**

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 30**

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

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

**Answer:** ABC

**NEW QUESTION 31**

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 35**

Cloud Kicks (CK) has just completed its initial Sales Cloud implementation. The leadership team at CK wants to improve the rate of user adoption, What should the consultant recommend?

- A. Add an Approvals process to the Opportunity object to enforce data standards.
- B. Conduct a requirements workshop to gather user stories.
- C. Create a report to track the login rate over the last 7 days.

D. Create a Slack channel to gather and discuss feedback from users.

**Answer: C**

**NEW QUESTION 40**

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 45**

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 48**

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 53**

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 57**

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 60**

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 61**

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 66**

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 70**

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

Choose 2 answers:

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

**Answer:** BC

**NEW QUESTION 75**

The sales department at cloud kicks is growing quickly. New sales executives should prioritize interacting with existing contacts who are decision makers and influencers to further the business relationship.

Which solution should the consultant recommend?

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

**Answer:** A

**NEW QUESTION 76**

Cloud Kicks (CK) frequently has multiple sales reps who collaborate on an opportunity. CK needs Salesforce to allocate credit to each sales rep to track against a sales quota.

Which Salesforce feature should the consultant use to meet this requirement?

- A. Opportunity Splits
- B. Sales Analytics
- C. Custom Metadata
- D. Collaborative Forecasting

**Answer:** A

**NEW QUESTION 78**

Cloud Kicks' sales productivity is on the decline, while its competitors are more successful. The consultant has suggested Einstein Opportunity Insights.

Which three insights can this provide? Choose 3 answers

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

**Answer:** CDE

**NEW QUESTION 81**

Cloud Kicks (CK) plans to implement Advanced Currency Management for its Salesforce implementation. CK has Roll-up Summary fields on the Account and Opportunity.

What should CK consider when enabling Advanced Currency Management in its Salesforce org?

- A. Dated exchange rates are used in Opportunity forecasting or currency fields in other types of reports.
- B. Opportunity Roll-up Summary fields will update from the Opportunity Line Item object.
- C. Account Roll-up Summary fields will update from the Opportunity object.
- D. Account cross-object formulas always use the dynamic conversion rate for currency conversion.

Answer: B

#### NEW QUESTION 82

In the Discovery phase of a Sales Cloud implementation, what are three effective ways a consultant can determine the design of the system? Choose 3 answers

- A. Schedule training.
- B. Establish performance benchmarks.
- C. Observer end users.
- D. Administrator a survey.
- E. Host a focus group.

Answer: BDE

#### NEW QUESTION 83

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 84

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

Which solution should the consultant recommend to meet the requirement?

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

Answer: A

#### NEW QUESTION 89

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

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

Answer: AC

#### NEW QUESTION 93

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 94

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

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

Answer: C

#### NEW QUESTION 96

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

Which solution should a consultant recommend to meet the requirement?

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

**Answer: C**

#### NEW QUESTION 100

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 Cloud 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 103

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

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

**Answer: AD**

#### NEW QUESTION 106

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

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

Which approach should the consultant recommend meeting the requirement?

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

**Answer: A**

#### NEW QUESTION 111

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 112

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 117

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

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

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

**Answer: D**

#### **NEW QUESTION 120**

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 123**

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 124**

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 128**

Universal Containers is growing its international business. Domestic account executives believe that the standard price book has become difficult to use because there are too many records reflecting different currencies and country-specific product variations.

What should the consultant recommend to improve usability for account executives?

- A. Create product families to enable users to filter by continent and country.
- B. Use custom price books for domestic and international customers.
- C. Use separate product catalogs for domestic and international customers.
- D. Update the product naming conventions to include the currency in the product name.

**Answer: B**

#### **NEW QUESTION 130**

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 133**

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

contacts?

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

**Answer: C**

**NEW QUESTION 138**

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 141**

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 144**

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 147**

Sales managers at Cloud Kicks need to visualize all open opportunities based on the location of the related Account.

Which solution should a consultant recommend?

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

**Answer: D**

**NEW QUESTION 152**

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