Salesforce

Exam Questions Sales-Cloud-Consultant

Certified Salesforce Sales Cloud Consultant

About Exambible

Your Partner of IT Exam

Found in 1998

Exambible is a company specialized on providing high quality IT exam practice study materials, especially Cisco CCNA, CCDA, CCNP, CCIE, Checkpoint CCSE, CompTIA A+, Network+ certification practice exams and so on. We guarantee that the candidates will not only pass any IT exam at the first attempt but also get profound understanding about the certificates they have got. There are so many alike companies in this industry, however, Exambible has its unique advantages that other companies could not achieve.

Our Advances

* 99.9% Uptime

   All examinations will be up to date.

* 24/7 Quality Support

   We will provide service round the clock.

* 100% Pass Rate

   Our guarantee that you will pass the exam.

* Unique Gurantee

   If you do not pass the exam at the first time, we will not only arrange FULL REFUND for you, but also provide you another exam of your claim, ABSOLUTELY FREE!

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

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

Answer: D

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

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

Answer: B

NEW QUESTION 3
- (Exam Topic 1)
A company has these requirements for dealing with Cases:
- Handled efficiently and by the right agents
- Distributing the load so that agents do NOT have to manually select the next Case to work Which two Omni-Channel features will assist in this routing and distribution? Choose 2 answers

A. Route to agents with the most cases closed for that topic.
B. Route to agents staffing the assigned overflow queues.
C. Route to agents with the least amount of active assigned work.
D. Route to agents with the most capacity to take on new work.

Answer: CD

NEW QUESTION 4
- (Exam Topic 1)
Universal Containers (UC) created a new mobile app that enables customers to place orders and track fulfillment. UC wants to quickly embed customer service into the new mobile app. Which two features should be added to meet this requirement? Choose 2 answers

A. Salesforce Knowledgebase
B. Chatter Groups
C. Field Service Lightning
D. Service Cloud SOS

Answer: CD

NEW QUESTION 5
- (Exam Topic 1)
Universal Containers wants to provide a more consistent service experience to its customers and is evaluating the Service Cloud macro feature.
Which three configurations must be made? Choose 3 answers

A. Users must use Lightning Experience.
B. Publisher Actions used in the macros must be on the page layout.
C. The Macros widget or utility must be added to the console.
D. The Run Macros Permission must be granted to users.
E. The Run Macros Action must be on the page layout.

Answer: ABD

NEW QUESTION 6
- (Exam Topic 1)
A company would like to implement a solution that would hold service reps accountable to customer Service Level Agreements.
Which two steps should be completed to meet this request? Choose 2 answers

A. Enable Work Orders.
B. Create an Entitlement Process.
C. Set up Milestones.
D. Configure Service Contracts.

Answer: BC

NEW QUESTION 7
- (Exam Topic 1)
Universal Containers wants to deploy the Service Cloud to its contact centers located across North America, Europe, and Asia. The company wants standardized contact center processes and reporting implemented in its centers worldwide.
Which approach should a consultant recommend in this scenario?

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

Answer: A

NEW QUESTION 8
- (Exam Topic 1)
How should a Consultant provide Suggested Article functionality to Lightning Service Console users?

A. Add the Knowledge Component to the Service Console.
B. Add the Knowledge tab to the Console app.
C. Create email templates with Knowledge Articles attached.
D. Add the Suggested Article widget to the Case page layout.

Answer: A

NEW QUESTION 9
- (Exam Topic 1)
Universal Containers is using the Lightning Service Console for managing cases and wants to add a softphone to enable click-to-call capability.
Which three configurations are needed for the softphone to work in Salesforce? Choose 3 answers

A. Install an adapter from AppExdiange to work with third-party cn systems.
B. Enable Live Agent in their community to chat with an agent.
C. Assign the correct Salesforce users to the Call Center.
D. Create a softphone layout and assign to user profiles.
E. Assign the Salesforce CTI license to Salesforce users.

Answer: ACD

NEW QUESTION 10
- (Exam Topic 4)
Universal Containers would like to reduce the clicks a Customer Support Agents uses when working on a case. This includes the time it takes to create, resolve, and close the case. Which three Salesforce productivity features should be used to accomplish this requirement? Choose 3 answers

A. Publisher Actions
B. Chatter
C. Macros
D. Omni-Channel
E. Quick Text

Answer: ACE

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

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

Answer: AC

NEW QUESTION 13
- (Exam Topic 4)
Universal Containers will be launching a telesales contact center. What are two design considerations? Choose 2 answers

A. Integration with Lead Generation applications
B. Integration with Field Service teams and applications
C. Strategies to maximize call deflection
D. Performance for high volume of interactions

Answer: AD

NEW QUESTION 15
- (Exam Topic 4)
UC is migrating data from a legacy system into Salesforce. The company needs to migrate lead, contact, and opportunity data from its legacy system and must be able to report on historical lead conversion for both legacy and newly created data. What is the recommended order for data migration?

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

Answer: D

NEW QUESTION 17
- (Exam Topic 4)
Cloud Kicks has a lengthy and complex sales cycle. Opportunities have stages that sales reps must move a deal through, as well as indicate the probability of winning the sale. The sales manager presently uses sales stages and probability for forecasting and wants to simplify the process of reporting on projected sales for the sales team. Which approach should a Consultant recommend to streamline forecast reporting?

A. Reduce the number of Opportunity stages and report on probability.
B. Align Opportunity stages with probability and use collaborative forecasts for reporting.
C. Reduce the number of opportunity stages and report on forecast category.
D. Align forecast categories to multiple Opportunity stages and report on forecast category.

Answer: B

NEW QUESTION 18
- (Exam Topic 4)
Sales manage travels frequently – how to review pending approvals? Choose 2 answers:

A. Approvals by email
B. Enable mobile
C. Schedule & email dashboard results
D. Schedule & email report results

Answer: AB

NEW QUESTION 22
- (Exam Topic 4)
A Sales Cloud implementation at Universal Containers requires a global design that involves multi-currency, multi-language, region-specific sales processes and workflows. Which factor is important for optimizing user adoption? Choose 2 answers

A. ploying realistic training data in the corporate standard currency
B. Customizing the training curriculum for each specific region
C. Developing only a standardized, global training curriculum for all users
D. Communicating the training plan well in advance of training start date

Answer: BD

NEW QUESTION 23
- (Exam Topic 4)
A customer needs Chatter, a custom mobile layout, and custom branding for its mobile users. which solution should a consultant recommend?

A. Chatter for Mobile
B. Mobile Classic
C. Salesforce1
D. Custom mobile solution

Answer: C

NEW QUESTION 28
- (Exam Topic 4)
Universal Containers does not have a direct sales team; its channel partners are responsible for selling and servicing products. Over the past quarter, there has been an increased volume of leads. However, the Vice President of Channels has been receiving many complaints from partners on the poor quality of the leads and has noticed a significant drop in the lead conversion rate. What should a consultant recommend to improve partner satisfaction with the leads being shared?

A. Use the lead Score on the find duplicates button and assign the leads with a score in the high category
B. Create multiple validation rules to ensure that all fields on the lead record are populated with data
C. Assign all leads to the partner channel manager to validate the lead data and manually assign to partners
D. Create a custom lead score field to assess lead quality and assign the leads that exceed the score to partners

Answer: D

NEW QUESTION 30
- (Exam Topic 4)
The VP of Service at Universal Containers is looking for ways to reduce contact centers costs. Which two metrics should the Consultant recommend? Choose 2 answers

A. Average Handle Time
B. Service-Level Agreements
C. First Call Resolution
D. Time to Answer

Answer: AC

NEW QUESTION 32
- (Exam Topic 3)
Which of the following descriptions best describe Knowledge?

A. A tool for extending pricing proposals to customers
B. A content management tool for users who seek information
C. A library that allows access to documents
D. A collaboration tool
E. A data enrichment tool that maintains updated data

Answer: B

NEW QUESTION 37
- (Exam Topic 3)
A strong pipeline requires greater visibility. Which of the following example describes a need for greater visibility?

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

Answer: C

NEW QUESTION 39
- (Exam Topic 4)
Sales management at Universal Containers would like to track the following information:
* Number of open opportunities in the current quarter by sales representative
* Number of closed opportunities in the last quarter by sales representatives What should a consultant recommend to meet these requirements?

A. Create an analytic snapshot
B. Create a joined report.
C. Create a dynamic dashboard
D. Create a summary report with cross filters

Answer: B

NEW QUESTION 44
- (Exam Topic 4)
Universal Containers is in the design phase of a complex Sales Cloud implementation. There are teams working on data migration, integration, application, and technical design. What step should a consultant take to ensure that the design accounts for all aspects of the requirements?

A. Conduct integration performance reviews.
B. Conduct executive committee review.
C. Conduct end-to-end solution reviews.
D. Conduct data migration reviews.

Answer: C

NEW QUESTION 46
- (Exam Topic 4)
Universal Containers is developing its strategy for supporting their customers on social media sites. The company's requirements include the ability to: - Monitor Facebook fan page for new posts and comments from customers - Link new posts and comments to an existing customer record - Respond to posts from the existing Salesforce Console for Service - Create and link social personas to contacts What should a consultant recommend to meet these requirements?

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

Answer: A

NEW QUESTION 51
- (Exam Topic 4)
Universal Containers needs the ability to associate installed products at an account to specific cases. Those installed products contain information on the account's contracted Service Level Agreement (SLA) as well as the installed product serial number. Which approach should Universal Containers consider implementing to best satisfy these requirements?

A. Create a lookup to a custom object for the installed product
B. Use the standard Opportunity relationship
C. Use the standard Asset relationship
D. Create a lookup object to the contract record

Answer: C

NEW QUESTION 56
- (Exam Topic 4)
What is a capability of Data.com Clean?Choose 3 answers

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

Answer: CDE

NEW QUESTION 57
- (Exam Topic 3)
A strong pipeline requires trusted data. Which of the following example describes a need for trusted data?

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

Answer: D

NEW QUESTION 61
- (Exam Topic 3)
Sales rep @ UC collaborates with ABC company on opportunity to sell to XYZ Company. ABC Co has been added to partner related list on the opportunity. What will automatically happen? Choose 2 answers:

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

Answer: CD

NEW QUESTION 66
- (Exam Topic 3)
What are the main challenges that Marketing faces when trying to drive more business? (Select all that apply)

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

Answer: ABCE

NEW QUESTION 71
- (Exam Topic 3)
What types of records can be added to Salesforce from Data.com? (Select all that apply)

A. Opportunities
B. Contacts
C. Leads
D. Accounts
E. Campaigns

Answer: BCD

NEW QUESTION 74
- (Exam Topic 3)
What are the factors that influence sales metrics drive KPI's and form key business challenges?

A. Weak pipeline
B. Low productivity (sales rep)
C. Poor predictability (forecast)
D. Ineffective selling

Answer: A

NEW QUESTION 78
- (Exam Topic 3)
Import 100 leads/mo – need to prevent dups.

A. Import using import wizard
B. Run script in external DB to identify dups.
C. Import leads & use global search to identify dups.

D. Export existing leads using a report & scrub prior to re-import

Answer: A

NEW QUESTION 83
- (Exam Topic 3)
ACampaign Call-Down report justifies the spend on programs; helps to know who to target for future campaigns; shows the relations to sales data, lead data, and analysis of campaigns; and reflects how customer community interacts and how it affects sales. Who would benefit most from the idea that this report helps to know who to target for future campaigns?

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

Answer: D

NEW QUESTION 86
- (Exam Topic 3)
Which pair of reports is best associated with the business driver "Improve Sales Rep productivity"?

A. "# of Face-to-Face Meetings" and "# of Deals Won, Lost, and In-Progress"
B. "Stage Duration Age" and "Forecast by Sales Rep"
C. "Closed Opportunities by Lead Source" and "Reasons for Lead Disqualification"

Answer: A

NEW QUESTION 88
- (Exam Topic 3)
ACampaign Call-Down report justifies the spend on programs; helps to know who to target for future campaigns; shows the relations to sales data, lead data, and analysis of campaigns; and reflects how customer community interacts and how it affects sales. Who would benefit most from the idea that this report justifies the spend on programs?

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

Answer: A

NEW QUESTION 92
- (Exam Topic 3)
Which of the following are the main challenges that affect Sales Rep productivity? (Select all that apply)

A. Lack of motivation
B. Tedious data entry process
C. Difficulty in finding information
D. Not enough leads from marketing
E. Difficulty in keeping client data current
F. Having to create reports manually

Answer: BCEF

NEW QUESTION 94
- (Exam Topic 3)
Which best describes the Salesforce Automation feature "Activities"?

A. Ensures that we are tracking our progress towards the desired states.
B. Enforces the business process.
C. Identifies key stakeholders from the buy side.
D. Makes sure we recognize those involved in the sales process.
E. Allows to better automate the sales methodology.
F. Determines the sales stages of an organization.

Answer: A

NEW QUESTION 97
- (Exam Topic 3)
Universal Containers was bought by a larger company and needs to provide information on a monthly basis to the new parent company to help predict sales. Which data should the new parent company review?

A. Dashboard of user login history
B. Count of new lead records created
C. Number of activities tied to opportunities
D. Opportunity pipeline report grouped by month

Answer: D

NEW QUESTION 102
- (Exam Topic 3)
Territory mgt is enabled. Users should be able to track account plans for each account they have access to

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

Answer: B

NEW QUESTION 106
- (Exam Topic 3)
What are the main challenges that marketing faces when trying to align with sales? (Select all that apply)

A. Inefficient handoff from marketing to sales
B. Lack of feedback from marketing to sales
C. Slowing down of lead velocity
D. Sales cannot keep up with leads from marketing

Answer: AC

NEW QUESTION 110
- (Exam Topic 3)
Which option best identifies with the Chatter Record Page?

A. Everyone can see what you post her
B. Displays posts from everyone you're following.
C. Everyone can see what you post her
D. Only displays posts directed to you.
E. Only users with access rights can view or post here.

Answer: C

NEW QUESTION 115
- (Exam Topic 3)
What should you consider when migrating inactive campaigns?

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

Answer: B

NEW QUESTION 118
- (Exam Topic 3)
Universal Telco sells and supports a line of smart phones. The company offers support via phone, email-to-case, web-to-case, and a customer portal. The call center manager is incented to drive support through customer self-service. Which report should be included on the manager's dashboard? Choose 3 answers:

A. Average Call Handle Time
B. Cases by Support Channels
C. Number of Portal Logins per Day
D. Escalated Calls
E. Knowledge Article Usage

Answer: BCE

NEW QUESTION 119
- (Exam Topic 3)
Which of the following descriptions best describe Content?

A. A tool for extending pricing proposals to customers
B. A content management tool for users who seek information
C. A library that allows access to documents
D. A collaboration tool
E. A data enrichment tool that maintains updated data

Answer: C

NEW QUESTION 120
- (Exam Topic 3)
A strong pipeline requires faster response. Which of the following example describes a need for faster response?

A. Leads are qualified but not routed to the right people

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

Answer: A

NEW QUESTION 124
- (Exam Topic 3)
An outsourced contact center is losing part-time agents to a nearby contact center that promotes flexible scheduling. Which support channel requires the smallest amount of agent work time?

A. Web to case
B. Email to case
C. Web self service
D. Chat

Answer: C

NEW QUESTION 129
- (Exam Topic 2)
Match the following loading option to the description of when to use it. "Integration"

A. Brian wants to consolidate all his accounts from several systems.
B. Bill wants to load 20,000 lead records.
C. Becky wants to load all her 65,000 contact records.
D. Bob wants to load a single account record.
E. Berta wants to keep a separate system as her "system of record"

Answer: E

NEW QUESTION 130
- (Exam Topic 3)
What should you do when migrating Opportunities?

A. Determine if you need to load owner who are not current users
B. Always load all owners, including those who are not current users
C. Only load owners who are current users
D. Load all available data, including owners

Answer: A

NEW QUESTION 135
- (Exam Topic 3)
Which best describes the Salesforce Automation feature "Sales Processes" ?

A. Ensures that we are tracking our progress towards the desired states.
B. Enforces the business process.
C. Identifies key stakeholders from the buy side.
D. Makes sure we recognize those involved in the sales process.
E. Allows to better automatic the sales methodology.
F. Determines the sales stages of an organization.

Answer: F

NEW QUESTION 137
- (Exam Topic 2)
Which of the following can be synced with Salesforce for Outlook? (Select all that apply)

A. Contacts
B. Tasks
C. Accounts
D. Events
E. Emails

Answer: ABD

NEW QUESTION 140
- (Exam Topic 2)
Your commit summary says you can bring in $1,000 this period but you've just gotten a verbal approval on a deal for $500 from a CEO. What should you do?

A. Nothin
B. It's ok if the forecast is inaccurate
C. Override the opportunity and move the stage to commit, making the forecast more realistic
D. Override the forecast summary for your commit

Answer: B

NEW QUESTION 144
- (Exam Topic 2)
Your org-wide defaults for access rights to Price Books are set to "Use", but only Sales Reps should have access to Price Books. What should be your first step?

A. Change the org-wide default setting to "No Access"
B. Change the org-wide default setting to "View Only"
C. Leave the org-wide default setting, but change the Sales Reps' access rights
D. Change the Sales Reps' access rights to "Use'

Answer: A

NEW QUESTION 147
- (Exam Topic 2)
Match the following loading option to the description of when to use it. "ETL Tool"

A. Brian wants to consolidate all his accounts from several systems.
B. Bill wants to load 20,000 lead records.
C. Becky wants to load all her 65,000 contact records.
D. Bob wants to load a single account record.
E. Berta wants to keep a separate system as her "system of record"

Answer: A

NEW QUESTION 152
- (Exam Topic 2)
How can end users work with Salesforce for Outlook? (Select all that apply)

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

Answer: CD

NEW QUESTION 153
- (Exam Topic 2)
Customizable Forecasting must be enabled by salesforce.com support.

A. True
B. False

Answer: B

NEW QUESTION 154
- (Exam Topic 2)
Your sole focus, when working with a client on data management, should be on initial data migration.

A. True
B. False

Answer: B

NEW QUESTION 156
- (Exam Topic 2)
Match this tip with its design consideration. "Use alerts sparingly"

A. Tab and field naming
B. Reduced clicks
C. Search
D. Record types and page layouts
E. Workflow rules and approvals
F. Minimized redundant data entry

Answer: E

NEW QUESTION 159
- (Exam Topic 2)
With Customizable Forecasting you can forecast any of the following data. (Select all that apply)

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

Answer: ACD

NEW QUESTION 161
- (Exam Topic 2)
How do you create a new quote for a customer?

A. Select an Account and click "New Quote"
B. Click the Quotes tab, then click "New Quote"
C. Select an Opportunity, then click "New Quote"
D. Select a Contact and click "New Quote"

Answer: C

NEW QUESTION 165
- (Exam Topic 2)
Place the following steps in the correct order to set up Salesforce for Outlook:

A. Users and profiles must be assigned to an Outlook configuration
B. Users must begin syncing records across platforms
C. Salesforce for Outlook must be downloaded to the machine
D. An Outlook configuration must be created.

Answer: ABCD

NEW QUESTION 167
- (Exam Topic 2)
Why are profiles important when managing security of records? (Select all that apply)

A. Profiles allow users Read permission onl
B. To allow Create, Edit, or Delete permissions, an admin must change the default setting.
C. When custom applications are installed or created, you can manage access at the profile leve
D. Profiles define a user's permission to perform different functions within Salesforce.
E. Profiles manage data visibility based on where users are placed

Answer: BC

NEW QUESTION 170
- (Exam Topic 2)
Which of the following stage should be matched with the Forecast Category "Omit"?

A. Early pipeline stages
B. Mid pipeline
C. Late pipeline stages
D. Closed and Won
E. Closed and Lost

Answer: E

NEW QUESTION 172
- (Exam Topic 1)
Universal Containers uses Live Agent to interact with customers. Service Reps complain that it takes too much time to end the chat and close the case.
Which two features should a Consultant recommend to address this concern? Choose 2 answers

A. Visual Workflow
B. Lightning Guided Engagement
C. Quick Text
D. Macros

Answer: CD

NEW QUESTION 175
- (Exam Topic 1)
The Support Manager at Universal Containers is getting inaccurate agent performance reports. After researching the data, the Salesforce Administrator has identified hundreds of cases that are closed, but still owned by a queue.
Which two solutions should a Consultant recommend to correct this problem? Choose 2 answers

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

Answer: AB

NEW QUESTION 178
- (Exam Topic 2)
Who can benefit from the Quotes feature? (Select all that apply)

A. A customer who wants to get a quote from Salesforce
B. A sales rep who wants to create and email a PDF quote from Salesforce

C. An Administrator who wants to manage quoting in Salesforce

Answer: ABC

NEW QUESTION 181
- (Exam Topic 2)
You have an Opportunity in the Value Proposition stage, for an amount of $1,000 that has a 50% Probability of closing. If all goes well, and this Opportunity closes, how much revenue will be realized?

A. $1,000
B. $500
C. $750

Answer: A

NEW QUESTION 185
- (Exam Topic 2)
What is clean data?

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

Answer: A

NEW QUESTION 188
- (Exam Topic 2)
There are four steps to managing Products and Price Books. Can you put the steps in order?

A. Create Product
B. Create Custom Price Book
C. Defined Standard Price
D. Set List Price

Answer: BCD

NEW QUESTION 190
- (Exam Topic 2)
Forecasting is an exact science and is the total of all the opportunities you are working on.

A. True
B. False

Answer: B

NEW QUESTION 193
- (Exam Topic 2)
You can track Assets through Accounts, Contacts, Products, or Cases.

A. True
B. False

Answer: A

NEW QUESTION 198
- (Exam Topic 2)
Role hierarchy should normally mimic the org structure.

A. True
B. False

Answer: B

NEW QUESTION 203
- (Exam Topic 2)
Which of the following steps accurately describe the process map in sales and marketing organizations?

A. Lead generation, lead qualification, revenue management (forecasting)
B. Lead generation, revenue management (forecasting), lead qualification
C. Lead generation, lead qualification, opportunity conversion
D. Lead generation and qualification, opportunity conversion, revenue management (fore casting)

Answer: A

NEW QUESTION 208
- (Exam Topic 2)
Which of these steps should take place before setting a List Price for a Product? (Select all that apply)

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

Answer: CD

NEW QUESTION 209
- (Exam Topic 1)
Universal Containers wants to provide its five million customers a solution where customers can submit inquiries, monitor the status of those inquiries, and view their contact information.
Which type of Community license should be used to meet these requirements?

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

Answer: C

NEW QUESTION 212
- (Exam Topic 1)
Universal Containers has built a custom Visualforce page called "Knowledge" that is used internally to access Classic Knowledge.
Which two steps must be taken to ensure the Visualforce page continues to work after migrating to Lightning Knowledge?
Choose 2 answers

A. Remove Apex code references to the Article RecordType field.
B. Configure the Visualforce page to use the Lightning Design System.
C. Rename the Visualforce page to "Lightning Knowledge"
D. Remove Apex code references to the ArticleType field.

Answer: BC

NEW QUESTION 217
- (Exam Topic 1)
What are three considerations when adding a report chart to a Console Component? Choose 3 answers

A. The report chart is added to the Page Layout.
B. The report is shared with a Chatter Group.
C. The report is a Summary or Matrix report.
D. The report contains a chart.
E. The report has a standard Report Type.

Answer: CD

NEW QUESTION 219
- (Exam Topic 1)
Universal Containers' support team requires its customers to submit their support inquiries via free form email (Outlook, Gmail, Yahoo, etc). Additional requirements are listed below:
• Support attachments up to 30 MB per inquiry
• Over 10,000 inquiries per day
What solution should a consultant recommend to meet these requirements?

A. Emall-to-Case
B. Customer Chatter groups
C. Web-to-Case
D. On-Demand Email-to-Case

Answer: A

NEW QUESTION 221
- (Exam Topic 1)
Support agents need to verify that customers are eligible to receive customer support before they can update the Which two objects are used to verify that a customer is entitled to receive support? Choose 2 answers

A. Contacts
B. Products
C. Service contracts
D. Case history

Answer: AC

NEW QUESTION 224
- (Exam Topic 1)
Field engineers often need to access current inventory levels of products the customer has purchased while at customer sites.
Which solution should a Consultant recommend to meet this requirement?

A. Implement Field Service Lightning.
B. Integrate with an enterprise resource planning system.
C. Develop and publish a knowledge management system
D. Configure Visual Flows on Salesforce mobile.

Answer: B

NEW QUESTION 228
- (Exam Topic 1)
Which three are characteristics of Visual Workflow? Choose 3 answers

A. Apex code must be used to update fields in the database.
B. Elements can be used to pass data to legacy systems.
C. Apex code must be used to pass data to legacy systems.
D. Only one version of a flow can be activated at a time.
E. Elements can be used to update fields in the database.

Answer: ABD

NEW QUESTION 230
- (Exam Topic 1)
A company receives support requests through a variety of email addresses and web forms for different parts of the business.
Which feature combination will ensure that cases are efficiently handled by the most appropriate representatives?

A. Case Assignment Rules, Queues, Chatter Groups, Live Agent
B. Case Assignment Rules, Queues, Public Groups, Omni-Channel
C. Escalation Rules, Queues, Chatter Groups, Omni-Channel
D. Escalation Rules, Queues, Public Groups, Live Agent

Answer: B

NEW QUESTION 232
- (Exam Topic 1)
A company is changing its case management system to Salesforce. All active accounts, contacts, and closed cases for the past 5 years must be migrated to Salesforce for go-live.
Which approach should be used for the data migration?

A. Prepare, Plan, Test, Execute, Validate
B. Plan, Prepare, Test, Execute, Validate
C. Prepare, Plan, Validate, Execute, Test
D. Plan, Prepare, Validate, Execute, Test

Answer: D

NEW QUESTION 235
- (Exam Topic 1)
A contact center manager wants to measure improvements to operations after the implementation of a new workforce management system.
Which two metrics can be used to assess the success of the new workforce management system? Choose 2 answers

A. Number of calls offered
B. Agent utilization
C. Quality monitoring score
D. Schedule adherence

Answer: BD

NEW QUESTION 239
- (Exam Topic 1)
Universal Containers is trying to reduce the amount of time support agents spend creating cases. The new method for case creation must allow for 4000-5000 new cases a day, as well as the attachment of documents under 25 MB by the customer.
Which method should the Consultant suggest?

A. Omni-Channel routing
B. Standard Email-to-Case
C. Web-to-Case forms
D. On-Demand Email-to-Case

Answer: B

NEW QUESTION 244
- (Exam Topic 1)
Milestones can be added to which three Object types? Choose 3 answers

A. Entitlement
B. Work Order
C. Service
D. Case
E. Account

Answer: ABD

NEW QUESTION 247
- (Exam Topic 4)
Universal Containers needs to customize Salesforce to improve its Support Agents experience so they can work more efficiently. Which feature requires Service Console?

A. Utility Bar
B. Access to Knowledge Articles
C. Open multiple case records as tabs and sub tabs
D. Unique page layouts for each Case Record type

Answer: C

NEW QUESTION 251
- (Exam Topic 4)
Universal containers recently completed the implementation of a new sales cloud solution. The stakeholder committee believes that the user adoption is best measured by the number of daily logins. What other measures of sales uses adoption should be considered? Choose 2 answers

A. Number of neglected opportunities over time by role
B. Number of reports exported to excel for analysis
C. Overall effectiveness of mass email campaigns
D. Completeness of records entered into the new system

Answer: AD

NEW QUESTION 256
- (Exam Topic 4)
Universal containers has recently started using forecasting in collaboration with sales stages to better understand pipeline. All sales reps have submitted their forecasting numbers for approval. The VP pf sales is reviewing the forecast and sees that the open opportunity pipeline report contains a total of $25,000. The VP of sales then notices that there is $15,000 that is not included in the pipeline forecast summary. What should a consultant suggest as a possible reason for exclusion?

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

Answer: C

NEW QUESTION 257
- (Exam Topic 4)
Cloud Kicks is concerned that the sales team is taking longer to close Opportunities each month is comparison to the same time last year. The VP Sales wants to determine the number of closed deals on a monthly basis and compare the month-over-month results. Which two actions should the Consultant take to create a solution? Choose 2 answers

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

Answer: AD

NEW QUESTION 262
- (Exam Topic 4)
UC collaborates with consulting partners on some of its opportunities. If a partner account is added to the partners related list on a customer opportunity, what is the impact?

A. The partner account is added to the partners related list on the customer account
B. Contacts from the partner account are added to the contact roles related list on the opportunity
C. Contacts from the partner account are added to the opportunity team
D. The partner account owner is able to view all contacts for that customer account

Answer: A

NEW QUESTION 266
- (Exam Topic 4)
Cloud Kicks has a multi-phase selling process where every sales stage corresponds with a phase in the process. The first phase is preliminary qualification, where Opportunities should not contribute to Cloud Kicks' forecast.
Which two actions should be taken to ensure that Opportunities do not contribute to Cloud Kicks' forecast during the first stage? Choose 2 answers

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

Answer: AB

NEW QUESTION 267
- (Exam Topic 4)
Cloud Kicks maintains two lines of business: individual sales and franchise sales, the sales cycle for franchise sales is more complex and involves more stages than the individual sales cycle. Which three action should the Consultant recommend to create a solution? Choose 3 answers

A. Configure different sales process for each line business.
B. Assign different page layout to each record type.
C. Assign different sales processes to each page layout.
D. Configure different record types.
E. Configure different sales process to each page layout.

Answer: ABD

NEW QUESTION 272
- (Exam Topic 4)
Universal Containers is migrating data from a legacy system into Salesforce. The company needs to migrate lead, contact, and opportunity data from its legacy system and must be able to report on historical lead conversion for both legacy and newly created data. What is the recommended order for data migration?

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

Answer: B

NEW QUESTION 275
- (Exam Topic 4)
Which two solutions should Universal Containers consider to increase Contact Center Agent productivity? Choose 2 answers

A. Improve the agent interface
B. Enable templates for written responses
C. Employ surveys to confirm customer satisfaction
D. Increase the number of agents

Answer: BC

NEW QUESTION 277
- (Exam Topic 4)
A sales manager for one of Cloud Kicks' sales territories is unable to see a forecast for the current quarter. What will resolve this problem?

A. Suggest the opportunity owner share the opportunity with the sales manager.
B. Select the correct forecast from the user record.
C. Add the sales manager to the forecasting public group.
D. Set the forecast manager for this territory.

Answer: D

NEW QUESTION 279
- (Exam Topic 4)
Universal Containers recently rolled out a Salesforce knowledge implementation; however, users are finding unreliable and unrelated Knowledge Articles displayed in the Knowledge One widget in the Salesforce Console. Which two actions should a Consultant recommend to address the lack of quality checking? Choose 2 answers

A. Restrict the Manage Articles user permission
B. Enable and configure wildcards for article searches
C. Set up an intuitive Data Category hierarchy
D. Require that an article be added when closing a case

Answer: BC

NEW QUESTION 283
- (Exam Topic 4)
What is the capability of Chatter feed post editing? Choose 2 answers

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

Answer: AB

NEW QUESTION 287
- (Exam Topic 4)
Universal Containers is looking to reduce the volume of calls into their Product Contact Center. Which three features should a Consultant recommend? Choose 3 answers

A. Chatter questions
B. Macros
C. Communities
D. Field service
E. Public knowledge

Answer: ACE

NEW QUESTION 290
- (Exam Topic 4)
It is unclear how the money spent on marketing campaigns is helping Universal Containers grow its sales
business. What is the best way for Universal Containers to capture a return on investment?

A. Count the number of leads generated from each campaign.
B. Determine the number of activities created by sales related to a campaign.
C. Track the value of closed won opportunities generated by each campaign.
D. Determine the number of opportunities generated by each campaign.

Answer: C

NEW QUESTION 293
- (Exam Topic 4)
Universal Containers has enabled Social Accounts and contacts. When a sales representative accesses a contact within salesforce, the representative is unable to see detailed information from the contacts Facebook profile (e.g. contacts wall postings). What is preventing the sales representative from accessing detailed information on the contacts Facebook page?

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

Answer: D

NEW QUESTION 298
- (Exam Topic 4)
Universal Containers has many customers that repeat the same purchase on a regular basis. These customers are classified as a repeat account type. Sales management wishes to use Salesforce to automate repeat opportunities. What should a consultant recommend to meet this requirement?

A. Develop an Apex trigger for repeat accounts that inserts a copy of an opportunity for the sales representative when it reaches closed /won stage.
B. Configure a workflow rule for repeat accounts that inserts a copy of an opportunity for the sales representative when it reaches closed /won stage.
C. Develop an Apex trigger to set an opportunity revenue schedule that automatically sets up a new opportunity for repeat accounts when it reaches closed/won stage.
D. Configure a workflow rule for repeat accounts that sends a reminder task to the sales representative to create a new opportunity when it reaches closed/won stage.

Answer: A

NEW QUESTION 301
- (Exam Topic 4)
Universal Containers supports two lines of business: shipping and freight. The sales cycle for freight deals is more complex and involves more stages than the shipping sales cycle. Which solution should a consultant recommend to meet these business requirements?

A. Create different record types and sales processes for each line of business, and use workflow field updates to assign stages.
B. Create different record types and sales processes for each line of business and assign different stages to each page layout.
C. Create different record types and sales processes for each line of business, and assign different sales processes to each page layout
D. Create different record types and sales processes for each line of business, and assign different page layouts to each record type.

Answer: D

NEW QUESTION 306
- (Exam Topic 4)
Universal Containers has implemented account hierarchies with a private sharing model. A sales representative would like to give another user access to one of the accounts she owns and the three child
accounts. How can the sales representative provide this access?

A. Add the user to each child account team; visibility will then roll up to the parent account.
B. Add the user manually to the parent account team and each of the child account teams.
C. Add the user to a public group for that account and share all child accounts to this group.
D. Add the user to the account team on the parent account; the child accounts will inherit access.

Answer: B

NEW QUESTION 311
- (Exam Topic 4)
UC wishes to track relationships between its customers. For example, some customers are suppliers for other customers. What should a consultant recommend to track multiple customer relationships in Salesforce?

A. Add the related company to the first company's account team, with supplier as the role.
B. Add the related company to the first company's custom supplier lookup field as a value.
C. Add the related company to the first company's partner related list, with supplier as a value.
D. Add the related company to the first company's contact roles related list, with supplier as a value.

Answer: C

NEW QUESTION 312
- (Exam Topic 4)
UC needs to show a dashboard with forecast by product family with quotas. What solution should consultant recommend?

A. Build a custom report with closed forecasting quotas with forecasting items
B. Build a joined report with closed opportunities, forecasting items, and quotas
C. Create an analytical snapshot to capture the opportunity forecast
D. Customize Quotas with product report and add necessary fields

Answer: C

NEW QUESTION 315
- (Exam Topic 4)
Universal Containers wants to improve the information profile of its current Contacts in salesforce by using social networking application (e.g. LinkedIn or Twitter) to add the information currently gathered for accounts, contacts and leads. Which solution should a consultant recommend to meet this requirement?

A. Enable social Accounts and Contacts to link records to social profiles.
B. Enable the salesforce to Social network API connection to sync records.
C. Define the social network fields and enabled then for account, contacts and leads.
D. Create custom fields that hold URL links to the social profile of accounts, contacts and leads.

Answer: A

NEW QUESTION 318
- (Exam Topic 4)
The VP of sales at Universal Containers wants to be able to see a visual representation of sales by month for each account in salesforcel mobile app.
What should a consultant recommend to meet this requirement?

A. Embed a chart on the account page, no other customization needed
B. Embed a chart on the account page and use a custom link to filter by account
C. Create a of visualforce page with an embedded chart component for each account.
D. Create a dashboard component and use chatter feed on the account on salesfrocel

Answer: A

NEW QUESTION 320
- (Exam Topic 4)
The sales director does not want users viewing each other's Opportunities, but wants users to check to see that the Account does not already exist prior to creating a new Account. Which Organization-Wide Default should the Consultant recommend?

A. Set Account to Public Read/Write, and Opportunity to Private.
B. Set Account to Public Read Only, and Opportunity to Public Read Only.
C. Set Account t and Opportunity to Private.
D. Set Account to Public Read/Write, and Opportunity to Controlled by Parent.

Answer: A

NEW QUESTION 322
- (Exam Topic 4)
Nothern Trail outfitters (NTO) consumer business has grown to more than 500,00 contacts. NTO stores all individual consumer contacts under a single account called 'Consumer'. Mass updates are no longer completed within the defined maintenance timeframe and an increased number of errors are being reported. Which two actions should be recommended to improve performance?

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

Answer: BC

NEW QUESTION 327
- (Exam Topic 4)
The VP of Sales at Cloud Kicks wants to automate the process of reassigning Accounts when the Account owner gets transferred to a different team or region. The VP wants reassignment to be based on the Account status and confirmation that the new Account owner is informed of their new Account inheritance. Which two strategies can the consultant use to design the solution?

A. Use Process Builder for capturing Account details, define Account assignment rules to reassign the Account to new owner based on status, and send an email regarding Account inheritance.
B. Use Process Builder for capturing Account details, design workflow rules to reassign the Account to a new owner based on status, and send an email regarding Account inheritance.
C. Use Flow Builder for capturing Account details, design an element to reassign the Account to a new owner based on status, and send an email regarding Account inheritance.
D. Use Process Builder for capturing Account details, design an nodes to reassign the Account to a new owner based on status, and send an email regarding Account inheritance.
E. Use Flow Builder for capturing Account details, define Account assignment rules to reassign the Account to a new owner based on status, and send an email regarding Account inheritance.

Answer: CD

NEW QUESTION 330
- (Exam Topic 4)
What is the capability of Data.com Clean? (3 answers)

A. Select account, contact, and lead records from a list, and clean them all at once
B. Manually compare individual Salesforce records side by side with matched Data.com records, and update Salesforce records field by field
C. Data.com can be used on both Normal and Person Accounts
D. Accounts must be cleaned before cleaning Contacts, and Leads can either be cleaned before or after
E. Configure and run automated Clean jobs to flag field value differences on Salesforce records, fill blank fields, overwrite field values

Answer: ABE

NEW QUESTION 335
- (Exam Topic 4)
Universal Containers manages opportunity forecasts using the standard forecast categories in Salesforce customizable forecasting. Each sales stage is aligned with a forecast category. When reviewing the forecast, Universal Containers wants the roll-up of just the opportunities that are in pipeline, best case, and commit.
What number in the forecast would provide Universal Containers with the appropriate information?

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

Answer: A

NEW QUESTION 340
- (Exam Topic 4)
During the planning stage of a project, what customer information should be required to ensure requirements are successfully gathered? Choose 3 answers.

A. Company financial information.
B. List of required objects and fields.
C. Key reports from the current system.
D. Organizational chart with titles.

Answer: BCD

NEW QUESTION 341
- (Exam Topic 4)
What is the capability of Data.com Clean? Choose 3 answers

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

Answer: BCD

NEW QUESTION 343
- (Exam Topic 4)
The members of an opportunity team at universal containers are working together to close an opportunity. The sales engineer on the
team is having trouble keeping up with most current quote.
How can the sales engineer identify the opportunities latest quote?

A. Reference the synced quote field on the opportunity record
B. Reference the synced quote history on the opportunity
C. Reference the last modified date on the quotes
D. Follow the opportunity's quotes in chatter

Answer: A

NEW QUESTION 348
- (Exam Topic 4)
Universal Containers wants to provide its customer with more support options. Which three should a Consultant recommend? Choose 3 answers

A. Implement SOS for mobile experience
B. Add Live Agent to public-facing sties
C. Utilize KCS to manage Knowledge
D. Configure Chatter for public access
E. Create a Customer Community

Answer: ABE

NEW QUESTION 352
- (Exam Topic 4)
Universal Container has its sales representative enter a new lead whenever they are prospecting a new customer, when qualify the new lead, a new opportunity must be created to track the deal. What would a consultant recommend to enforce data quality and accuracy? Choose 3 answer

A. Create lead conversion process.
B. Create an apex trigger to perform data quality check.
C. Enable validation rules on lead
D. Map lead fields to corresponding opportunity field

Answer: ACD

NEW QUESTION 355
- (Exam Topic 4)
Cloud Kicks has enabled quotas in collaborative forecasts.
In which three ways can the quotas be managed for all users in forecast hierarchy? Choose 3 answers.

A. Add/update quotas using DataLoader
B. Add/update quotas using the Data Import Tool
C. Setup -> Quotas -> Forecast Quotas
D. Setup -> Forecast Settings -> Configure
E. Upload quotas using API

Answer: ADE

NEW QUESTION 356
- (Exam Topic 4)
Sales representatives at Universal Containers log activities on accounts, contacts, and opportunities. The sales manager wants to create a report to see all activities on all of the accounts that the manager owns, including activities on contacts and opportunities. Which report should be recommended to the sales manager?

A. Activities report on accounts and contacts the manager owns
B. Activities report on accounts, contacts, and opportunities the manager owns
C. Activates report on accounts and opportunities the manager owns
D. Activities report on accounts the manager owns

Answer: B

NEW QUESTION 358
- (Exam Topic 4)
Sales representatives at Universal Containers log activates on accounts, contacts, and opportunities. The sales manager wants to create a report to see all activities on all of the accounts that the manager owns, including activities on contacts and opportunities. Which report should be recommended to the sales manager?

A. Activities report on accounts and opportunities the manager owns
B. Activities report on accounts the manager owns
C. Activities report on accounts and contacts the manager owns
D. Activities report on accounts, contacts, and opportunities the manager owns

Answer: B

NEW QUESTION 360
- (Exam Topic 4)
Universal Containers has configured a private sharing model for accounts and opportunities. As part of its sales strategy, each sales representative collaborates with the same set of Individuals for each opportunity. What should a consultant recommend to grant sales Rep the appropriate access to an opportunity?

A. Create a public group for each team and have the sales representatives manually share the opportunity with their respective group.
B. Enable Chatter and configure a customer Chatter group for the opportunity to allow collaboration on u ideas.
C. Create a trigger for each sales representative that would automatically share the opportunity with his or her default opportunity team.
D. Enable opportunity team selling and have each sales representative configure his or her default opportunity team.

Answer: D

NEW QUESTION 365
- (Exam Topic 4)
The Cloud Kicks pipeline and forecasting reports are inaccurate because sales representatives are creating opportunities after they are already closed/won. The VP of Sales wants visibility on how often the sales representatives are creating opportunities like this. Which two solutions should the Consultant recommend? Choose 2 answers

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

Answer: AC

NEW QUESTION 368
- (Exam Topic 4)
Universal publications are a publishing house that sells online subscriptions for its leading magazine. Customers can make a single Payment, or set up to pay weekly, monthly or quarterly. Universal Publications wants to use opportunities to track and report on these subscription deals. What should a consultant recommend to meet this requirement?

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

Answer: A

NEW QUESTION 369
- (Exam Topic 4)
Universal Containers has two different groups who use accounts. The sales group needs to populate 15 fields and view the fields on the account record. The support group does NOT need to view the 15 fields on the account record but must be able to run reports on them. Which solution will satisfy this requirement?

A. Create separate page layouts for the sales and support groups.
B. Create separate record types for the sales and support groups.
C. Hide the fields through field-level security from the support group.
D. Create a custom object for the 15 fields with a master-detail relationship

Answer: A

NEW QUESTION 374
- (Exam Topic 4)
The sales teams at UC need to track partner relationships for each customer account. There can be many partners related to each customer account. Additionally, the following partner-to-customer relationship information needs to be tracked: Role of each partner, Support product category of each partner, Next step of each partner. What should a consultant recommend to meet this requirement?

A. Use partner role functionality.
B. Create partner custom fields on account.
C. Create a custom object for Partner relationships.
D. Add partners to each customer account team.

Answer: C

NEW QUESTION 378
- (Exam Topic 4)
Universal Containers purchased a new marketing database list and wants to use it to run an email campaign for the launch of a new product. The sales team will be responsible for evaluating the respondents and identifying the decision maker before going through the sales process with a prospect. What steps should a consultant recommend in this scenario?

A. Create a campaign, associate the leads to the campaign, and qualify the respondents.
B. Create both account and contact records, then associate the contacts to the campaign.
C. Create a campaign, qualify the respondents, and create accounts and contacts.
D. Create leads, convert them to opportunities, and qualify the respondents on the opportunities.

Answer: A

NEW QUESTION 383
- (Exam Topic 4)
Cloud Kicks has many customers that regularly renew their "shoe of the month" club membership. The sales representatives use an Account type called "shoe of the month" club for these customers. Sales management wants to use Salesforce to automate repeat opportunities.
What should a Consultant, recommend to meet this requirement?

A. Develop an Apex trigger for renewal customers that inserts a copy of an Opportunity for the sales representative when it reaches the dosed/won stage.
B. Configure a Process Builder process for renewal customers that sends a reminder task to the sales representative to create a new Opportunity when it reaches the closed/won stage.
C. Configure a workflow rule for renewal customers that inserts a copy of an Opportunity for the sales representative when it reaches the closed/won stage.
D. Develop a lightning Component to set an Opportunity revenue schedule that automatically sets up a new Opportunity for renewal customers when it reaches the dosed/won stage.

Answer: A

NEW QUESTION 388
- (Exam Topic 4)
The Consultant at Cloud Kicks has noticed that sales data is quickly outdated and is having issue with keeping Account data updated. What should the Consultant

recommend to maintain up-to-date Account information?

A. Call the Contacts and Leads to get their updated information.
B. Use third-party data to update and add records to Salesforce.
C. Use the Salesforce-provided data to updated and add records to Salesforce.
D. Enable the Automatic Account Update feature in Setup.

Answer: B

NEW QUESTION 391
- (Exam Topic 4)
During end-to-end testing, the test users log issues stating that the solution is not working according to what
they expected. The stakeholders have signed off on the solution. What should a Consultant do to remedy this?

A. Address these issues during the sign-off stage.
B. Contact key stakeholders to determine if a change to the requirements is necessary.
C. Revise the solution to meet the needs of the test users and develop training materials for the full team.
D. Set up meeting with test users and do a requirements workshop.

Answer: B

NEW QUESTION 396
- (Exam Topic 4)
Cloud Kicks is now live and training is complete, but the system administrator keeps calling with questions about the process. Which strategy should the
Consultant use?

A. Conduct a Knowledge Transfer with the admin.
B. Test the process to make sure it still works.
C. Have the admin review the solution design.
D. Direct the admin to ask Salesforce.

Answer: A

NEW QUESTION 398
- (Exam Topic 4)
Business users have requested that the Salesforce Administrator allow agents to view a list of cases in the console while agents work through their cases. This will
allow agents to identify urgent cases that need to be worked on. How should this be accomplished?

A. Build a custom Visual force page with the list view and assign it to the console sidebar
B. Recommend opening the case list view in a separate browser tab and use the window alongside the case view
C. Enable the list to be pinned in the consol
D. This allows users to view the list alongside the case view in the console
E. Configure the Case list under custom console components so users can view the list view along with the case view

Answer: C

NEW QUESTION 400
- (Exam Topic 4)
What are two considerations for enabling multiple currencies at Cloud Kicks? Choose 2 answers

A. Changing the exchange rate automatically updates the converted amount on all records, except the closed Opportunities.
B. Reports on these objects support multiple currencies: Accounts, Opportunity, Lead, case, and Opportunity product schedules.
C. After enablement, primary currency display in the parenthesis and the secondary amount displays as usual.
D. Once enabled, multiple currencies cannot be disabled.

Answer: BD

NEW QUESTION 402
- (Exam Topic 4)
Universal Containers is implementing a Knowledge Base and wants to empower certain managers to create, edit, and manage articles. All articles should be
reviewed by these managers before being published, while some articles need an additional layer of legal review as well. Which three actions should a Consultant
recommend to meet these requirements? Choose 3 answers

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

Answer: AD

NEW QUESTION 406
- (Exam Topic 4)
Universal Containers wants to measure revenue based on when individual Products are sold. What should a Consultant implement to meet this requirement?

A. Forecasting by Product Dates
B. Forecasting by Order Amount

C. Forecasting by Opportunity Amount
D. Forecasting by Schedule Date

Answer: B

NEW QUESTION 409
- (Exam Topic 4)
Universal containers wishes to track relationships between its customers. For example, some customers are suppliers for other customers.
What should a consultant recommend to track multiple customer relations?

A. Add the related company to the first company's partner related list, with supplier as a value.
B. Add the related company to the first company's custom supplier lookup field as a value
C. Add the related company to the first company's contact roles related list, with supplier as a value
D. Add the related company to the first company's account team, with supplier as the role

Answer: A

NEW QUESTION 411
- (Exam Topic 4)
Universal Containers sells three unique products and each product has its own sales process. The company qualifies prospects for the three products in a consistent manner; however, once the customer has shown interest, the sales representatives must follow the relevant products sales process. What solution should a consultant recommend to meet these requirements? Choose 2 answers

A. Create sales stages that align with opportunity record types.
B. Configure opportunity record types for each sales process.
C. Define sales processes to map to each opportunity record type.
D. Define the default opportunity teams for each opportunity record type.

Answer: BC

NEW QUESTION 413
- (Exam Topic 4)
UC is purchasing smartphones and tablets for MS global sales team members. Sales management wants mobile access to key functionality, including collaboration, customer management, and opportunity management. What component of Salesforce Sales Cloud mobility should a consultant recommend to meet these requirements? Choose 2 answers

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

Answer: AC

NEW QUESTION 417
- (Exam Topic 4)
Cloud Kicks has just completed its initial Sales Cloud Go-Live. Cloud Kicks leadership wants to target users who are not yet using the new application.

A. Track logins in a spreadsheet.
B. Run a Report on Users never Logged In.
C. Run a Mobile Login report.
D. Use the Lightning Usage app.

Answer: B

NEW QUESTION 420
- (Exam Topic 4)
In order to increase and promote adoption, sales management at Cloud Kicks wants sales representatives to follow Opportunities they create.
Which two actions should the Consultant recommend to create a solution? Choose 2 answers

A. Turn on the Chatter feed settings that enables stage notifications to opportunity owners.
B. Create a report with newly created Opportunities and have sales management subscribe to the report.
C. Use Process Builder with an Action Type of Follow Chatter when a record is created or edited.
D. Turn on the Chatter feed settings that enable users to automatically follow records that they create.

Answer: BD

NEW QUESTION 422
- (Exam Topic 4)
What are the two basic concepts of Knowledge-Centered Support (KCS)? Choose 2 answers

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

Answer: AC

NEW QUESTION 427
- (Exam Topic 4)
The management at universal container noticed that the lead conversion ratio has remained the same for the hospitality industry despite increase in lead creation. What steps can help determine the issue

A. Campaign dashboard by industry
B. Industry performance dashboard
C. Report on lead lifetime by industry
D. Report on lead by source.

Answer: C

NEW QUESTION 432
- (Exam Topic 4)
Cloud Kicks is considering using person Accounts to manage costumers, while using business Accounts to manage companies. What should the Consultant advise?

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

Answer: A

NEW QUESTION 437
- (Exam Topic 4)
UC has a private sharing model. Sales representatives are required to collaborate with the same group of people from other departments for every deal; however, the individuals in the group will vary for each representative. What solution should a consultant recommend to ensure correct record visibility and collaboration?

A. Set up a default opportunity team for each sales rep that is automatically added to every opportunity.
B. Configure a criteria-based sharing rule to add sales team member records automatically.
C. Add all team members to a private Chatter group for each opportunity.
D. Configure a public group for each sales rep that is manually shared for each opportunity.

Answer: A

NEW QUESTION 442
- (Exam Topic 4)
Cloud Kicks is implementing Enterprise Territory Management for its retail sales unit. The sales director wants a detailed roll-up forecast for Territories to be provided.
Which two recommendations should the Consultant make? Choose 2 answers

A. Include the Forecast Manager field on the Territory page layout.
B. Create Apex class code to roll up forecast details for a Territory.
C. Assign a Forecast Manager to a Territory.
D. Include the Formula field in the Territory page layout.

Answer: AC

NEW QUESTION 444
- (Exam Topic 4)
UC uses a seven-step selling methodology. Each sales stage corresponds with a step in the methodology. The first stage is a preliminary qualification step, and opportunities in this stage should not contribute to the forecast. What should a consultant recommend for this scenario? Choose 2 answers

A. Configure the first stage with the omitted forecast category.
B. Assign 0% probability to the first sales stage.
C. Override the forecast to be $0 for first stage opportunities.
D. Instruct sales users to enter $0 for the opportunity amount.

Answer: AB

NEW QUESTION 448
- (Exam Topic 4)
Cloud Kicks channel partners for selling and servicing its "Shoe of the Month" club. As the number of Leads has increased, Cloud Kicks has seen a decrease in partner satisfaction regarding the quality of Leads, and a noticeable decrease in the Lead conversion rate.
What can be done to increase partner satisfaction with the Leads being shared?

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

Answer: C

NEW QUESTION 452
- (Exam Topic 4)

The Cloud Kicks sales team can create leads for both business and individual customers. Person Accounts have been enabled in its Salesforce org.
How can the Consultant ensure that Leads are converted into either a business Account or a person Account where appropriate?

A. Ensure the Person Account checkbox on the Lead is checked prior to conversion.
B. Ensure the Company field is left blank to ensure it is converted into person Account.
C. Ensure the Company field is populated with "Person" to ensure it's converted into a person Account.
D. Ensure that there are separate record types for business Account Leads and person Account Leads.

Answer: B

NEW QUESTION 457
- (Exam Topic 4)
Universal Containers has determined that case list views are slow to load because of the large number of cases in the system Which two actions will improve the performance of the list views? Choose 2 answers

A. Reduce the number of fields displayed
B. Restrict visibility on the views
C. Filter the views by case owner
D. Remove the filter criteria from the views

Answer: AC

NEW QUESTION 458
- (Exam Topic 4)
Cloud Kicks wants sales representatives to be able to share key documents directly with customers who are not Community users. Which Salesforce feature satisfies this requirement?

A. CRM Content
B. Chatter links
C. Documents
D. Attachments

Answer: A

NEW QUESTION 460
- (Exam Topic 4)
The finance department of UC is noticing a decline in profitability, which they attribute to an excessive number of Discounts on opportunities. What can the finance department do to monitor and control opportunity discounting? Choose 2 answers

A. Create a custom roll-up field to calculate the average product discount for each customer.
B. Ensure that sales management approves discount requests for each opportunity.
C. Run a report on opportunities showing list price and discounted price.
D. Limit the number of discounted products that can be added to an opportunity.

Answer: BC

NEW QUESTION 462
- (Exam Topic 4)
UC is deploying the Sales Cloud to 500 sales users. The implementation team is planning an end user support plan for the first week of the implementation. Which item should be included in the plan? (Choose 2 answers)

A. 24-7 support from the IT team
B. Communication to customers about potential issues
C. Process for users to report issues
D. Meeting schedule to review open issues and escalations

Answer: CD

NEW QUESTION 465
- (Exam Topic 4)
The marketing Manager at Universal Containers wants to leverage the power of sales cloud to support the sales following requirement:
* monitor website traffic
* Email 1200 leads per day
* capture customer satisfaction survey result on a web form
* Understand (report) the case of marketing exercise vs sales activity What should a consultant recommend to meet this requirement?

A. Use mass email, campaign, campaign influence, web-to-lead, opportunity and report
B. Use community campaign, web-to-lead, opportunity and report and dashboard
C. Use site.com campaign web-to lead opportunity, report, and dashboard
D. Use AppExchange marketing app, campaign, web-to-lead, opportunity and report

Answer: D

NEW QUESTION 466
- (Exam Topic 4)
Universal Containers initiates cases based on electronic transmissions from power units. The case management process is as follows:
A work order is submitted to a field service team to perform a technical review.

After the technical review is closed, an agent needs to contact the customer to review activities. Cases can only be closed after the customer review has been completed

Universal containers needs to determine whether the work orders and customers contacts should be stored as child cases or on a related custom object

Which three aspects should the consultant consider to meet these requirements? Choose 3 answers

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

Answer: AC

NEW QUESTION 469
- (Exam Topic 4)
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 create customer segment with personas and scoring
B. To enrich customer data signaling intent to purchase
C. To survey prospects on post-purchase of competitors' products
D. To monitor customers' and prospects' NPS score with their customers

Answer: BD

NEW QUESTION 470
- (Exam Topic 4)
A sales representative at UC frequently has multiple quotes related to an opportunity. Which solution should a consultant recommend to manage the quotes?

A. Click the Start Sync button on an opportunity to link it to a quote for an automatic synchronisation.
B. Update the quote line Item when a change is made to the opportunity product line items.
C. Click the Start Sync button on a quote to link it to the opportunity for automatic synchronisation.
D. Create workflow rules on opportunity product and quote line items to keep them synchronised.

Answer: C

NEW QUESTION 471
- (Exam Topic 4)
Universal Containers wants to prevent sales users from modifying certain opportunity fields when the sales stage has reached Negotiation/Review. However sales directors must able to edit these fields in case last minute updates are required. Which solution should a consultant recommended?

A. Create a validation rule to enforce field access based on the sales stage and profile.
B. Create a Workflow rule to enable field access for the sales directors based on sales stage.
C. Modify the profile for sales directors to enable the "Modify AH" object permission for the opportunities.
D. Change the field level security for the sales rep to restrict field's access based on the sales stage.

Answer: A

NEW QUESTION 472
- (Exam Topic 4)
Universal Containers has a lead qualification team that qualifies and converts leads into opportunities. During lead conversion, the new opportunity must be assigned to the account owner. Which solution should a consultant recommend to meet this requirement?

A. Create an assignment rule on the opportunity.
B. Create a trigger on the opportunity.
C. Create an assignment rule on the account.
D. Create a workflow on the opportunity.

Answer: B

NEW QUESTION 476
- (Exam Topic 4)
Cloud Kicks acquired a shoe distribution company. The VP of Technology wants to migrate all the sales data into Cloud Kicks' Salesforce instance. Which data migration sequence should the Consultant recommend for the objects?

A. Users, Products, Price Books, Accounts, Contacts, Opportunities, Opportunity Line Items, Quotes, Quote Line items
B. Products, Price Books, Users, Opportunities, Opportunity Line Items, Quotes, Quote Line items, Accounts, Contacts
C. Products, Price Books, Users, contacts, Accounts, Opportunities, Opportunity Line items, Quotes, Quote Line items
D. Users, Products, Currency, Price Books, Quotes, Quote Line Items, Accounts, Opportunities, Opportunity Line Item

Answer: A

NEW QUESTION 480
- (Exam Topic 4)
Universal Containers uses Products in Salesforce and has a private security model. The product Management employees do NOT have access to all opportunities but want to track the performance of a new product after it is launched. What should a consultant recommend to allow the product management employees to track the performance of the product.

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

Answer: B

NEW QUESTION 483
- (Exam Topic 4)
The sales management team at Universal Containers wants to monitor the progress of high-value sales deals and enable collaboration with cross-functional teams to help remove any obstacles. Which feature should a consultant recommend to meet these requirements? Choose 2 answers:

A. Enable Big Deal Alerts.
B. Allow Chatter feed tracking on opportunities.
C. Enable Chatter feed on similar opportunities.
D. Use opportunity update reminders.

Answer: AB

NEW QUESTION 485
- (Exam Topic 4)
Due to a recent product recall, Universal Containers has experienced a 50% increase in daily calls to the Contact Center. The Contact Center has increased support to 24x7 with agents working in 12-hour shifts. The VP of Service is concerned about the ability to sustain the increased hours and added cost to support the higher call volume.
Which recommendation should the Consultant make in anticipation of higher call volume?

A. Set up a private Knowledge Base to provide FAQs to customers affected by the recall to deflect calls.
B. Set up telephony integrations using a CTI adapter for quicker agent access when customers call in, reducing average handle time.
C. Set up IVR with an automated response for customers affected by the recall to deflect calls.
D. Set up a customer survey for customers calling into identify the severity and impact of the recall.

Answer: A

NEW QUESTION 487
- (Exam Topic 4)
Universal Containers is implementing Salesforce Knowledge at its contact center. The contact center has a dedicated support team for each product that it supports. Contact center agents should only be able to view articles for the product they support. Which solution should a consultant recommend to meet this requirement?

A. Assign Team-based roles to the associated product data category value.
B. Assign Team-based profiles to the associated product data category value.
C. Assign Team-based roles to the associated product article type.
D. Assign Team-based profiles to the associated product article type.

Answer: A

NEW QUESTION 492
- (Exam Topic 4)
Universal Containers wishes to implement a sales methodology that focuses on identifying customers challenges and addressing them with offerings. Which sales methodology is described above?

A. Direct selling
B. Solution selling
C. Relationship selling
D. Target account selling

Answer: B

NEW QUESTION 494
- (Exam Topic 4)
Sales stages are shared between sales methodologies at Cloud Kicks; however, there are three product lines with unique sales methodologies- A few sales stages overlap between the three. Which three components should be configured to support this? Choose 3 answers

A. Three sales processes
B. One hybrid sales process
C. One set of opportunity stages
D. Three record types
E. Three sets of opportunity stages
F. Three page layouts

Answer: ADE

NEW QUESTION 496
- (Exam Topic 4)
The Cloud Kicks global sales team has asked for a simpler way to view and manage its Opportunity pipeline. The team is often responsabile for hundreds of deals at a time across multiple countries and currencies. The account executive has suggested using the Kanban view. What are three consideration? Choose 3 answers

A. The Kanban view can show rollup summaries for currency fields.
B. The Kanban view can summarize records by currency fields.
C. The Kanban view displays amounts in the user's currency.
D. The Kanban view can display a maximum of 200 records.
E. The Kanban cards display up to 10 fields.

Answer: BCD

NEW QUESTION 500
- (Exam Topic 4)
Universal Containers wants to record information about the conferences it holds and people who attended them. An attendee could potentially attend multiple conferences. The Company would like to display this information on the contact layout using the standard configuration. How the system should be designed to meet the company's requirement.

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

Answer: B

NEW QUESTION 505
- (Exam Topic 4)
To properly plan for company growth, Cloud kicks needs to track monthly revenue projections from the sales of its annual Subscription service.
How should the Consultant configure Salesforce to support this reporting need?

A. Opportunity Dashboard showing Opportunities Closed each month
B. Opportunity Dashboard showing Products sold each month
C. Opportunity Products with monthly Product Schedules
D. Opportunity Products with formula fields for each month's value

Answer: C

NEW QUESTION 506
- (Exam Topic 4)
Universal Container (UC) is currently live with Sales Cloud and in the process of implementing Service Cloud. UC wants to create a sandbox to test its Service Cloud implementation with real Sales Cloud Data. Which three Sandbox types can be used to accomplish this? Choose 3 answers

A. Test Sandbox
B. Partial Copy Sandbox
C. Full Sandbox
D. Developer Pro Sandbox
E. Administrator Sandbox

Answer: BCD

NEW QUESTION 510
- (Exam Topic 4)
Universal Containers knows it will be adding new Cases at a rate of 4-6 million per year and wants to maintain performance over time. Which two recommended techniques should be utilized? Choose 2 Answers

A. Ask contact center managers to review data each quarter to possibly delete
B. Write an Apex trigger that deletes one case each time a new case is created
C. Create a data retention plan that archives or purges cases at regular intervals
D. Optimize queries to reduce the scope of Cases included with each search

Answer: CD

NEW QUESTION 514
- (Exam Topic 4)
Universal Publications are a publishing house that sells online subscriptions for its leading magazine. Customers can make a single Payment, or set up to pay weekly, monthly or quarterly. Universal Publications wants to use opportunities to track and report on these subscription deals. What should a consultant recommend to meet this requirement?

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

Answer: A

NEW QUESTION 516
- (Exam Topic 4)
Universal Containers contact center would like to measure and communicate case escalation rates to management. Which solution should a consultant recommend to meet this requirement?

A. Create a formula field on the case record to calculate percentage of escalated cases

B. Create a daily snapshot report of all cases and calculate percentage of escalated cases
C. Create a case report with a custom summary formula to calculate the percentage of escalated cases
D. Create a bucket field on a report to calculate the percentage of escalated cases

Answer: D

NEW QUESTION 521
- (Exam Topic 4)
Sales directors at Northern Trail Outfitters (NTO) need access to edit opportunity fields in the case of last minute updates once the sales stage reaches Negotiation/Review; however, sales representatives should not have editing rights at the stage. Which solution should the consultant advise?

A. Modify the profile for sales directors to enable the 'Modify AN' object permission for opportunities
B. Change the field-level security for sales representatives to restrict field access based on the sales stage
C. Create a workflow rule to enable field access for sales directors based on the sales stage
D. Create a validation rule to enforce field access based on the sales stage and a custom permission

Answer: D

NEW QUESTION 525
- (Exam Topic 4)
UC processes its orders through a separate system from Salesforce but would like to integrate the order history data into Salesforce. This would give sales representatives a view of all past orders by account. Which solution should a consultant recommend?

A. Create an order history object with a relationship to accounts.
B. Create a closed opportunity record type for each order history record.
C. Configure the opportunity history object to hold order history data.
D. Configure the quote object to hold the order history data.

Answer: A

NEW QUESTION 527
- (Exam Topic 4)
The Universal Containers Contact Center has Customer Support Agents who speak Spanish and wants all cases where Spanish is the preferred language to be handled by these agents in real time. Universal Containers allows customers to contact agents through phone and chat. Which Solution should be implemented to support this?

A. Visual Workflow
B. Omni-Channel
C. Case Auto-Response Rules
D. Case Assignment Rules

Answer: B

NEW QUESTION 528
- (Exam Topic 4)
Northern Trail Outfitters (NTO) wants controlled access for its users allowing them to see all accounts, but only make changes to the accounts they own and the contacts within those accounts. How should NTO set its default access for accounts and contacts?

A. Set accounts to private and contacts to controlled by parent.
B. Set accounts to public read-only and contacts to controlled by parent.
C. Set accounts to public read-only and contacts to private.
D. Set accounts to private and contacts to private.

Answer: B

NEW QUESTION 532
- (Exam Topic 4)
During the Cloud Deploy phase, end users are complaining that they have a new system to log into, and it's holding up training. What is the likely cause of these complaints?

A. Cloud Kicks did not gain buy-in during the Analyze phase and the did not build buzz during the Build and Validate phase.
B. Cloud Kicks did not gain buy-in during the Design phase the solution was not designed.
C. A communication plan was not designed during the Plan phase and buzz was not generated during the Deploy phase.
D. A training plan was not made during the Validate phase and buzz was not during the Design and Validate phase.

Answer: C

NEW QUESTION 535
- (Exam Topic 4)
Universal Containers forecasts and closes business monthly, and it needs to store the details of open opportunities weekly. The sales management team wants to analyze how the sales funnel is changing throughout the month.What should a consultant recommend to meet this requirement?

A. Schedule a custom forecast report to run weekly and store the results in a custom report folder.
B. Create a reporting snapshot to run daily and store the results in a custom object.
C. Schedule a custom forecast report to run daily and store the results in a custom report folder.
D. Create a reporting snapshot to run weekly and store the results in a custom object.

Answer: D

NEW QUESTION 536
- (Exam Topic 4)
A business requirement specifies that opportunities with a discount between 10% and 25% must be approved by the Regional Sales Manager (RSM). Which approach addresses the business requirement?

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

Answer: B

NEW QUESTION 541
- (Exam Topic 4)
Universal Containers requires that each of its products is sold with 12 months of product maintenance. This is enter... a separate opportunity product line item on the opportunity. Once an opportunity is closed/won and the order has been shipped to the customer, the service manager manually records the maintenance line item in the assets object and sends an alert 90 days prior to the expiration date. What should a consultant recommend to streamline this process?

A. Request the sync order to asset feature from salesforce to create an asset record once an opportunity is closed/won.
B. Install an AppExchange app or create a trigger to automatically create an asset record once an opportunity is closed/won.
C. Create a trigger on the asset object once an opportunity is closed/won, and add a button to the opportunity layout.
D. Turn on the sync asset feature from the asset settings to create an asset record once an opportunity is closed/won.

Answer: B

NEW QUESTION 546
- (Exam Topic 4)
A Regional Sales Manager's (RSM) direct reports are frequently added as sales team members for other sales representatives' opportunities. Which report view filter should be applied to a pipeline report to display all of the opportunities for which the RSM's direct reports are involved?

A. My team-selling opportunities
B. My team's opportunities
C. My team-selling and my opportunities
D. My team's team-selling and their opportunities

Answer: D

NEW QUESTION 550
- (Exam Topic 4)
Universal Containers has a large sales department that is dispersed worldwide. Sales managers want greater visibility into the opportunities in progress with their respective teams and would like to receive email notifications when key opportunity fields are changed (e.g., amount or sales stage). However, individuals would like to control the frequency of their email notifications. Which solution should a consultant recommend for this scenario?

A. Configure the individual Salesforce for Outlook email settings to control notification frequency.
B. Define a workflow rule and email task that is triggered when key fields are updated to new values.
C. Configure the opportunity teams for opportunities so that only interested sales users are receiving notifications.
D. Configure Chatter and its related notification settings to provide relevant updates to interested sales managers.

Answer: D

NEW QUESTION 551
- (Exam Topic 4)
What is a consideration when implementing Advanced Currency Management? Choose 3 answers

A. The converted amount of an opportunity uses dated exchange rates based on the close date of the opportunity.
B. Advanced currency management dated exchange rates are automatically updated on a monthly basis
C. Currency roll-up summary fields from opportunity products to an ortunity use the dated exchange rate
D. Advanced currency management can be enabled or disabled in the organization under the company profile if needed.

Answer: ACD

NEW QUESTION 552
- (Exam Topic 4)
UC wants to give access to Salesforce to its sales reps on the road, even when they are in areas not covered by internet reception. What solution should a consultant propose?

A. Salesforce Touch
B. Salesforce Classic
C. Salesforcel app
D. Custom hybrid app

Answer: C

NEW QUESTION 554

- (Exam Topic 4)
A customer successfully places an order with UC for five widgets. The order is activated in Salesforce and the products are shipped to the customer, One week later the customer return one widget. What is the effective method of recording the event in salesforce?

A. Create a custom field on the order product object
B. Change the quantity value on the order product to 4
C. Create a reduction order under the activated order
D. Create a new sales product with quantity set to -1

Answer: C

NEW QUESTION 555
- (Exam Topic 4)
What are the benefits of enabling territory management? Choose 3 answers

A. Support to complex and frequently changing sales organization
B. Ability to generate account sharing rule based on territory membership
C. Support for multiple forecast per user based on territory membership
D. Ability to expand private sharing model using account criteria
E. Ability to include opportunity in more than one record.

Answer: CD

NEW QUESTION 560
- (Exam Topic 4)
Universal Containers agents often need to access the same cases, contacts, and orders multiple times per day. What should a consultant recommend to meet this requirement?

A. Enable the "History" component within the Salesforce Console for Service
B. Enable the "Access Recent Items" user permission on the user profiles
C. Create a custom list view for cases, contacts, and orders and pin them to the side bar
D. Embed a "Recent Items" Visualforce component into the Salesforce Console for Service

Answer: A

NEW QUESTION 565
- (Exam Topic 4)
Cloud Kicks has a private sharing model on Accounts. Account Executives need to ensure that Business Development Users can qualify marketing Opportunities on their accounts. There can be different Business Development Users for a given opportunity. Sales Management needs to be able to report on which Business Development Users are assigned to opportunities. What should the Consultant recommend to the Account Executives?

A. Share Opportunities with Business Development Users by granting read access to Opportunities in their portfolio.
B. Add Business Development Users as Account Team members with a role that grants Modify All access.
C. Share Accounts with Business Development Users.
D. Add Business Development Users as Opportunity Team members with a role that grants read/write access.

Answer: D

NEW QUESTION 566
- (Exam Topic 4)
Cloud Kicks has purchased a list of prospects and wants sales representatives to begin to contact and measure the Return Of Investment (ROI) of the people in the purchased list. Which solution should the Consultant recommend?

A. Import the list as new leads using the import wizard.
B. Create a campaign for this list, import the list as leads, and add them to the campaign.
C. Create a new custom object for purchased leads.
D. Import the list as new leads and update the lead source to "Purchased Lead".

Answer: B

NEW QUESTION 570
- (Exam Topic 4)
The sales manager at Universal Containers wants to be informed when a lead created from the "Contact Us" form on the corporate website has not been followed up within 24 hour of being submitted. What salesforce feature should the consultant use to meet the requirement?

A. Notify using publisher action
B. Notify using chatter on Lead
C. Send an email using lead escalation rule
D. Send an email using time based workflow

Answer: D

NEW QUESTION 575
- (Exam Topic 4)
Joe is the record owner of a Lead. A Lead sharing rule has been defined so that leads owned by Joe are shared with public group called 'Joe's Team'. When the Lead is converted to an Account, Contact, and Opportunity, who will have access to these records assuming that a private sharing model in place on these objects and there are no sharing rules defined for these objects?

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

Answer: B

NEW QUESTION 578
- (Exam Topic 4)
Cloud Kicks recently started using Sales Cloud and hosts its business website outside of Salesforce. On its website, Cloud Kicks has a lead generation web page. The VP of Sales wants the Leads captured in its self-hosted website to be reflected in Salesforce. What should Consultant recommend?

A. Implement Salesforce Connect to create Leads in Salesforce from the Cloud Kics website.
B. Implement the SOAP web service API to send Leads from the Cloud Kicks website to Salesforce.
C. Implement Web-to-Lead to create Leads in Salesforce from the Cloud Kicks website.
D. Implement the REST web service API to send Leads from the Cloud Kicks website to Salesforce.

Answer: C

NEW QUESTION 579
- (Exam Topic 4)
The VP of Operations wants to synchronize customer data from the data warehouse with Salesforce. What should the Consultant recommend to ensure data integrity?

A. Set up an encrypted field on the Account object with Read Only on the field security settings for all profiles except the ^ administrator profile
B. Set up a Flow on the Account object to check for unique values.
C. Set up a Process Builder process on the Account object to check for unique values.
D. Set up an External ID field on the Account object with Read Only on the field security settings for all profiles except the administrator profile.

Answer: D

NEW QUESTION 581
- (Exam Topic 4)
Universal Containers uses contracts in Salesforce to record fixed pricing structures from closed won opportunities. The contracts expire throughout the year. To ensure the company is not missing Potential renewal revenue, sales management wants to implement the following Process, 30 days before a contract is due to expire, a lead is automatically created with contract renewal as the source. All leads go to a pre-sales team who qualify and convert them to opportunities. When leads are converted to opportunities and closed/won, an alert is sent to the account team. What features of Salesforce should a consultant use to meet this requirement?

A. Lead assignment, Apex, and opportunity assignment.
B. Workflow, reports, queues, and lead assignment.
C. Apex, workflow, lead assignment, and queues.

Answer: C

NEW QUESTION 585
- (Exam Topic 4)
Which two solutions should a consultant recommend while designing a plan to decrease a company's cost per call? Choose 2 answers

A. Bypass entitlement verification
B. Increase the call-to-order ratio
C. Use integrated voice response
D. Use suggested Knowledge articles

Answer: CD

NEW QUESTION 586
- (Exam Topic 4)
Universal Containers is expanding sales internationally and has created new price books to handle the various currencies for the five new countries. When a sales representative selects one of the new price books to add a product to an opportunity, there are no products available. What should be evaluated when troubleshooting this issue?

A. Confirm that the old pricebook is disabled for the sales representative.
B. Confirm that the products are shared with the sales representative's role.
C. Confirm that product line items on opportunities are enabled.
D. Confirm that the products and currencies are associated with the pricebook.

Answer: D

NEW QUESTION 589
- (Exam Topic 4)
Universal Containers requires its sales representatives to go through an internal certification process to sell certain groups of products. What could be done to prevent a sales representatives from adding these products to opportunities if they are not certified to sell them? Choose 2 answers

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

D. Use a separate price book for the products requiring certification and only share the price book to users1—' who are certified.

Answer: AD

NEW QUESTION 594
- (Exam Topic 4)
Cloud Kicks' sales productivity is on the decline, while its competitors are doing great. The Consultant has suggested Einstein Opportunity Insights.
Which three insights can this provide?

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

Answer: ACD

NEW QUESTION 595
- (Exam Topic 4)
Universal Containers has an upcoming maintenance window where read-only access will be available Which two actions will Universal Containers be able to perform during this window? Choose 2 answers

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

Answer: AD

NEW QUESTION 597
- (Exam Topic 4)
Universal Containers has a private sharing model and wants the ability to share documents related to an opportunity, such as contracts and proposals, with the field sales team.
How can the documents be shared efficiently and securely?

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

Answer: B

NEW QUESTION 602
- (Exam Topic 4)
Sales representatives at Universal Software need to collaborate with customers on sales deals to gather requirements, analyse solutions, and deliver proposals. Universal Software wants to ensure that customers are fully engaged throughout each stage in the sales process. What solution should a consultant recommend to facilitate collaboration with customers? Choose 2 answers

A. Invite customers into private chatter groups
B. Allow customers to follow opportunities in Chatter
C. Share Chatter files with customers.
D. Add customers to Salesforce as Chatter Free users

Answer: AD

NEW QUESTION 604
......

Relate Links

100% Pass Your Sales-Cloud-Consultant Exam with Exambible Prep Materials

https://www.exambible.com/Sales-Cloud-Consultant-exam/

Contact us

We are proud of our high-quality customer service, which serves you around the clock 24/7.

Viste - https://www.exambible.com/