

## Sales-Cloud-Consultant Dumps

### Certified Salesforce Sales Cloud Consultant

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**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)

Which feature should a Consultant recommend to allow a Tier 2 Service Representative to take over case processing from Tier 1 and know how far Tier 1 had progressed in troubleshooting?

- A. Service Console Macros
- B. Lightning Guided Engagement
- C. Path for Cases
- D. Lightning Flow Component

**Answer: B**

**NEW QUESTION 3**

- (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 4**

- (Exam Topic 1)

Universal Containers needs to provide contact center agents with access to a customer's payment history if the call concerns a billing problem. The following considerations need to be taken into account:

- Billing problems account for less than 5% of calls.
- Billing data is stored in an external system containing over 20 million records.
- Agents do not want to maintain separate login sessions for Salesforce and the billing system. Which two solutions should a consultant recommend? Choose 2 answers

- A. Use Lightning Connect to connect and access data in real-time from the billing system.
- B. Import payment data into Salesforce and add to the contact page layout as a related list.
- C. Create a Visualforce page that retrieves payment information via a Web Service call-out.
- D. Create a custom tab of type URL that displays a search page from the billing system.

**Answer: CD**

**NEW QUESTION 5**

- (Exam Topic 1)

Universal Containers wants to implement Knowledge to assist agents with the resolution of cases. Which three recommendations should a consultant make to meet this requirement? Choose 3 answers

- A. Enable article customization for open cases.
- B. Enable agents to create their own personal articles.
- C. Enable suggested articles on new cases.
- D. Enable article submission during case close.
- E. Create an email template to send articles as PDF attachments.

**Answer: CDE**

**NEW QUESTION 6**

- (Exam Topic 1)

Universal Containers is training a new set of Service Reps. Part of the training includes handling Live Agent chats from customers. However, it is important that contact center managers monitor the chat sessions to ensure the Service Reps' responses are professional and accurate and to be able to assist when needed. What Lightning Console feature should a Consultant configure to support this need?

- A. Configure Omni-Channel Supervisor tab and 3rd party access.
- B. Configure Live Agent Supervisor tab and Whisper Messages.
- C. Add the Live Agent Component to the Utility bar.
- D. Configure the SOS snap-in for the Lightning Service Console.

**Answer:** B

**NEW QUESTION 7**

- (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 8**

- (Exam Topic 4)

Universal Containers to plans implement to implement lead management functionality for channel sales representative who needs to push pre-qualified leads to their partner. Partners need the ability to access and update the lead assigned to them. What solution should a consultant recommend for the scenario?

- A. Create a task for the partner where a new lead is created and assign it to partner in the Partner Community.
- B. Add the leads tab to the Partner Community and configure partner profile to access leads
- C. Configure a separate lead record type and page layout for the partner community.
- D. Create a customized site where partners can self-register and access their leads.

**Answer:** B

**NEW QUESTION 9**

- (Exam Topic 4)

Universal Containers wants to equip its sales team with mobile capabilities. The sales team needs to quickly look up contacts, accounts, and opportunities and easily log calls. Due to limited coverage in certain geographic areas, the sales team wants access to customer information even without an Internet connection. Which mobile solution is appropriate for the Universal Containers' sales team?

- A. Custom hybrid App
- B. Salesforce Mobile App
- C. Salesforce Touch App
- D. Salesforce A App

**Answer:** B

**NEW QUESTION 10**

- (Exam Topic 4)

Universal Containers is devising a separate sales methodology to upsell service contracts to its existing customer base. The company would like to track and report on these deals separately from other deals. What should a consultant recommend to meet this requirement?

- A. Add upsell as a stage and create a summary report by opportunity stage
- B. Create an opportunity record type and sales process for reporting on these deals
- C. Create separate page layout and report to flag and report on these deals
- D. Create a customer filed on opportunity to flag and report on these deals.

**Answer:** B

**NEW QUESTION 10**

- (Exam Topic 4)

Universal Containers has a complex sales process that requires two different sets of sales stages for opportunities with an opportunity amount above or below USD \$100,000. What should a consultant recommend to meet this requirement?

- A. Create two sales processes, two opportunity record types, and a workflow rule triggered by sales stage.
- B. Create two sales processes, two opportunity record types, and a workflow rule triggered by the opportunity amount.
- C. Create one sales process and a validation rule that evaluates opportunity amount to determine the appropriate sales stage.
- D. Create two sales processes and a workflow rule triggered by opportunity amount to assign a sales process.

**Answer:** B

**NEW QUESTION 11**

- (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 14**

- (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 16**

- (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 21**

- (Exam Topic 4)

Sales manager 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 26**

- (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. playing 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 28**

- (Exam Topic 4)

Universal Containers management wants to increase the productivity of its sales representatives. How can work.com be used to meet this requirement? Choose 2 answers

- A. Feedback can be given publicly or privately.
- B. Coaching statistics can be linked to reports
- C. Coaching goals can be linked to reports
- D. Feedback can be requested for the entire sales team

**Answer:** AC

**NEW QUESTION 30**

- (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 33**

- (Exam Topic 3)

Who would be interested in the "Top 10 Reasons Deals Were Lost" report?

- A. VP of Sales
- B. Sales Operations
- C. Sales Manager
- D. Sales Rep

**Answer:** A

**NEW QUESTION 35**

- (Exam Topic 3)

Universal Containers is using Salesforce and has set up a private sharing model. Sam is a sales executive who reports to John, a sales manager. Sam has ownership of the ABC Company account record and has created an opportunity for ABC Company. There is a sharing rule that allows the finance team to see all accounts and opportunities. Which statement is about data visibility is true?

- A. John and Sam can see all of the same data
- B. John can see all of Sam's data

**Answer:** B

**NEW QUESTION 40**

- (Exam Topic 4)

What actions can a consultant take during the project planning phase to ensure client stakeholder goals are met? Choose 2 answers

- A. Create scheduled dashboard to be sent weekly to all stakeholders.
- B. Ensure the project key performance indicators are profitable
- C. Establish a stakeholder committee and meeting schedule.
- D. Acquire the client stakeholders' key performance indicators.

**Answer:** CD

**NEW QUESTION 41**

- (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 45**

- (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 50**

- (Exam Topic 3)

Competitor is beating us out of deals. Where to track competitor product info?

- A. Product
- B. Opportunity
- C. Opportunity product
- D. Asset

**Answer:** A

**NEW QUESTION 52**

- (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 57**

- (Exam Topic 3)

Arrange the steps to set a pass code, in the correct order (using Salesforce Classic).

- A. Enter your pass code again for confirmation
- B. Enter your pass code when prompted to create a pass code
- C. Ensure that the Salesforce Classic application is installed and all your Sales force records are downloaded to your device

**Answer:** ABC

**NEW QUESTION 59**

- (Exam Topic 3)

Which option best identifies with the Chatter Profile 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:** B

**NEW QUESTION 61**

- (Exam Topic 3)

Sales reps must use the same system to manage calendars and to document meetings.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 64**

- (Exam Topic 3)

Sales methodology means an industry-recognized standard sales process.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 69**

- (Exam Topic 3)

Most common integrations in a marketing organization take place when...

- A. Lead Generation
- B. Lead Qualification
- C. Revenue Management (forecasting)
- D. Campaign Management

**Answer:** A

**NEW QUESTION 73**

- (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 76**

- (Exam Topic 3)

Which of the following is a typical challenge for a sales organization? (Select all that apply)

- A. Optimizing lead management
- B. Driving more business
- C. Improving sales rep productivity
- D. Complete visibility
- E. Poor customer satisfaction

**Answer:** ACD

**NEW QUESTION 81**

- (Exam Topic 3)



Arrange the steps to view record related lists in the correct order (using Salesforce Classic).

- A. Open the record or highlight it in the view
- B. Open the menu to display the group of objects associated with the selected record
- C. Select the required type of related records from the displayed objects

**Answer:** ABC

#### NEW QUESTION 85

- (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 87

- (Exam Topic 3)

Sales reps shouldn't be able to edit certain opportunity fields after closed/won stage (fields reserved for sales ops).

- A. Validation rule
- B. Workflow rule
- C. Modify all data privilege -> Sales Ops
- D. Field level security

**Answer:** A

#### NEW QUESTION 90

- (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)

Sales management at Universal Containers needs to provide channel partners with easy access to approved product documentation. They also need to notify partners about the material revisions and updates. How can they achieve these goals in Salesforce?

- A. Enable Content in the partner portal and enable Content email alerts for partner users.
- B. Enable the Document tab in the partner portal and enable email alerts for partner users.
- C. Add the Content related list

**Answer:** A

#### NEW QUESTION 93

- (Exam Topic 3)

Which best describes the Salesforce Automation feature "Contact Roles" ?

- 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:** C

#### NEW QUESTION 96

- (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 manangement settings
- D. Validation rule

**Answer:** B

**NEW QUESTION 97**

- (Exam Topic 3)

Which of the following is good Chatter Etiquette? (Select all that apply)

- A. Connect with co-workers by letting them know about your weekend
- B. Direct users to a subject matter experts
- C. Ask questions to gain vertical expertise
- D. Ask questions about bonus schedules

**Answer:** BC

**NEW QUESTION 102**

- (Exam Topic 3)

Insurance policies on accounts. 2 sales teams should not see each other's policies. 2 custom objects, each w/relationship to account object. Both objects private. What are the design considerations here?

- A. Sales user needs to apply manual sharing rules
- B. Custom report type needs to be created to view all policies in a single report

**Answer:** B

**NEW QUESTION 104**

- (Exam Topic 3)

Which of the following descriptions best describe Data.com?

- 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:** E

**NEW QUESTION 108**

- (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 110**

- (Exam Topic 3)

Sales should evaluate lead quality and provide feedback to marketing.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 115**

- (Exam Topic 3)

Territory Mgt (why use it?) – choose 3 answers:

- A. Sales commissions
- B. Currency reconciliation
- C. Data access rules for accounts & opportunities
- D. Assigning accounts to territories
- E. Alignment of overlay sales teams

**Answer:** CDE

**NEW QUESTION 117**

- (Exam Topic 3)

Which best describes the Salesforce Automation feature "Workflow/Approvals" ?

- 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:** E

#### NEW QUESTION 118

- (Exam Topic 3)

Universal containers has 1 price book with US dollars & Canadian dollars currency amounts for all products. Salesperson, when adding products to opportunity, only see CAD. What's wrong?

- A. Sales reps selected wrong price book
- B. Advanced currency management not enabled for CAD
- C. Multi-currency disabled for org
- D. Opportunity currency setup as CAD (not sure about this)

**Answer:** D

#### NEW QUESTION 121

- (Exam Topic 3)

Universal Containers plans to migrate data into Salesforce from a legacy system. Which step should be taken before performing the data migration? Choose 2 answers:

- A. Perform data cleansing
- B. Enable data validation rules
- C. Develop data map
- D. Normalize database

**Answer:** AC

#### NEW QUESTION 122

- (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 shows the relations to sales data, lead data, and analysis of campaigns?

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

**Answer:** B

#### NEW QUESTION 127

- (Exam Topic 2)

Which of the following statements are true about an end user's forecast? (Select all that apply)

- A. Is updated in the system every evening at 5 pm
- B. This aggregate can be dollars of revenue
- C. This aggregate can be units of products
- D. This aggregate can be both dollars or revenue and units of products
- E. Rolls up according to the forecast hierarchy

**Answer:** BCDE

#### NEW QUESTION 132

- (Exam Topic 2)

Forecast Category "Commit" can be summarized as:

- A. Closed
- B. Closed + Commit
- C. Closed + Commit + Best Case
- D. Commit + Best Case + Pipeline

**Answer:** B

#### NEW QUESTION 137

- (Exam Topic 2)

Your company sells service contracts where the customer pays once a year for a monthly service package. What type of schedule should you set up?

- A. Default Quantity Schedule
- B. Default Revenue Schedule
- C. Default Revenue and Quantity Schedule
- D. Don't create any default schedule

**Answer:** A

**NEW QUESTION 138**

- (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 141**

- (Exam Topic 2)

Choose the correct statement.

- A. Any salesperson can change their quota at any time.
- B. Only users with the appropriate permissions can change their quota.

**Answer:** B

**NEW QUESTION 145**

- (Exam Topic 2)

Your client is using Account data that is old. How can you help?

- A. Enhance Account content with data.com
- B. Use Account Merge utility
- C. Change you data migration plan for Accounts
- D. Re-load all Account records

**Answer:** A

**NEW QUESTION 146**

- (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 149**

- (Exam Topic 2)

What should access to records be based on?

- A. The org chart
- B. User preference
- C. The org-wide default
- D. Roles and role hierarchy

**Answer:** D

**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 156**

- (Exam Topic 2)

You are setting up security for your client, UCI. UCI has a collaborative sales model and want to make sure all team members work together to meet the customer needs. They are likely to require an open sharing model that will allow them to cross- and up-sell opportunities.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 158**

- (Exam Topic 2)

Match this tip with its design consideration. "Show each job function relevant information"

- 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:** D

**NEW QUESTION 160**

- (Exam Topic 2)

You can track only Assets sold by your company.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 162**

- (Exam Topic 2)

Match the following loading option to the description of when to use it. "Import Wizard"

- 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:** B

**NEW QUESTION 163**

- (Exam Topic 2)

AW Computing just added the "Total Converted Leads in Hierarchy" roll-up summary field to all campaign page layouts. However, the administrator cannot see the new field on a campaign record. What else needs to be configured to see this field?

- A. Select the "Marketing User" checkbox
- B. Select the "Create" permission for the Campaigns object
- C. Set the org-wide defaults for the Campaign object to "Public Full Access"
- D. Make the field visible using field-level security

**Answer:** D

**NEW QUESTION 164**

- (Exam Topic 2)

Match this tip with its design consideration. "Users should not do things more than once because it takes time and may create dirty data"

- 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:** F

**NEW QUESTION 168**

- (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 171**

- (Exam Topic 2)

AW Computing wants to run advertisement campaigns and then run reports to measure which advertisement type (online, magazine, or newspaper) generates the most revenue. Where would you create an "Advertisement Type" pick list to track this information?

- A. Campaigns object
- B. Contacts object
- C. Campaign Members object
- D. Leads object

**Answer:** A

**NEW QUESTION 174**

- (Exam Topic 2)

Who is most interested in the alignment of sales and marketing?

- A. Sales Reps
- B. Sales/Marketing Managers
- C. Sales/Marketing VP
- D. IT

**Answer:** C

**NEW QUESTION 176**

- (Exam Topic 2)

Your company has decided they want to track payment and deliveries for their products and services. Place the steps in order:

- A. Set up default schedules for any products that involve regular payments or delivery.
- B. Do not set up default schedules for products that involve payments or deliveries that are unique to each opportunity.
- C. Enable Scheduling for all products.

**Answer:** ABC

**NEW QUESTION 177**

- (Exam Topic 2)

Who is most interested in visibility, no surprises, and system ROI?

- A. Sales Reps
- B. Sales/Marketing Managers
- C. Sales/Marketing VP
- D. IT

**Answer:** B

**NEW QUESTION 182**

- (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 184**

- (Exam Topic 2)

Your org-wide defaults for Price Books are set to "No Access". What should you do to enable your Sales Reps to view the South America Price Book and add Products in this Price Book to Opportunities?

- A. Set the org-wide defaults to "Use", then manually change all non Sales Reps' access to "No Access"
- B. Set the org-wide defaults for all Sales Reps to "Use"
- C. Grant specific "Use" access rights to Sales Reps for the South America Price Book
- D. Change all Custom Price B

**Answer:** C

**NEW QUESTION 185**

- (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 190**

- (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 193**

- (Exam Topic 2)

Who is most interested in seamless migration?

- A. Sales Reps
- B. Sales/Marketing Managers
- C. Sales/Marketing VP
- D. IT

**Answer:** D

**NEW QUESTION 197**

- (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 200**

- (Exam Topic 2)

The Forecast Category on the Opportunity record maps directly, on a one-to-one basis, to the aggregates on the Forecast tab.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 203**

- (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 205**

- (Exam Topic 2)

Why is it important to forecast sales?

- A. Forecasting helps a company know what's in the pipeline
- B. Forecasting allows a company to manage revenue
- C. Forecasting tells managers the percent of deals closed
- D. Forecasting moves opportunities through stages

**Answer:** B

**NEW QUESTION 209**

- (Exam Topic 2)

Your forecast is available to your manager only after you have clicked the Submit button.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 214**

- (Exam Topic 2)

Forecast Categories: (Select all that apply)

- A. Are there to help you categorize your opportunities, so you can gauge more accurately how much revenue you can bring in a given time period
- B. Are the same thing as Sales Stages
- C. Have a default value that is associated with the Stage field

**Answer:** AC

**NEW QUESTION 217**

- (Exam Topic 2)

How many reports should you design for optimal usability?

- A. Five to seven reports per role
- B. As many as needed per role, without over whelming users
- C. The more the better, as long as you are using a clear naming convention
- D. Up to 10 reports per role

**Answer:** B

**NEW QUESTION 220**

- (Exam Topic 2)

The stage field is mapped to a value for the Forecast Category field and this can never be changed in an opportunity.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 221**

- (Exam Topic 2)

Which of the following statements are true about managers and forecasts? (Select all that apply)

- A. A manager must have their own opportunities
- B. A manager submits their own estimate of the forecast
- C. A manager can adjust a forecast to a higher number
- D. A manager can adjust a forecast to a lower number
- E. A manager can see the forecasts of every person below them in the role hierarchy
- F. A manager can override the forecast of every person below them

**Answer:** BCDE

**NEW QUESTION 222**

- (Exam Topic 2)

You can track Assets through Accounts, Contacts, Products, or Cases.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 226**

- (Exam Topic 2)

Which of the following describes the Probability field?

- A. Identifies where a deal is in relation to actually being closed.
- B. Determines the row in your Forecast where the amount will be aggregated.
- C. Then numeric prediction that the revenue from an opportunity will be realized.

**Answer:** C

**NEW QUESTION 231**

- (Exam Topic 2)

Role hierarchy should normally mimic the org structure.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 236**

- (Exam Topic 2)

Which of the following stage should be matched with the Forecast Category "Pipeline"?

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



E. Closed and Lost

**Answer:** A

**NEW QUESTION 238**

- (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 240**

- (Exam Topic 2)

Match this tip with its design consideration. "Make it easy for users to find data"

- 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:** C

**NEW QUESTION 244**

- (Exam Topic 2)

What is the benefit of a Force.com sandbox?

- A. It allows for development, testing, and training
- B. It extends Salesforce functionality
- C. It builds new application functionality
- D. It allows to create or change buttons, and dynamically route approvals

**Answer:** A

**NEW QUESTION 246**

- (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 249**

- (Exam Topic 1)

Universal Containers wants to maintain Service Level Agreements on its customer cases. Customers are provided different service levels based on their Services agreement. The VP of Customer Service wants to use Service Cloud to track and ensure senior management is alerted when cases have NOT completed certain stages.

Which Service Cloud feature should the Consultant recommend to address this requirement?

- A. Salesforce Console
- B. Entitlements and Milestones
- C. Case Escalation
- D. Case Assignment

**Answer:** B

**NEW QUESTION 254**

- (Exam Topic 1)

The lifecycle of a Knowledge article consists of five stages. In which order does an article proceed through these stages?

- A. Create, approve, publish, consume, feedback
- B. Create, feedback, publish, approve, consume
- C. Create, publish, feedback, approve, consume
- D. Create, consume, feedback, approve, publish

**Answer:** A

**NEW QUESTION 255**

- (Exam Topic 1)

Universal Containers is considering a Knowledge-Centered Support (KCS) implementation. Which three benefits can be expected from KCS adoption? Choose 3 answers

- A. Increased call deflection
- B. Increased call routing accuracy
- C. Reduced issue resolution time
- D. Reduced support channels
- E. Optimized use of resources

**Answer:** CDE

**NEW QUESTION 257**

- (Exam Topic 1)

A Contact Center Manager is implementing a new customer care program and wants to specifically measure customer loyalty. Which three measures satisfy this requirement? Choose 3 answers

- A. customer satisfaction Survey
- B. Customer Purchase History
- C. Customer Support Requests
- D. Net promoter Score
- E. Service Level Agreement

**Answer:** ABD

**NEW QUESTION 260**

- (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 263**

- (Exam Topic 1)

Universal Containers wants to ensure the contracted service level requirements for its clients are being met. What should be configured to meet this requirement?

- A. Entitlement processes, milestones, milestone actions, and entitlements
- B. Entitlement processes, contracts, contract line items, and entitlements
- C. Entitlement processes, contract line items, milestones, and entitlements
- D. Entitlement processes, contracts, milestones, and milestone actions

**Answer:** A

**NEW QUESTION 266**

- (Exam Topic 1)

Universal Containers wants to be able to assign Cases based on the same criteria they use for Live Agent chats. Which feature should a Consultant recommend?

- A. Omni-channel Skills-based routing
- B. Live Agent Queue-based routing
- C. Omni-channel Queue-based routing
- D. Case Skills-based Assignment Rules

**Answer:** B

**NEW QUESTION 268**

- (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 272**

- (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 276

- (Exam Topic 1)

Universal Containers wants customers to have the ability to log cases with structured data and route based on Urgency and Product Line. How should a Consultant accomplish this?

- A. Standard Email-to-Case with assignment rules
- B. Lightning Email with web routing prioritization
- C. Omni-Channel with prioritized queues
- D. Standard Web-to-Case with assignment rules

**Answer:** A

#### NEW QUESTION 280

- (Exam Topic 1)

A company has created a new onboarding process. An Agent must create ten open activities that align to a step of this onboarding experience. Creating these activities can take up to 20 minutes each to complete. What should the Agent recommend to minimize costs?

- A. Assign a single agent to create the activities on all new onboarding cases.
- B. Provide a macro that will automatically create the activities when executed.
- C. Add an object-specific custom quick action to create new activities.
- D. Hire a certified developer to write an apex trigger that creates each new activity.

**Answer:** B

#### NEW QUESTION 283

- (Exam Topic 1)

Which two capabilities of Lightning Knowledge ensure accurate content in Articles? Choose 2 answers

- A. Approval Process that assigns an Article to a Reviewer Queue.
- B. Knowledge Action to Publish an Article once the Article is approved.
- C. Validation Rules for article record types to verify all fields during creation.
- D. Data Category to assign an article record type to a Reviewer.

**Answer:** AC

#### NEW QUESTION 285

- (Exam Topic 1)

The Contact Center at Universal Containers wants to increase its profit margins by promoting call deflection within Service Cloud. Which two solutions should a Consultant recommend? Choose 2 answers

- A. Knowledge Base
- B. Customer Community
- C. Automatic Call Distribution
- D. Service Cloud Console

**Answer:** AB

#### NEW QUESTION 286

- (Exam Topic 1)

A consulting firm has been retained to implement a new Service Cloud platform for a company. This company requires quick iterations and a speedy project completion. The company has requested frequent project updates for check-ins and refinement. Which methodology should the Consultant recommend to meet the given requirements?

- A. Kanban
- B. Lightning Platform
- C. Agile
- D. Waterfall

**Answer:** C

#### NEW QUESTION 290

- (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 291**

- (Exam Topic 1)

A client's Support Call Center has seen an increase in call volume on a new product line. The agents are having problems resolving issues and have been escalating to Tier 2 for support.

Which action should be taken to reduce the call volumes and escalations?

- A. Create Knowledge Articles and publish internally and publicly.
- B. Configure IVR routing to bypass Tier 1 for the product line.
- C. Configure Omni-channel to assign cases directly to Tier 2.
- D. Create a dashboard to track and manage call volumes by type.

**Answer:** A

**NEW QUESTION 292**

- (Exam Topic 4)

How would you design a solution to measure the success of the Sales Cloud at UP?

- A. Create an analytic snapshot for standard reports
- B. Customize the Measure Success standard report
- C. Create dashboards based on standard reports
- D. Download and customize a user adoption dashboard from the AppExchange

**Answer:** D

**NEW QUESTION 294**

- (Exam Topic 4)

UC is deploying Salesforce for lead and opportunity Management. Several area of the application need to be customized using Apex & Visualforce in order to meet business requirements. Which steps can be taken to execute an effective test plan that will ensure high quality components? (2 answers)

- A. Create test conditions that cross-reference use cases from project documents
- B. Delegate unit testing to application end users because they understand the requirements best
- C. Rely on automated test script tools to ensure maximum test coverage
- D. Write detailed test scripts that define specific conditions, actions, and expected results

**Answer:** AD

**NEW QUESTION 296**

- (Exam Topic 4)

Cloud Kicks has sales teams distributed across global regions, The direction from sales leadership is to define access based on region. For example, users within the region have access to regional dashboards, while the leadership team has access to global dashboards.

What should the Consultant recommend to meet this requirement?

- A. Create one Dashboard folder for all regions for both sales and the leadership team with View access.
- B. Create Dashboard folders for each regional sales team and one Dashboard folder for leadership team.
- C. Create region-based sales groups, one leadership group, and one Dashboard folder with View access.
- D. Create Dashboard folder for all regions' sales team and one Dashboard folder for the leadership team.

**Answer:** C

**NEW QUESTION 300**

- (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 303**

- (Exam Topic 4)

Universal Containers sells two product lines that each use a distinct selling methodology. Additionally, each product line captures different information that is used to sell the products. What should a consultant recommend to support selling the two product lines?

- A. Create two page layouts and two sales processes; assign them to the respective product lines to collect relevant information.
- B. Create two page layouts, one opportunity record type, and one workflow rule to assign the correct page layout to the record type.
- C. Create one page layout, two sales processes, and validation rules to capture relevant opportunity information.
- D. Create two sales processes and two page layouts; assign them to two different opportunity record types for each product line.

**Answer:** D

**NEW QUESTION 307**

- (Exam Topic 4)

Universal Containers is moving their legacy Customer Relationship Management (CRM) system to salesforce sales cloud. What should the consultant recommend to ensure a successful implementation?

- A. Review the current system with all levels of users to understand their requirements
- B. Review the current system with executive management to understand their requirement
- C. Review the current system with and configure sales cloud to work in the same way
- D. Review the current system with IT management to understand their requirement

**Answer:** A

#### NEW QUESTION 312

- (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 316

- (Exam Topic 4)

Asia Pacific and Japanese sales teams from Cloud Kicks have requested separate report folders for each region. The VP of Sales needs one place to find reports for all the regions and still wants to retain visibility of the reports in each folder. What should the Consultant recommend to meet this requirement?

- A. Create all new regional folders and move the reports to the respective region folder with viewer access.
- B. Create grouped folders, keeping the top region folder sharing settings and limiting the sharing settings for the grouped ^ folders for each region.
- C. Create subfolders, keeping the top region folder sharing settings and limiting the sharing settings for the subfolders for each ^ region.
- D. Create all new regional folders and move the reports to the respective region folder with subscribe access.

**Answer:** A

#### NEW QUESTION 320

- (Exam Topic 4)

AConsultant is implementing a new Sales Cloud instance for Cloud Kicks that has a public sharing model for Accounts. Different sal.. Accounts that create a multi-level Account Hierarchy. Cloud Kicks needs to see the total number of closed won Opportunities and the.. in the hierarchy when viewing a parent Account. Which recommendation will meet this viewing requirement?

- A. Create a workflow rule to update the custom field on the parent Account, displaying the total value of won Op.. Accounts.
- B. Configure a link on the Account that will open a list view showing the total value of open Opportunities for all..
- C. Configure Apex to update a custom field on the parent Account with the total value of won Opportunities from..
- D. Create a Roll-up Summary field on the parent Account, displaying the total value of won Opportunities from t..

**Answer:** B

#### NEW QUESTION 324

- (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 326

- (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 330

- (Exam Topic 4)

Universal Containers wants to implement best practices for its customer support teams and has decided to follow a Knowledge Centered Support (KCS)



methodology Which two benefits can be expected from KCS adoption? Choose 2 answers

- A. A knowledge article life cycle that is implemented correctly the first time and does not need to change
- B. A knowledge article life cycle that evolves based on usage and demand
- C. Reduced issue resolution time
- D. Reduced first contact resolution

**Answer:** CD

#### NEW QUESTION 331

- (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 333

- (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 337

- (Exam Topic 4)

Universal Containers is following a traditional waterfall project delivery methodology. The analysis phase is complete with the sign-off of the requirements. What action should a consultant take to minimize changes in scope during the design and build phases? Choose 2 answers

- A. Map solution design documents to system test scripts
- B. Obtain customer sign-off on the solution design
- C. Update requirements based on feedback from key stakeholders
- D. Map business requirements to the solution design

**Answer:** BD

#### NEW QUESTION 339

- (Exam Topic 4)

The Salesforce administrator for Cloud Kicks needs to set sales quotas for all sales representatives. Which three solutions should the Consultant consider? Choose 3 answers

- A. Use the API.
- B. Update the sales quota field from the opportunity record.
- C. Enable Forecast Quotas from Setup.
- D. Use Data Loader.
- E. Add a record to the quota object.
- F. Add a record to the Quotas related list from the user record.

**Answer:** ADF

#### NEW QUESTION 342

- (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 salesforce 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 salesforce mobile app

**Answer:** A

#### NEW QUESTION 347

- (Exam Topic 4)

UC manages its sales pipeline using Salesforce. However, when an opportunity moves to the closed lost stage, the company would like to enforce that the expected revenue value be \$0 in reports. Which solution should a consultant recommended to meet this requirement?



- A. Create a validation rule to verify that the forecast probability for closed/lost opportunities is 0%.
- B. Define a workflow rule to set the forecast category to omitted when the opportunity stage is closed/lost.
- C. Define a workflow rule to set the expected revenue field to \$0 when the opportunity stage is closed/lost.
- D. Create a dependency between stage and forecast category to enforce the omitted value for closed/lost stages.

**Answer:** D

#### NEW QUESTION 348

- (Exam Topic 4)

Sales Management at Cloud Kicks has noticed that the Quote amount on Opportunities does not match the Opportunity amount. Which two actions should the Consultant recommend to resolve this issue? Choose 2 answers

- A. Build a Workflow rule to update the Opportunity Amount with a Grand Total Value on the Quote Record.
- B. Add the Syncing checkbox to the Quotes related list.
- C. Add a global action to sync the Quote with the Opportunity.
- D. Add a Sync button to the Page Layout.
- E. Build a formula field on Opportunity to roll up Total Value from the Quote Record.

**Answer:** BD

#### NEW QUESTION 349

- (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 to Private and Opportunity to Private.
- D. Set Account to Public Read/Write, and Opportunity to Controlled by Parent.

**Answer:** A

#### NEW QUESTION 352

- (Exam Topic 4)

Cloud Kicks wants to implement a methodology to determine which current Leads have the most in common with Leads that have successfully been converted in the past. How can Cloud Kicks support this requirement?

- A. Use Einstein Lead Scoring.
- B. Create a lead Rollup Summary Field.
- C. Use Lead Conversation Reporting.
- D. Create a Joined report.

**Answer:** A

#### NEW QUESTION 357

- (Exam Topic 4)

Universal Containers is implementing Salesforce and plans to migrate several marketing campaigns from a legacy system. Which approach would a consultant recommend to ensure that the campaign and campaign member data is accurately maintained?

- A. Create external ID fields for campaigns, leads, and contacts
- B. Create external ID fields for campaigns, leads, and accounts.
- C. Create external ID fields for campaigns, accounts, and contacts.
- D. Create external ID fields for campaigns, campaign members, and accounts.

**Answer:** A

#### NEW QUESTION 360

- (Exam Topic 4)

Universal Containers provides customer support for both new products and routine maintenance of existing products. The cases for both types have many stages and fields in common, however, the maintenance cases have additional stages and fields that need to be captured. Which two features should a Consultant recommend to accomplish this objective? Choose 2 Answers

- A. Support Types
- B. Support Processes
- C. Approval Processes
- D. Record Types

**Answer:** BD

#### NEW QUESTION 365

- (Exam Topic 4)

Northern Trail outfitters (NTO) consumer business has grown to more than 500,000 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 370

- (Exam Topic 4)

The shipping department at Universal Containers is responsible for sending product samples as part of the sales process, when an opportunity moves to the "sampling" stage, Universal Containers wants an automatic email sent to the shipping department listing the products on the opportunity. How can this requirement be met using a workflow email?

- A. Create it on the opportunity using an HTML email template.
- B. Create it on the opportunity product using a Visualforce email template.
- C. Create it on the opportunity product using an HTML email template.
- D. Create it on the opportunity using a Visualforce email template.

**Answer:** D

#### NEW QUESTION 375

- (Exam Topic 4)

UC recently acquired Global Packaging, a company that has complementary Products. UC wants to run a major campaign showcasing its new product bundling. The company will use multiple marketing channels to create awareness in the marketplace. Each marketing channel will need to be measured for its effectiveness both individually and collectively. How should the consultant design the solution for UC?

- A. Create a single campaign, add members, and set the status to active
- B. Create campaigns for each channel with members and link child campaigns to a parent campaign
- C. Create campaigns for each channel, link them to a parent, and add members to the parent
- D. Create a single campaign and add member statuses for each marketing channel

**Answer:** B

#### NEW QUESTION 380

- (Exam Topic 4)

A sales representative at Universal Containers who recently lost a sales deal to a competitor has set the opportunity stage to closed/lost. What impact will this have on the opportunity in the forecast?

- A. It will be associated with the omitted forecast category and sales management must override to exclude it from the forecast.
- B. It will be associated with the lost forecast category and only sales managers will be able to view it in the forecast.
- C. It will be associated with the closed forecast category and it contributes to the forecast.
- D. It will be associated with the omitted forecast category and does NOT contribute to the forecast.

**Answer:** D

#### NEW QUESTION 382

- (Exam Topic 4)

Universal Containers wants to implement a website for a new product launch. The site should be publicly available, allow visitors to submit requests for information, and be managed by the non-technical marketing team. What solution should the consultant recommend?

- A. Site.com
- B. Customer Community
- C. Salesforce Sites
- D. Force.com Sites

**Answer:** A

#### NEW QUESTION 384

- (Exam Topic 4)

Universal Container wants to improve sales productivity in inside sales and it has been advised to consider Salesforce Console for sales. What use case will satisfy this requirement? Choose 2 answers

- A. Need to chat with customer in real time with chatter
- B. Need to prioritize search results for contacts and opportunities
- C. Need to add notes quickly or log activities for each record
- D. Need to see records and related items as tabs under one screen

**Answer:** CD

#### NEW QUESTION 389

- (Exam Topic 4)

Universal Containers' customer service technicians need to access the following information while at a customer site complete the service call: - Customer order history - Level of contracted support - List of replaceable parts. Which system can Salesforce integrate with to retrieve this information and make it available to technicians in the field?

- A. An enterprise resource planning system
- B. A workforce management system
- C. A third-party mobile application platform
- D. A knowledge management system

**Answer:** A

**NEW QUESTION 394**

- (Exam Topic 4)

UC has set accounts, contacts and opportunities to private. Sales Rep manage the account for which they are the account owner. The company also employs sales specialist to assist sales rep on deals. What should a consultant recommended to allow sales specialist to see account information and any opportunity information associated with the account?

- A. Assign the sales specialist to the same profile as Account owner.
- B. Assign the sales specialist to the same role in the role hierarchy as account owners.
- C. Add the sales specialist to the account team and assign them read access to the opportunity.
- D. Share opportunity manually with the sales specialist and assign them read access.

**Answer:** C

**NEW QUESTION 397**

- (Exam Topic 4)

Universal Containers is nearing the end of a quarter and the committed forecast is well below target. In order to identify additional sales opportunities. Universal Containers needs to track the competitor products used by its customers so it can sell into those customer accounts. Where should the competitor product information be tracked?

- A. Asset
- B. Product
- C. Opportunity
- D. Opportunity product

**Answer:** A

**NEW QUESTION 401**

- (Exam Topic 4)

Currently at Cloud Kicks, the Lead Source field is used to track what event a lead originated from. The Marketing Director requested a report that shows every event a lead has attended.

Which standard Salesforce functionality can a Consultant recommend?

- A. Implement Campaigns to track events and define a Campaign Management process.
- B. Create a custom field to track the second event a Lead attends
- C. Update the Lead Source field to the most recent event a lead has attended using process builder
- D. Configure a custom Events object and relate it to the Lead object

**Answer:** A

**NEW QUESTION 404**

- (Exam Topic 4)

Universal Containers has recently set up an email-to-case channel for customer to submit cases. However, they are having trouble tracking and relating email responses to the related Salesforce case. What should a Consultant recommend to address this issue?

- A. Convert to an On-Demand Email-to-Case setup
- B. Use Omni-Channel to automatically route inbound email
- C. Assign a user to manually manage incoming email
- D. Insert a reference Thread ID in the email subject template

**Answer:** D

**NEW QUESTION 408**

- (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 413**

- (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 417**

- (Exam Topic 4)

Universal Containers uses Salesforce for Outlook to synchronize contacts between Microsoft Outlook and Salesforce. The executive team wants to ensure that user's personal contacts in Microsoft Outlook are not synced with Salesforce. Which solution should a consultant recommend to meet this business requirement? Choose 2 answers

- A. Train users to assign personal contacts in Microsoft Outlook to the Don't Sync with Salesforce category.
- B. Train users to manually remove personal contacts from Salesforce after syncing with Microsoft Outlook.
- C. Train users to mark personal contacts as private in Microsoft Outlook and choose not to sync private contacts in Salesforce.
- D. Train users to sync personal contacts in Salesforce using one-way synchronization from Salesforce to Microsoft Outlook.

**Answer:** AC

**NEW QUESTION 419**

- (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 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 421**

- (Exam Topic 4)

What features ofwork.com can managers use to help sales representatives meet their quotas? Choose 2 answers

- A. Coaching plans to help the sales rep drive results
- B. Coaching feed visible to the entire sales teams
- C. Coaching feedback that automatically adjusts the goals
- D. Coaching dashboards to monitor progress

**Answer:** AD

**NEW QUESTION 425**

- (Exam Topic 4)

The Universal Containers contact Center offers support through phone, email, public website, and a Community. The contact center manager wants to demonstrate the success of recent self-service initiatives to executive management. Which two Reports should the contact center manager present to executive management? Choose 2 Answers

- A. Number of cases created using Communities
- B. Number of IVR inquiries without agent involvement
- C. Average call handle time by team
- D. Number of cases closed by self-service users.

**Answer:** AD

**NEW QUESTION 426**

- (Exam Topic 4)

Cloud Kicks is currently going through a fast-paced growth of its sales department. The Sales Director notices that new sales executives are investing time connecting with existing contacts who are not influential in furthering the business relationship. Which two potential solutions can the Consultant recommend? Choose 2 answers

- A. Add a Lookup field to Contacts to indicate Influential Contacts.
- B. Add an Influencing Contact multi-select picklist field on the Account.
- C. Implement the Account Contact Role feature.
- D. Track time invested in a custom field for each contact.

**Answer:** BC

**NEW QUESTION 429**

- (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 430**

- (Exam Topic 4)

A Consultant for Cloud Kicks notices that the Deploy date for the Sales Cloud project is also the same weekend of a Salesforce release. What should the Consultant recommend?

- A. Complete the project sooner and push before the Salesforce release
- B. Let Cloud Kicks know that there is a Salesforce release and that it may take longer
- C. Stop all work because the impact of the Salesforce release is unknown
- D. Update the project plan for the following week and communicate the change

**Answer:** D

#### NEW QUESTION 435

- (Exam Topic 4)

UC requires that account plans be created for all accounts. The account plans have been set up as a custom object with a lookup relationship. The sharing model is private for account plans. UC would like to assign the same access to the account plan record as to the associated account. What solution should a consultant recommend for these scenarios?

- A. Modify the account plans object to be in a master-detail relationship with accounts.
- B. Create a trigger on account plans that adds a manual share automatically to the account owner.
- C. Create sales team users with read access to the account plans object.
- D. Apply manual sharing to the account owner after each account plans record is created.

**Answer:** A

#### NEW QUESTION 440

- (Exam Topic 4)

Universal Container wants to measure the user adoption of their successful Sales Cloud implementation. Which key factors should be considered?

- A. Business performance
- B. Data quality
- C. Usage
- D. walang sagot huhu

**Answer:** D

#### NEW QUESTION 443

- (Exam Topic 4)

Cloud Kicks uses an external ERP application to process its orders. This ERP application needs to receive data about Opportunities when the Opportunity closes.

Which two solutions should the Consultant recommend? Choose 2 answers

- A. Single Sign-on
- B. Connected App
- C. RESTCallout
- D. Outbound Message with Workflow Rules

**Answer:** CD

#### NEW QUESTION 446

- (Exam Topic 4)

Universal Containers has hired a consulting firm to implement its new Service Cloud platform and requires quick iterations and a speedy project completion. UC has requested frequent project updates for check-ins and refinement. Which methodology should the Consultant recommend given the requirements?

- A. Kanban
- B. Waterfall
- C. Agile
- D. Force.com IDE

**Answer:** C

#### NEW QUESTION 448

- (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 450

- (Exam Topic 4)

Universal Containers wants to track the campaigns that influence won opportunities. Using standard functionality, what should a consultant recommend to meet this requirement? Choose 2 answers



- A. Have the administrator specify a time frame that limits the time a campaign can influence the opportunity after the campaign first associated date and before the opportunity created date.
- B. Add campaigns to opportunities when the campaign is related to a contact that is assigned a contact role on the opportunity prior to the close date.
- C. Automatically add child campaigns of the primary campaign source if the child campaigns have an end date that falls before the opportunity close date.
- D. Have representatives populate a field on the opportunity record with the dollar amount of the expected revenue from the campaigns that influenced the opportunity.

**Answer:** AB

#### NEW QUESTION 454

- (Exam Topic 4)

The Cloud Kicks mobile sales team is using a combination of iOS and Android devices. The sales manager has requested that sales representative must record client meeting activity within Salesforce immediately after a meeting. Which two actions should a Consultant recommend to meet this requirement? Choose 2 answers

- A. Log an activity using a Quick Action.
- B. Log a meeting activity using the email to Salesforce feature.
- C. Have the sales reps install the Salesforce Mobile app on their devices.
- D. Have the sales reps install the Outlook for Lightning app on their device.
- E. Log a meeting with mobile smart actions automatic sync.
- F. Have the sales reps install SalesforceA on their mobile devices.

**Answer:** CE

#### NEW QUESTION 458

- (Exam Topic 4)

Which two solutions should a consultant recommend if a sales process requires opportunities to have associated product line items before moving the opportunity to the negotiation stage? Choose 2 answers.

- A. Configure a validation rule that types the Has Line Item and Stage fields for the correct condition.
- B. Define a workflow rule that automatically defaults to a pricebook and product line item when selecting the negotiation stage.
- C. Ensure that all sales representatives have access to at least one pricebook when creating product lines.
- D. Configure the opportunity record types to enforce product line item entry before selecting the negotiation stage.

**Answer:** AC

#### NEW QUESTION 462

- (Exam Topic 4)

Cloud Kicks needs to forecast on monthly business that closes and details of open opportunities on a weekly basis. The VP of Sales asks the business analyst to review how the sales funnel is changing month over months. Which two actions should the Consultant take to meet this requirement? Choose 2 answers

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

**Answer:** BE

#### NEW QUESTION 463

- (Exam Topic 4)

Universal Containers' support management team has noticed an increase in wait times over the last several months when customers call in for support. Which two recommendations should a Consultant suggest to help decrease customer wait times? Choose 2 answers

- A. Create case escalation rules to route high-priority cases directly to supervisors for resolution
- B. Create reports to analyze call data in order to understand peak times and ensure adequate staffing
- C. Set up analytical snapshots to capture key case information and create historical trending reports
- D. Set up a Salesforce Customer Community that will allow customers to create cases online

**Answer:** BD

#### NEW QUESTION 467

- (Exam Topic 4)

UC would like to capture qualification information for new leads (e.g. whether or not a person is a decision maker). The information should also appear in the contact record once the lead has been converted. Which approach should a consultant recommended?

- A. Create a custom field on lead and contact object, utilize a trigger to transfer the value after conversion.
- B. Create a custom field on lead and contact object; these fields will be mapped automatically during conversion.
- C. Create a custom field on lead and contact object, configure mapping for these two fields for conversion.
- D. Create a custom field on lead and contact object, advice user to select it for transfer during conversion.

**Answer:** C

#### NEW QUESTION 469

- (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 471

- (Exam Topic 4)

Due to internet unavailability at Cloud Kicks, the sales team is not able to utilize the Salesforce Mobile app feature to view, create, or update Opportunities. Which two steps should the Consultant take to resolve the issue? Choose 2 answers

- A. Create a permission set with the system permission "Store offline data" and assign the permission set to the sales team U user(s).
- B. Raise a case with Salesforce support to enable the offline version of the Mobile app and update the app to use the offline capabilities.
- C. From the Setup menu, go to Salesforce offline and select "Enable offline create, edit, and delete in Salesforce for Android and IOS."
- D. From the Setup menu, enable the system permission "Store offline data."
- E. From the Setup menu, go to Salesforce offline and select "Enable caching in Salesforce for Android and iOS."

**Answer:** CE

#### NEW QUESTION 472

- (Exam Topic 4)

UC wants to implement a website for a new product launch. The site should be publicly available, allow visitors to submit requests for information, and be managed by the non-technical marketing team. What solution should the consultant recommend?

- A. Site.com
- B. Customer Community
- C. Salesforce Sites
- D. Force.com Sites

**Answer:** A

#### NEW QUESTION 473

- (Exam Topic 4)

How would you design a solution to give UP a 360 degree view of an account?

- A. Create custom formula fields to display the related information
- B. Set the field-level security to visible for the appropriate related lists
- C. Ensure that the appropriate related lists are on the account page layout
- D. Create an apex trigger to display related information

**Answer:** C

#### NEW QUESTION 475

- (Exam Topic 4)

UC would like to capture qualification information for new leads (e.g.. whether or not the person is a decision maker). This information should also appear in the contact record once the lead has been converted. Which approach should a consultant recommend?

- A. Create a custom field on the lead object and contact object; advise users to select it for transfer during conversion
- B. Create a custom field on the lead object and contact object: utilize a trigger to transfer the value after conversion .
- C. Create a custom field on the lead object and contact object: configure mapping of these two fields for conversion
- D. Create a custom field on the lead object and contact object: these field will be mapped automatically during conversion

**Answer:** C

#### NEW QUESTION 477

- (Exam Topic 4)

Cloud Kicks has a complicated sales process and is currently using 12 stages for Opportunities. Sales representatives often have difficulties deciding when to move Opportunities through the various stages. Which solution should the Consultant recommend?

- A. Use Process Builder to send emails to sales representatives when Opportunities reach key stages,providing detailed information on what they need to do move the Opportunities to the next stage(s).
- B. Use Path to provide guidance for key Opportunity stages.
- C. Advise sales representatives to post on Chatter so the sales team can collaborate to move Opportunities along the pipeline quickly.
- D. Configure a dashboard that shows Opportunities that have not moved stage for 30 days, and provide training to those Opportunities owners.

**Answer:** B

#### NEW QUESTION 481

- (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 485**

- (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 489**

- (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 492**

- (Exam Topic 4)

Universal Containers has a large customer base of over 15,000 Accounts and 60,000 contacts. The marketing manager wants to use the customer data for an upcoming new product launch but its concerned contact may have moved to other organization (Contact's email tec has changed) what should a consultant recommend to ensure customer data is accurate?

- A. create a vf rule to mass email contacts and capture any email bounce
- B. Use a data cleaning tool and the stay-in-touch feature of salesforce to email contact
- C. create a workflow rule for the account and contact owner to confirm contact data
- D. Use data enhancement tool to verify that account and contact data is up-to-date

**Answer: B**

**NEW QUESTION 497**

- (Exam Topic 4)

Universal Insurance is a large insurance company with a customer base that includes both individual consumers and businesses. The company has implemented Person Accounts in Salesforce. It has a custom object for policies that needs to relate to both Person Accounts and Business Accounts. What is the minimum configuration on the policy custom object needed to meet this requirement?

- A. Create a contact lookup field and an account lookup field
- B. Create a master-detail account relationship
- C. Create a master-detail contact relationship
- D. Create a custom contact lookup field

**Answer: B**

**NEW QUESTION 501**

- (Exam Topic 4)

Universal Containers has a private sharing model for accounts and opportunities. Each sales representative is assigned to work with a dedicated sales engineer. The sales engineer will need access to their assigned sales representative accounts and opportunities. What should a consultant recommend to meet this requirement?

- A. Create criteria-based sharing rules to share the accounts and opportunities with sales engineers
- B. Create a trigger to add the sales engineers to their sales representative account and opportunity teams
- C. Enable account and opportunity teams selling and have each sales representative configure their default teams
- D. Have the sales representatives manually share the accounts and opportunities with their assigned sales engineers

**Answer: C**

**NEW QUESTION 503**

- (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 506**

- (Exam Topic 4)

Cloud Kicks wants to sell to both consumer and Business. There will be a consumer sales team and a business sales team. Which two Salesforce functions will allow the Consultant to meet this requirement? Choose 2 answers

- A. Opportunity Teams
- B. Process Builder
- C. Sales Processes
- D. Record Types

**Answer:** CD

**NEW QUESTION 510**

- (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 515**

- (Exam Topic 4)

Universal Containers is exploring ways to provide their customers with more self-service options in their new Customer Community to reduce the number of interactions with their contact center. Which two features should a Consultant consider implementing? Choose 2 Answers

- A. Add the Question action to Chatter in the community publisher
- B. Use a community template to set up their customer community
- C. Enable Live-Agent in their community to chat with an agent
- D. Enable web-to-case on their public website

**Answer:** AB

**NEW QUESTION 519**

- (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 521**

- (Exam Topic 4)

Universal Containers is bringing a new division under their existing Customer Service Contact Center. This will involve servicing several thousand new customers. Which method should a consultant recommend for importing this data into Universal Containers' Service Cloud instance?

- A. Bulk Data transfer API
- B. Data Integration via SOAP API
- C. Java language Specific Toolkit
- D. Cloud-to-Cloud Integration Toolkit

**Answer:** A

**NEW QUESTION 525**

- (Exam Topic 4)

Universal Containers has three sales divisions: hardware, software and consulting. Hardware and software division follow ten steps sales process. The consulting division follow eight step division processes and does not use the prospecting or perception analysis stage during the sales cycle. Which solution should a consultant recommend to meet this requirement? Choose 3 Answers

- A. Create the record types.
- B. Create separate stage fields.
- C. Create separate page layout.
- D. Create sales process.
- E. Define stage picklist values.

**Answer:** ADE

**NEW QUESTION 529**

- (Exam Topic 4)

Universal Containers decided to start using salesforce for all its sales automation its current sales database has about 50 million records. These records were all

migrated into the database from other legacy systems. After migration to salesforce UC wants to be able to search and cross reference records with the original source system. What should a consultant recommend to meet the requirement?

- A. Use the standard external Id field and map this to the current record Id Value
- B. Use the standard external Id field and map this to the original record Id value
- C. Use a custom external Id field and map this to the original record id value
- D. Use a custom field named external Id and map this to the current record Id Value

**Answer:** C

#### NEW QUESTION 534

- (Exam Topic 4)

Universal Containers wants to manage their sales territories in Salesforce. What questions should be asked to determine if territory management is an appropriate solution? Choose 3 answers:

Are commissions calculated by the number of territory to which a representative belongs?

- A. Are there specific rules for account and opportunity access?
- B. Is your sales organization set up as a matrix or a tree'? .
- C. Does account sharing depend more on account traits than on ownership?
- D. Are your lead assignments based on sales territories?

**Answer:** ABD

#### NEW QUESTION 536

- (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 537

- (Exam Topic 4)

Cloud Kicks wants to allow a single view of Contacts that belong to the same Account Hierarchy chain. How should the Consultant meet this requirement?

- A. Create a report to display all related Contacts.
- B. Navigate to the Account hierarchy page to view all related Contacts.
- C. Navigate to the default Contact Hierarchy Lightning Component on the parent Account.
- D. Enable the View All Child Contacts feature.

**Answer:** A

#### NEW QUESTION 542

- (Exam Topic 4)

Up to this point, two sales reps have had separate Accounts and Opportunities. Sales rep A wants to Include sales rep B in a few Opportunities on one Account.

Which two things will happen if Account Teams are enabled and used for this Account? Choose 2 answers

- A. Rep A can let rep B edit all Opportunities on the Account.
- B. Rep A can let rep B view one of the Opportunities on the Account.
- C. Rep A can let rep B view the Account but keep private Activities.
- D. Rep A can let rep B view the Account but keep private Contacts.

**Answer:** AD

#### NEW QUESTION 544

- (Exam Topic 4)

The Cloud Kicks IT team has noticed that there are many duplicate person Accounts. The team can often easily identify duplicates and wants to merge them.

Which consideration should the Consultant convey regarding person Account merges?

- A. Person Accounts can be merged automatically by enabling the option in Account Setup.
- B. Person Accounts can be merged with other person Accounts.
- C. Person Accounts with a redundant relationship can be merged with duplicate matching rules.
- D. Person Accounts can be merged with Contact records.

**Answer:** B

#### NEW QUESTION 548

- (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 550

- (Exam Topic 4)

Customer Support Agents are frustrated with how they interact with their current case management solution and have asked for a more streamlined way to manage and view cases. Which solution will improve productivity and allow the Agents to quickly create and view notes, log calls, update cases, and communicate with customer?

- A. Create a Salesforce Classic Quick Actions
- B. Add a Visualforce page to the Case layout
- C. Configure the Case highlights panel
- D. Configure Case Feed page layouts9

**Answer:** B

#### NEW QUESTION 551

- (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 556

- (Exam Topic 4)

Universal Containers has millions of customer in Salesforce, but only a very small percentage have opened support cases in the past. Recently, Universal Containers has implemented a Customer Community and plans to allow customers to be authenticated users to increase self-service rates. Which two methods should be used to enable the customers on the Community? Choose 2 answers

- A. Have agents manually create Users when Community access is requested by Customers
- B. Send email notifications to all Customer to join the Community
- C. Have agents provide Customer with Community registration instructions when working a case
- D. Identify active Customer and send them registration instruction via email

**Answer:** CD

#### NEW QUESTION 559

- (Exam Topic 4)

The Cloud Kicks Marketing Team purchased a marketing automation tool and are implementing a Lead qualification process. The Sales Director provided key attributes and activity history of the ideal Lead. What can Marketing do with this information to implement an automated solution?

- A. Create reports based off the provided Sales metrics in the marketing automation tool and train Marketing users to identify and qualify Leads
- B. Add fields for all key attributes to the Lead object and make them required
- C. Set up the marketing tool to send any prospects to Salesforce and have Sales Reps assist in the qualification process
- D. Develop the Lead score and grade based off the provided information to automatically determine when aLead should become qualified

**Answer:** D

#### NEW QUESTION 564

- (Exam Topic 4)

Universal Containers representative wants to see forecast amount by all sales representatives and by multiple product group. What would a consultant recommend to meet these requirement? Choose 2 answers

- A. Implement collaborative forecast with product family
- B. Build a forecast list view by product family groups
- C. Implement collaborative forecast with quota attainment
- D. Build a custom forecast report showing product groups

**Answer:** C

#### NEW QUESTION 567

- (Exam Topic 4)

In the last requirements meeting, Cloud Kicks team member mention that they will be taking the next week off for a conference. What should a Consultant do in response to this news?



- A. Update the solution design while they are at the conference
- B. Have the client sign off on requirements and start the build
- C. Set up two requirements workshops the following week
- D. Update the project plan and communicate it to all the stakeholders

**Answer:** D

#### NEW QUESTION 571

- (Exam Topic 4)

A company needs to enable a community to better engage with its customers. The key aspects of the community will include Cases, Knowledge, and Community Discussions. The company wants to quickly enable the community via a template. Which template should the company use?

- A. Napili (Customer Service)
- B. Koa
- C. Salesforce Tabs +Visualforce
- D. Kokua

**Answer:** B

#### NEW QUESTION 572

- (Exam Topic 4)

Cloud Kicks wants to utilize Opportunities to report and track subscriptions to its "Shoe of the Month" club. Subscribers can pay in full (all at one time), weekly, monthly, or quarterly. Which solution should the Consultant recommend to meet Cloud Kicks' need?

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

**Answer:** A

#### NEW QUESTION 574

- (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 578

- (Exam Topic 4)

Universal Containers current solution for managing its forecast is cumbersome. The sales managers do not have visibility into their team's forecasts and are not able to update the forecasts. As a result the managers are continually asking their sales representatives to provide updated forecast data via email or phone. What solution should a consultant recommend to help Universal Containers improve the management of their forecasts? Choose 2 answers

- A. Create forecast chatter groups where sales representatives can post and share their forecasts
- B. Configure customizable forecasts to give managers forecast override capabilities.
- C. Create a forecast hierarchy and assign managers to the forecast manager role.
- D. Configure weekly customized forecast reports and dashboards to be emailed to sales management

**Answer:** BC

#### NEW QUESTION 579

- (Exam Topic 4)

Universal Containers has set the organization-wide default to public read-only for accounts, contacts, and opportunities. Activities are set to be controlled by the parent. The ABC corporation account is owned by a sales user whose profile grants to create, read, edit and delete access to accounts, contacts and opportunities. Based on this information, the owner of the ABC Corporation account record has the rights to take which actions?

- A. Transfer ownership of related contacts and opportunities owned by other users
- B. Share the account with other users through manual sharing and account teams
- C. View, edit and delete related contacts and opportunities owned by other users
- D. View, edit, and delete activities owned by other users directly related to the account

**Answer:** BD

#### NEW QUESTION 584

- (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. The information shown is based on the sales representative's connection level with the contact on Facebook
- C. The fields configured by Universal Containers administrator on the contact page layout are missing
- D. Universal Containers must purchase the Facebook license to access public information for its users

**Answer:** B

#### NEW QUESTION 587

- (Exam Topic 4)

Sales management needs to measure sales performance by comparing the amount of business closed by each sales representative against assigned quotas. Which metric will provide the required data? Select two answers.

- A. Number of opportunities in the forecast by sales representative
- B. Percentage of closed opportunities by sales representative
- C. Percentage of quota attained by sales representative
- D. Quarterly forecast summary by sales representative

**Answer:** CD

#### NEW QUESTION 592

- (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. Custom mobile
- B. chatter for mobile
- C. Salesforcel
- D. Mobile classis

**Answer:** C

#### NEW QUESTION 594

- (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 595

- (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 597

- (Exam Topic 4)

UC wants to prevent sales user to modify 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 Workflow rule to enable field access for the sales directors based on sales stage.
- B. Create a validation rule to enforce field access based on the sales stage and profile.
- C. Change the field label security for the sales rep to restrict field's access based on the sales stage.
- D. Modify the profile for sales directors to enable the "Modify AH" object permission for the opportunities.

**Answer:** B

#### NEW QUESTION 600

- (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 602**

- (Exam Topic 4)

What Sales Cloud feature would allow UP to track which campaigns are related to a specific program initiative?

- A. Campaign members
- B. Campaign hierarchy
- C. Contact roles
- D. Campaign influence

**Answer:** B

**NEW QUESTION 605**

- (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 607**

- (Exam Topic 4)

Universal Containers wants to improve the accuracy of its current sales forecast. It also wants to improve the relevance of its sales stages and the role they play in the sales process. How should the relationships between the various elements of the sales process be defined to meet these requirements?

- A. Map appropriate sales stage to opportunity stage; assign accurate forecast probability
- B. Map opportunity stages to forecast categories; assign accurate probability to each stage.
- C. Map forecast probability to opportunity probability; assign appropriate sales stage
- D. Map sales probability values to forecast categories; assign sales stages accurate percentages

**Answer:** B

**NEW QUESTION 608**

- (Exam Topic 4)

The Service Manager at Universal Containers wants to improve the adoption of public Knowledge Articles and has decided to review published articles that have NOT been updated in the last 90 days, so that out-of-date articles can be refreshed. Which solution will allow the Service Manager to see the articles that need to be reviewed?

- A. Provide the Service Manager with the edit permissions to the standard Knowledge Article reports
- B. Create a custom report for Knowledge Articles that filters the results based on publications status and last modified date
- C. Create a custom list view for Knowledge Articles that filters the results based on publication status and last modified date
- D. Provide the Service Manager with edit permissions to the stand Knowledge Article views

**Answer:** B

**NEW QUESTION 611**

- (Exam Topic 4)

Sales representatives at Universal Containers want to share product specification documents with customers who do not have Salesforce access. These customers should only be allowed to preview the document in the browser without download permissions. What solution should a consultant recommend to meet this requirement?

- A. Upload the file to Chatter files and disable the download delivery option
- B. The file to documents and enable the externally available option.
- C. Upload the file to Chatter files and enable the password-protection option.
- D. Upload the file to Content and disable the download delivery option.

**Answer:** D

**NEW QUESTION 614**

- (Exam Topic 4)

Which two advantages does Salesforce provide with the OpenCTI framework? Choose 2 answers

- A. Agents can use telephone on a wide range of browsers and operating systems while only developing once
- B. Developers can integrate with any telephone platform available with little to no need for a customization
- C. Agents can run their Softphone at the operating system level, embedded in the task bar or system tray
- D. Developers can embed API calls and process on web pages to automate call handling processes

**Answer:** D

**NEW QUESTION 618**

- (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 621

- (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 626

- (Exam Topic 4)

ACloud Kicks sales team based in the U.S. is working on business development to grow market share in Australia. The organization has multicurrency enabled and has added the Australian Dollar as an available currency. How can the Consultant allow the sales team to report on Australian deal values in USD?

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

**Answer:** D

#### NEW QUESTION 631

- (Exam Topic 4)

Universal Containers wants to restrict access to accounts and contacts. All users should be able to access all the accounts, but only edit the accounts they own. Users should be able to edit only the contacts for the accounts they own. To meet these requirements, what should be the OWD access for accounts and contacts?

- A. Set Account to private and Contacts to control by parent.
- B. Set Account to public read-only and Contacts to control by parent.
- C. Set Account to public read-only and contacts to private.
- D. Set Account to private and contact to private.

**Answer:** B

#### NEW QUESTION 632

- (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 634

- (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 635

- (Exam Topic 4)

When enabling multiple currencies what feature is enabled on all opportunity? Choose 2 answers

- A. Currency must be specified for the opportunity
- B. User's defaults currency overrides the specified opportunity currency
- C. The selected currency is used for the Amount (Converted) field
- D. the selected currency is used for the Amount field

**Answer:** AD

#### NEW QUESTION 636

- (Exam Topic 4)

The sales representatives at Universal Containers have been experiencing the following Challenges with sales data within their Salesforce application. It has been difficult to effectively reach contacts. There are many duplicate contacts. They are unable to segment account data. What should a consultant recommend to remedy all of these challenges?

- A. Utilize Data.com to flag duplicates and update existing data.
- B. Export contacts and accounts from Data.com and upload using data loader.
- C. Utilize data loader to export data and flag duplicate records.

**Answer:** A

#### NEW QUESTION 641

- (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 645

- (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 650

- (Exam Topic 4)

Cloud Kicks has just completed a Sales Cloud implementation and the marketing team is creating campaigns. Cloud Kicks wants to gain feedback on the implementation. What should the Consultant recommend?

- A. Upgrade to the latest Salesforce release.
- B. Sign off on the Statement of work.
- C. Complete a post-mortem.
- D. Undergo training

**Answer:** C

#### NEW QUESTION 655

- (Exam Topic 4)

The sales department at Universal Containers uses approval processes to streamline the approval of high-value opportunities. These approvals are becoming delayed in the approval process because managers forget to approve the requests from their home-page. What can a consultant recommend to improve the approval process? Choose 2 answers

- A. Enable approvals by email for the approval process for high-value opportunities.
- B. Schedule and email a report of all pending approvals to managers.
- C. Allow managers to approve or reject approval requests from the Chatter feed.
- D. Create a dashboard of pending approvals and add it to the Chatter feed.

**Answer:** AC

#### NEW QUESTION 657

- (Exam Topic 4)

The Marketing Director at Cloud Kicks has requested that a form be added to the company website to capture new lead contact information and the Primary Product they are interested in. Once submitted, a lead should receive an email tailored to the Primary Product they selected. The lead record should also be assigned to the correct owner for that Primary Product. Which three steps are required to create an efficient solution? Choose 3 answers

- A. Configure lead assignment rules to route leads to the correct owner.
- B. Create a Visualforce page that includes both standard and custom fields.
- C. Leverage a Lightning Component that collects the information and routes it.

- D. Create email templates for each Primary Product with corresponding email response rules.
- E. Generate a web-to-lead form that includes both standard and custom fields.
- F. Create a lead owner field on the product record to use for assignment.

**Answer:** ADE

#### NEW QUESTION 658

- (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. Salesforce app
- D. Custom hybrid app

**Answer:** C

#### NEW QUESTION 660

- (Exam Topic 4)

How are members assigned to a community? (choose 2)

- A. Through their contact record
- B. Through their profiles
- C. Through permission sets
- D. Through their roles

**Answer:** BC

#### NEW QUESTION 663

- (Exam Topic 4)

Universal Containers would like to have account asset detail information and case details shown to Customer Support Agents when they open cases in the Salesforce Console. How should a Consultant fulfill this requirement?

- A. Create a Visualforce page and add it as a console footer component
- B. Add Account and Asset information to the case detail page layout
- C. Select the Account and Asset related lists from the sidebar components
- D. Configure a sidebar component to display Account and Asset information

**Answer:** A

#### NEW QUESTION 667

- (Exam Topic 4)

Sales representatives at Cloud Kicks often receive important customer emails they want to record as activities related to Contacts in Salesforce. Cloud Kicks has Office 365, and there is a policy preventing users from Installing anything directly on their computers. Which solution should a Consultant recommend to meet this requirement?

- A. Salesforce Console for Sales
- B. Lightning Sync
- C. Lightning Console for Sales
- D. Salesforce for Outlook

**Answer:** B

#### NEW QUESTION 672

- (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 674

- (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 677**

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