Salesforce

Exam Questions Sales-Cloud-Consultant

Certified Salesforce Sales Cloud Consultant

NEW QUESTION 1
Sales reps at Cloud Kicks (CK) often receive important customer emails they want to record as activities related to contacts in Salesforce. CK has Office 365, as well as a policy that
prevents users from installing anything directly on their computers. Which solution should a consultant recommend meeting this requirement?

A. Salesforce for Outlook
B. Salesforce Console for Sales
C. Einstein Activity Capture
D. Lightning Console for Sales

Answer: C

NEW QUESTION 2
During the Deploy phase at Cloud Kicks, users are finding it difficult to use a new system, which is adoption. How should the consultant avoid this issue in the future?

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

Answer: B

NEW QUESTION 3
The Cloud Kicks IT team has noticed that there are many duplicate Person Accounts. The team can often easily identify duplicates and wants to merge them. What should the consultant explain to the team about Person Account merges?

A. Person Accounts with a redundant relationship can be merged using matching rules.
B. Person Accounts can be merged with other Person Accounts.
C. Person Accounts can be merged with contact records.
D. Person Accounts can be merged with any type of Account

Answer: B

NEW QUESTION 4
A consultant has completed the Build and Validate phases of a Sales Cloud implementation at Cloud Kicks. Which step should the consultant complete next?

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

Answer: C

NEW QUESTION 5
Northern Trail Outfitter has created a Complaints custom object related to Accounts. Due to the sensitive nature of these records, the object's visibility has been set to Private. A dedicated subnet of support users who will work on these items has been added to a Complaints Specialist public group. Only users within the Complaints Specialist public group should be able to view and edit any Compliant record.
Which two options should a consultant recommend to meet the requirements? Choose 2 answers

A. Use Apex managed sharing to grant record access to users In the Complaints Specialist public group and restrict manager visibility.
B. Uncheck the Grant Access Using Hierarchies checkbox in Sharing Settings for the Complaints object.
C. Create a catena-based sharing rule that grants Read/Write access to the Complaints Specialist public group.
D. Set the Complaint object's default visibility to allow only the users in the Complaints Specialist group to access the records.

Answer: BC

NEW QUESTION 6
The Cloud Kicks team needs to quickly look up contacts, accounts, and opportunities and easily log calls from their mobile phones. Due to limited coverage in certain geographic areas, the team wants access to customer information while out of the office and when they are without an internet connection.
Which two steps should the consultant recommend? Choose 2 answers

A. Enable Salesforce Inbox.
B. Enable caching and Offline Edit.
C. Enable Mobile SDK.
D. Download the Salesforce mobile app.

Answer: BD

NEW QUESTION 7
Each product engineer at Cloud Kicks supports 3 specific product lines. There are three product lines. Sales reps sell all the company's product lines; Sales management wants the appropriate product engineer automatically assigned to any new Opportunity for their product line with Read-Only rights.
What are two actions the consultant can take to meet the requirement? Choose 2 answers

A. Manually assign a product-specific role to each product engineer.

B. Create criteria-based opportunity sharing rules for each product line.
C. Enable Default Opportunity Teams for the Opportunity.
D. Enable Default Account Teams for each product line.

Answer: AB

Explanation:
* A. Create criteria-based opportunity sharing rules for each product line. This allows you to specify criteria for sharing an Opportunity with a specific user or group of users. For example, you could create a rule that shares an Opportunity with the product engineer when the Opportunity has a certain product line assigned to it. B. Enable Default Opportunity Teams for the Opportunity. This allows you to set a default Opportunity Team for an Opportunity, which will automatically assign the product engineer to the Opportunity when it is created. This is useful when you need to assign a specific user to multiple Opportunities.

NEW QUESTION 8
Cloud Kicks has a requirement to measure end user adoption and data quality in Salesforce. Which solution should the consultant recommend?

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

Answer: C

NEW QUESTION 9
Cloud Kicks plans to integrate its email system with Salesforce, and wants to show the last 2 months of email activity to its 75 sales reps.
What should a consultant recommend to meet this requirement?

A. Sales Cloud Einstein
B. Einstein Activity Capture Standard
C. Email to Salesforce
D. Sales Cloud Console

Answer: B

NEW QUESTION 10
Cloud Kicks has 12 stages m its sales process. The probability of winning the sale must be indicated. The sales manager uses sales stages and probability for forecasting. The sales manager wants a condensed summary of the forecasts without affecting the sales team.
Which approach should a consultant recommend to streamline forecast reporting?

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

Answer: D

NEW QUESTION 10
Universal Containers' (UC) sales reps have said there are too many reports and dashboards which makes it hard to find what is important to them.
What should a consultant recommend that use to solve this issue?

A. Custom report types
B. Private folders
C. Enhanced Folder Sharing
D. Dashboard Filters

Answer: A

NEW QUESTION 13
Cloud Kicks' (CK) VP of technology wants to start using Salesforce for all the sales team's automation. CK migrated 70 million records from a legacy database to the datawarehouse that will be synced with Salesforce. CK wants to search and cross-reference records with the original source database. What should a consultant recommend meeting this requirement?

A. Use the standard External ID field and map this to the source record ID value.
B. Use a custom External ID field and map this to the source record ID value.
C. Use the standard External ID field and map this to the Salesforce record ID value.
D. Use a custom field named External ID and map this to the Salesforce record ID value.

Answer: B

NEW QUESTION 15
A Consultant is configuring Einstein Forecasting to help the sales team predict how much they will sell by the end of a forecasting period.
Which two considerations should the consultant keep in mind to ensure that predictions are displayed. Choose 2 answers

A. Predictions are only shown when data sync in Tableau CRM is enable
B. Tableau
C. Predictions are based only on the standard Close Date and Amount fields
D. Predictions are only shown when at least 12 months of Opportunity data exists
E. Predictions are only shown when the user is in the forecasting hierarchy.

Answer: BC

NEW QUESTION 19
Cloud Kicks (CK) wants to migrate a data file containing 8,000 leads from a legacy system into Salesforce. Many of the lead owners have left the company, so CK wants to populate the Lead Owner field for these records using the active assignment rule.
Which two tools should a consultant recommend to meet the requirement? Choose 2 answers

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

Answer: AB

NEW QUESTION 24
The Cloud Kicks (CK) sales team works with two different types of leads: distributors and retailers. CK's management wants the sales team to follow two different lead qualification processes before converting the Lead into an opportunity.
Which three actions should a consultant recommend to meet this requirement? Choose 3 answers

A. Create retailer and distributor lead processes.
B. Create a new profile and only assign one lead record type to it.
C. Add leads to different campaigns based on lead type.
D. Create Status picklist values specific to each lead type.
E. Create distributor and retailer lead record types.

Answer: ADE

NEW QUESTION 27
Universal Containers is analyzing data to identify gaps, and wants to know which Accounts with
...opportunities are missing Contacts.
Which feature should a consultant recommend to build this report?

A. Custom report type
B. Joined report
C. Cross filter
D. Custom filter

Answer: C

NEW QUESTION 29
Cloud Kicks has hired a consultant to help with its quoting process. The consultant has determined that some quote custom fields should be viewed from the Opportunity. What should a consultant consider when implementing the custom fields?

A. Opportunity fields are inaccessible when configuring a Quote Template.
B. Related Opportunity Line Items remain when a synched Quote Line Item is deleted.
C. Related Quote Items on all Quotes are impacted when an Opportunity Line Item is deleted.
D. Only standard fields on the Quote object sync to the Opportunity.

Answer: C

NEW QUESTION 34
Sales reps at Cloud Kicks are responsible for creating leads manually and entering relevant details. The marketing department has noticed that some leads are missing important information.
What are two functionalities the consultant should apply to ensure that key fields are populated?
Choose 2 answers

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

Answer: CD

NEW QUESTION 38
Cloud Kicks (CK) is just kicking off its project. The consultant wants to dive deeper into CK's process and pain points. Which three approaches should a consultant use to learn about and empathize with the customer?
Choose 3 answers

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

Answer: ABC

NEW QUESTION 41
Cloud Kicks (CK) has a custom object, Project__c, that has a lookup relationship to the Opportunity object. The CK project manager has requested a report that includes both Project__c and Opportunity data.
What should the consultant use to include data from both the Project__c and Opportunity objects in one report?

A. Matrix reports
B. Junction reports
C. Cross-object filters
D. Custom report types

Answer: D

NEW QUESTION 43
A large company is about to undertake its Initial Sales Cloud implementation. Different people will create features in multiple sandboxes. The consultant has recommended using change sets to move customizations to the full copy sandbox for testing and then move them to production for release
Which two approaches should the consultant recommend to help migrate the customizations from the full copy sandbox to production?
Choose 2 answers

A. Utilize change set tool dependency management
B. Leverage cloud-based Git version control to deploy changes
C. Use Salesforce Dx with visual studio to deploy changes.
D. Track manual changes in a spreadsheet

Answer: BC

NEW QUESTION 44
During the requirements gathering workshops at Cloud Kicks, the project team and subject matter experts bring up new ideas to incorporate4 into the current project.
Which best practice should the consultant use to refocus the meeting and stay on topic?

A. Tell key stakeholders that the team is focused on other ideas,
B. Remind the team of the purpose and scope of this project.
C. Incorporate the new ideas into the solution design.
D. Invite only the subject matter experts to subsequent workshops.

Answer: B

NEW QUESTION 49
The admin at uBHMBon tamers has been getting complaints from sales reps about duplicate Leads … Salesforce. The admin has already set up a matching rule for Leads.
What should the consultant recommend to resolve the issue?

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

Answer: D

NEW QUESTION 53
A consultant has been tasked with analyzing the way sates reps use Salesforce to work a deal from inception to close, and then presenting this information to management.
What should the consultant utilize to present the information?

A. Sales Architecture Map
B. Business Process Map
C. System Landscape Diagram
D. Entity Relationship Diagram

Answer: B

Explanation:
The best way for the consultant to present the information about how sales reps use Salesforce to work a deal is to utilize a Business Process Map. This map will provide an overview of the process, and can be used to explain how each step of the process works. Additionally, a Business Process Map can also be used to identify areas of optimization and improvement, as well as to document any changes that need to be made. A Sales Architecture Map, System Landscape Diagram, and Entity Relationship Diagram are not suitable for this purpose.

NEW QUESTION 57
Sales managers at Cloud Kicks have noticed that information in some opportunity reports is incomplete. A consultant has performed an analysis and determined that opportunity stages often lack key information that sales managers at each stage because sales reps have yet to enter the data.
What should the consultant recommend so opportunity stage reports always contain the data managers expect?

A. Configure Path by checking the key field required checkbox.
B. Create an Auto launched flow to determine if required fields are missing.
C. Customize path and create validate rules dependent on stages.
D. Mark the fields as required on the page layout.

Answer: C

NEW QUESTION 58
A consultant has conducted Discovery sessions with Cloud Kicks stakeholders and is ready to start gathering use cases for Sales Processes.
Which two groups should provide content for the use cases? Choose 2 answers

A. Sales reps
B. Finance team
C. Sales operations
D. Executives

Answer: AC

NEW QUESTION 60
A Cloud Kicks sales team based in the U.S. wants to grow market share in Australia. The company has multicurrency enabled and has added the Australian Dollar as an available currency.
How should the consultant allow the sales team to report on Australian deal values in U.S. Dollars (USO)?

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

Answer: B

NEW QUESTION 61
Cloud Kicks wants to improve its return on investment (ROI) by creating intelligent processes built on trusted, targeted data.
What are two justifications for using third-party data enrichment tools? Choose 2 answers

A. To survey customers to update their data
B. To enhance prospect data signaling intent to purchase
C. To find new prospects who match the selling segment
D. To create customer segments with personas and scoring

Answer: BC

NEW QUESTION 65
Organization-wide default settings for Account is set to Private at Cloud Kicks- Users are unable to see each others accounts.
When a Salesforce admin assigns User A as the owner of an opportunity related to User B's account, which additional access will User A gain?

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

Answer: D

NEW QUESTION 67
Cloud Kicks wants to send a notification to sales reps when their opportunities remain open past the close date. Which two solutions should the consultant recommend to meet the requirement?
Choose 2 answers

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

Answer: CD

NEW QUESTION 71
Universal Containers (UC) wants to make it easier for sales reps to log their customer interactions, such as emails and events, directly from their email and calender applications. UC wants to report on these activities in Salesforce.
Which two actions should the consultant recommend? Choose 2 answers

A. Implement Inbox to sync Outlook or Gmail calender events.
B. Log emails with records in Salesforce from Outlook or Gmail.

Answer: AB

NEW QUESTION 75
The Cloud Kicks marketing team wants to view and report in Lightning on any opportunities created as a result of 2 Campaign. Which two choices should a consultant recommend meeting the requirement?
Choose 2 answers

A. Use Data Loader to export Opportunity and Campaign Influence and merge the results.
B. Enable Customizable Campaign Influence in Setup.
C. Add the Campaign Influence related list to the Opportunity page layouts.
D. Create a joined report between Opportunity and Campaign to show influence.

Answer: AC

NEW QUESTION 76
Cloud Kicks (CK) has two sales divisions: a franchise sales division and a public sales division. The sales reps for each division have different user profiles. The sales reps for the franchise sales division should only be able to set up Business Accounts. What should the consultant recommend meeting this requirement?

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

Answer: A

NEW QUESTION 81
Universal Containers needs to track quarterly sales goals for users. What are two ways a consultant can display sales goals and allow users to track their progress toward their goals?22.
Choose 2 answers:

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

Answer: BC

NEW QUESTION 83
The sales director of retail products at Cloud Kicks wants to allow cloning of orders to help sales reps process repetitive orders.
What are two guidelines to consider when cloning an order with products? Choose 2 answers

A. A new order's currency or price book will remain the same If the original order has products.
B. The admin will be able to set up which fields can be cloned to a new order.
C. A cloned order must be associated with the same contract as the original order.
D. A cloned order's start date must fall between the associated contract's start and end dates.

Answer: AD

NEW QUESTION 88
A consultant is beginning a new project with Cloud Kicks to implement collaborative forecasting. What should the consultant use to gather requirements using an Agile methodology?

A. Linear process
B. Quip spreadsheet
C. User stories
D. Forecast hierarchy

Answer: D

NEW QUESTION 89
The sales director at Cloud Kicks wants to enable Person Accounts in its org. The sales director asked a consultant to evaluate the solution and present it to the sales team.
What should the consultant consider when evaluating Person Accounts?

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

Answer: A

NEW QUESTION 94
The Cloud Kicks sales team can create leads for both business and individual customers. Person Accounts have been enabled in its Salesforce org.
Which action should be taken to convert a lead into a Person Account?

A. Create an Individual Lead Record Type.
B. Populate the Company field with ‘Person.
C. Enable Contacts to Multiple Accounts.
D. Leave the Company field blank.

Answer: D

NEW QUESTION 95
Cloud Kicks requires its sales reps to 90 through an internal certification process on myTrallhead before they add specific groups of Products to Opportunities.
Which two solutions should be used to validate that sales reps have completed the myTrailhead badge? Choose 2 answers

A. Use a validation rule on Opportunity Products to prevent a sales rep from adding Products marked as requiring the myTrailhead badge if the rep has yet to

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

Answer: AB

NEW QUESTION 98
Cloud Kicks is implementing Territory Management for its retail sales unit. The sales director is requesting a detailed roll-up forecast for territories.
Which two recommendations should the consultant make? Choose 2 answers

A. Include the Forecast Manager field on the Territory page layout.
B. Include the Forecast Manager field on the Opportunity page layout.
C. Assign a forecast-enabled forecast manager to each territory.
D. Assign a role for each manager in the user role hierarchy.

Answer: CD

NEW QUESTION 103
Access to opportunities at Cloud kicks should be restricted. Sales users should only have access to two categories of opportunities: opportunities they own, and opportunities that are tied to accounts they own.
What are two actions a consultant can take to meet the requirement? Choose 2 answers

A. Set opportunity access on the role to View All opportunities associated with their accounts.
B. Set organization-wide defaults for opportunities to Private.
C. Set Territory Management to grant Read access to opportunities owned by others.
D. Set organization-wide defaults for opportunities to Public Read-Only.

Answer: AB

NEW QUESTION 104
A customer notices a large increase in leads created overnight which exceed the daily limits. Upon examination, the leads appear to be created by bots. The Customer uses a standard web-to-lead from without safeguards in place to limit spam on forms.
What should the consultant recommend as the first line of defense before republishing the form?

A. Select Require reCAPTCHA Verification in Web-to-Lead settings
B. Use a custom Web-to-Lead alternative with built-in protection.
C. Use an AppExchange package to add a honeypot field.
D. Engage the web services team to write custom CSS for the form.

Answer: A

NEW QUESTION 108
Sales operations managers are reporting a higher number of Activities than is accurate for their teams When viewing reports, managers see Activities related to Opportunities and Accounts only for their team. However, Activity records related to Campaigns appear m all of the reports, regardless of which sales team should get credit for them. Enterprise Territory Management and role hierarchies are used.
Why are Campaign Activities for all teams visible m reports viewed by sales operations managers?

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

Answer: B

NEW QUESTION 113
A sales manager for one of Cloud Kicks" sales territories is unable to see a forecast for the current quarter. How should the consultant resolve this issue?

A. Add the sales manager to the Forecasting public group.
B. Configure the date filter on the forecast and assign it to the sales manager.
C. Set the sales manager as the Forecast Manager for this territory.
D. Select the correct forecast on the sales manager's user record.

Answer: C

NEW QUESTION 116
The Cloud Kicks global sales teams are distributed across regions. Sales leadership wants to give access to dashboards based on region. For example, users within the region should have access to regional dashboards while the leadership team should have access to global dashboards.
What should the consultant recommend meeting this requirement?

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

Answer: A

NEW QUESTION 118
Prospects at Cloud Kicks are exposed to many different marketing activities. In most cases, a combination of several different activities result in a successful sale. How should the consultant configure Salesforce to track which marketing activities influenced the customer to make a purchase?

A. Implement Customizable Campaign Influence.
B. Create a junction object between Campaign and Opportunity.
C. Use Surveys to request the information from the customer.
D. Make the Primary Campaign Source required.

Answer: B

Explanation:
Creating a junction object between Campaign and Opportunity is the best way to track which marketing activities influenced a customer to make a purchase. This junction object will allow you to track the influence of multiple Campaigns on a single Opportunity, which can be used to gain insights into which Campaigns are most effective.

NEW QUESTION 122
Cloud Kicks wants to utilize Opportunities to report and track subscriptions to its Shoe of the Month club. Subscribers can make a single payment or pay weekly, monthly, or quarterly.
Which solution should the consultant recommend to meet the requirement?

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

Answer: A

NEW QUESTION 127
Cloud Kicks has enabled territory forecasts to see how expected revenue compares between sales territories, and to determine which territory has dosed the most deals in a month. The territory hierarchy has three branches with child territories, where forecast managers may be assigned to a few of them.
Which two actions can forecast managers perform? Choose 2 answers

A. Add territory forecast to the hierarchy.
B. Add a Forecasts tab to the Sales app.
C. View the territory forecasts as a single-page summary.
D. Share the forecast with any Salesforce user.

Answer: CD

NEW QUESTION 131
Cloud Kicks wants to implement team selling to share differing levels of access to Accounts and associate records, such as opportunities, contracts, and case, based on team member responsibilities.
Which capability should the consultant recommend?

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

Answer: C

NEW QUESTION 135
Cloud Kicks has just deployed an of its configurations. The admin wants to build a separate process but uses most of the objects that were deployed.
What is the best practice a consultant should recommend to the admin?

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

Answer: C

NEW QUESTION 139
Cloud Kicks (CK) operates in multiple countries and wants to track historical exchange rates. The consultant at CX has implemented dated exchange rates by using Advanced Currency Management. How is the converted currency amount calculation on Opportunities determined?

A. The close date regardless of the opportunity stage
B. The close date only when the stage is closed
C. The current exchange rate regardless of the close date
D. The exchange rate at the time the opportunity is closed

Answer: A

NEW QUESTION 143

The sales manager at Cloud Kicks has asked a consultant to create a report to track when opportunities reach a certain stage with an amount equal to $100,000. The consultant saves the report to the Big Deals folder, which is a subfolder of the Sales Team folder. The Sales Manager role has View access to the Sales Team folder. The sales manager wants to subscribe to the report.
Which permission does the sales manager need to subscribe to the report created by the consultant?

A. Subscribe to Reports permission
B. Subscribe to Reports: Set Running User permission
C. Subscribe to Reports: Add Recipients permission
D. Subscribe to Reports: Run Reports permission

Answer: A

NEW QUESTION 148
Cloud Kicks (CK) has just started selling its products internationally. Management wants Salesforce Opportunities and forecasting to reflect the respective currency of CK's prospects which include the U.S. dollar, euro, British pound, and Japanese yen.
In which two ways will this impact the existing CK price book? Choose 2 answers

A. Each user can select their personal currency.
B. Opportunities to multinationals can induce more than one currency.
C. Each currency requires its own custom price book
D. Every currency price needs to be added to all of the products in the standard price book.

Answer: BC

Explanation:
According to the Salesforce Sales Cloud Consultant Study Guide, in order to support multiple currencies in Salesforce Opportunities and forecasting, each currency requires its own custom price book. It is not necessary for each user to select their personal currency or for every currency price to be added to all of the products in the standard price book.

NEW QUESTION 149
Universal Containers is creating a new program to allow customers to pay for large orders over the course of 1 to 3 years in monthly installments beginning in the month the products are sold. The admin needs to configure Sales Good to accommodate the new pricing term and to help the finance department forecast easily.
What should the consultant recommend to meet the requirement?

A. Use Revenue Schedules to capture installment payment plan details for each Product.
B. Add a custom field to the Quotes object to capture the number of installments,
C. Set the default quantities to 12, 24, and 36 in a new Price Book for installment sales.
D. Create a Process Builder to create an Order for each installment payment.

Answer: B

NEW QUESTION 153
Cloud Kicks want to track different details for trade shows and customer webinars.
Which capability enables the use of custom fields, contextual validation rules, and varied layouts?

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

Answer: D

NEW QUESTION 155
The Discovery phase with Cloud Kicks (CK) has just ended. CK wants a visual way to see how the new processes will work. CK's process is complex and requires multiple slides.
What should the consultant design to give CK this high-level view?

A. SIPOC Map
B. Value Stream Map
C. Capability Model
D. Universal Process Notation

Answer: C

NEW QUESTION 160
Universal Containers ts analyzing data to identify gaps, and wants to know which Accounts with open Opportunities are missing Contacts.
Which feature should a consultant recommend to build this report7

A. Custom report type
B. Cross filter
C. Joined report
D. Custom filter

Answer: B

NEW QUESTION 165
Cloud Kicks (CK) uses Collaborative Forecasts and has a custom currency field, Discount, on Opportunity that allows sales reps to record when they give a

discount on an opportunity. CK just added a new business unit to Salesforce. Managers in the new business unit report that their forecasts are accurate but they are unable to see the discount amount in the Opportunity list in Collaborative Forecasting.
What should a consultant do to resolve the issue?

A. Add a new discount field for the new business unit.
B. Check the field level security for the managers' profile.
C. Add the Discount field to the Sales Path for the managers.
D. Use a validation rule to ensure that a discount is entered.

Answer: B

NEW QUESTION 168
A sales rep notices they can edit some opportunities associated with accounts they own, but is unable to edit other opportunities, although these are associated with accounts they own. Which three reasons could explain the sales rep’s experience?
Choose 3 answers

A. Sharing Rules for opportunities are set to Manager Groups.
B. Opportunity visibility allows View access to opportunities owned by others and associated with accounts they own.
C. The organization-wide defaults for opportunities are set to Private.
D. All provisioned Opportunity object permissions enable Read access with all accounts the sales rep.
E. Some opportunities associated with the sales rep's account are owned by other users.

Answer: BCE

NEW QUESTION 170
Cloud Kicks (CK) uses a custom object named GumShoe__c. GumShoe__c is the child in a master-detail relationship with the Opportunity object. Staff members use this object to create requests for supporting research. CK wants to easily generate new GumShow__c records from staff phones by using the Salesforce mobile app.
What should a consultant recommend to meet the requirements?

A. Create a custom hyperlink to a related list.
B. Create a Lightning component for mobile.
C. Create a custom Process Builder process.
D. Create a Quick Action

Answer: A

NEW QUESTION 172
The consultant at Cloud Kicks has noticed that sales data is quickly outdated and wants to keep Account data current.
What should the consultant recommend to maintain current Account information?

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

Answer: D

NEW QUESTION 174
Cloud Kicks is in the process of implementing Salesforce for its sales teams. Senior management has concerns about adoption.
What should a consultant recommend to encourage adoption?

A. Establish goals and key metrics.
B. Give users access to a Sandbox environment.
C. Define the sales process.
D. Plan a first release with minimum features

Answer: A

NEW QUESTION 178
Universal Containers is realigning sales territories and needs to update ownership across its 400,000 accounts. The organization-wide default for Accounts is Private.
Which two factors should the consultant consider when updating the sales territories and Account owners? Choose 2 answers

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

Answer: AD

NEW QUESTION 180
A consultant has conducted Discovery sessions with Cloud Kicks stakeholders and is ready to start gathering user cases for Sales Processes.
Which two groups should provide content for the use cases? Choose 2 answers

A. Sales reps
B. Executives

C. Finance team
D. Sales operations

Answer: AD

NEW QUESTION 185
Cloud Kicks has recently rolled out Lightning Experience and uses an ERP system as its system of record for customers. When a new Account has its first dosed/won opportunity, the ERP system should immediately update with information from the account, contact, and opportunity records related to the Account to record a new customer.
Which option should the consultant recommend to meet the requirement?

A. Identify AppExchange products that can be deployed to update the ERP with opportunity, account, and contact information from Salesforce.
B. Configure Outbound message to publish the opportunity wins and update the ERP with opportunity, account, and contact information from Salesforce.
C. Implement Platform Events to publish opportunity wins to the ESB, which will call back for account, contact, and opportunity information and automatically update the ERP accordingly.
D. Use enterprise ETL tools to extract closed/won opportunities from Salesforce and update the ERP with opportunity, account, and contact information from Salesforce.

Answer: B

NEW QUESTION 190
What are two capabilities of Data Loader? Choose 2 answers

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

Answer: CD

NEW QUESTION 195
Cloud Kicks has enabled Orders to track and manage customer requests for products. The sates team has requested a process to return or reduce the quantity of activated Orders.
Which two Salesforce features should a consultant recommend to meet this requirement Choose 2 answers

A. Enable Orders without Price Books.
B. Enable Zero Quantity Orders.
C. Enable Negative Quantity for Order Products.
D. Enable Reduction Orders.

Answer: BD

NEW QUESTION 197
During the last requirements meeting. Cloud Kicks team members said they will be taking the next week off to attend a conference.
What should a consultant do in response to this news?

A. Ask the client to sign off on requirements and start the build.
B. Update the solution design while the team is out of the office.
C. Set up two requirements workshops for the following week.
D. Update the project plan and communicate it to stakeholders.

Answer: D

NEW QUESTION 200
Universal Containers is growing its international business. Domestic account executives believe that the standard price book has become difficult to use because there are too many records reflecting different currencies and country-specific product variations.
What should the consultant recommend to improve usability for account executives?

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

Answer: B

NEW QUESTION 205
At Cloud Kicks (CK), each sales rep is assigned a sales ops specialist and a sales engineer. CK wants to ensure that the assigned sales ops specialist and sales engineer have access to the correct Accounts. The organization wide defaults (OWO) for Contact are set to 'Controlled by Parent',
Which solution should the consultant recommend to meet this requirement?

A. Use Apex Managed Sharing to automatically share any new Contacts.
B. Set up Account Teams with defaults for each sales rep.
C. Change the Contact OWD to Private and create sharing rules to grant visibility.
D. Add the Sharing button to the page layout so sales reps can share Contacts as needed.

Answer: B

NEW QUESTION 206
Cloud Kicks (CK) is migrating Account and Contact information from a legacy CRM system into Salesforce using Data Loader. Accounts in the legacy system have a unique ID field that is used to related Contacts to Accounts in the legacy system, CK wants to automatically match these Contacts to the relevant Accounts when loading Contacts into Salesforce.
What should a consultant recommend to meet the requirement?

A. Create Mater-Detail on Contact.
B. Create Master-Detail on Account.
C. Create External ID on Contact.
D. Create External ID on Account.

Answer: D

NEW QUESTION 209
Cloud Kicks sales reps want to see all of their current opportunities, and the full details, with a minimal amount of navigation or dicks to cycle through them.
Which functionality should the consultant recommend?

A. Construct a new Sales Console app including opportunities.
B. Create a 'My Opportunities' report and open each opportunity in a new browser tab.
C. Create a 'My Team Opportunities' report and open each opportunity in a new browser tab.
D. From the 'My Opportunities' list view, select the Split View option.

Answer: D

NEW QUESTION 212
Cloud Kicks has enabled Quotas in forecasts. In which three ways can Quotas be managed for all users in the forecast hierarchy?
Choose 3 answers

A. Insert Quotas using API.
B. Add/update Quotas using the Data Import Wizard.
C. Assign Quotas to a forecast period.
D. Add/update Quotas using Data Loader.
E. Configure Forecast Quotas.

Answer: ACD

NEW QUESTION 214
A couple of users at Cloud Kicks (CK) own more than 10,000 records. The CK admin has noticed that making changes to the sharing model is taking increasingly more time.
What are two solutions the consultant should implement to resolve the Issue? Choose 2 answers

A. Move the users to the top of the role hierarchy.
B. Move the users to the bottom of the role hierarchy.
C. Mass transfer the records to another role in the role hierarchy.
D. Remove the users from the role hierarchy.

Answer: AC

NEW QUESTION 216
Cloud Kicks' (CK) marketing department is migrating from its email campaign and management system to Salesforce. The marketing admin wants to ensure that CK's email templates are retained.
Which two solutions should a consultant recommend for a successful migration? Choose 2 answers

A. Import email templates with the Data Loader.
B. Manually recreate the email and mail merge templates in Salesforce.27.
C. Create an Email template change set or use the Lightning Platform.
D. Enable Email Import and use the Import Wizard

Answer: AB

NEW QUESTION 217
Cloud Kicks (CK) recently finished a redeployment of is Lightning pages. CK users report that Lightning pages are loading slowly CK management wants to consider the impact this has on adoption.
Which two toots should the consultant recommend that CK use to evaluate lightning pages? Choose 2 answers

A. Guidance for App Butter
B. Lightning usage App
C. Performance Analysis for App Builder
D. Real-Time Event Monitoring

Answer: BC

NEW QUESTION 222
Sales stages are shared between sales methodologies at Cloud Kicks. There are three product lines with unique sales methodologies. A few sales stages overlap between the three product lines.
Which two recommendations should the consultant make? Choose 2 answers

A. One set of opportunity stages
B. One record type
C. Three record types
D. Three sets of opportunity stages

Answer: AC

NEW QUESTION 223
Sales managers at Cloud Kicks need to visualize all open opportunities based on the location of the related Account.
Which solution should a consultant recommend?

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

Answer: D

NEW QUESTION 225
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