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NEW QUESTION: 1

A Campaign 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 reflects
how customer community interacts and how it affects sales?

A. Campaign Manager
B. BI/Analytics
C. VP Marketing
D. Marketing Executive
Answer: D (LEAVE A REPLY)

NEW QUESTION: 2

Where do you select the "Marketing User" checkbox to enable a user to create, edit, delete, and clone campaigns; manage campaign members; and edit advanced campaign setup?

A. Profile
B. User record
C. Sharing Rules
D. Org-wide defaults
Answer: (SHOW ANSWER)

NEW QUESTION: 3

When enabling multiple currencies what feature is enabled on all opportunity? Choose 2 answers
A. Currency must be specified for the opportunity
B. the selected currency is used for the Amount field
C. The selected currency is used for the Amount (Converted) field
D. User's defaults currency overrides the specified opportunity currency
Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 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 grouped folders, keeping the top region folder sharing settings and limiting the sharing settings for the grouped folders for each region.
B. Create subfolders, keeping the top region folder sharing settings and limiting the sharing settings for the subfolders for each region.
C. Create all new regional folders and move the reports to the respective region folder with viewer access.
D. Create all new regional folders and move the reports to the respective region folder with subscribe access.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 5
Assuming a private sharing model for opportunities, what would you recommend to make it easier to work with sales operations and marketing when trying to close a deal at UP?
A. Enable feed tracking on opportunities
B. Create account teams for specific accounts
C. Create private groups for specific opportunities
D. Create sales teams for specific opportunities
(Select the best 2)
Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 6
Cloud Kicks wants the sales operations team to be able to process customer credit card payments within Salesforce.
Which approach should the consultant recommend to meet this requirement?
A. Utilize an application from the AppExchange.
Answer: (SHOW ANSWER)

NEW QUESTION: 7

Can Partner Portal users see all list views when logging into Salesforce?
Answer:
Partner portal users can automatically see any list view with visibility settings marked 'This view is accessible by all users'. Create specific list views on all objects accessible to portal users, and then assign portal users to only the list views you want them to view to control access.

NEW QUESTION: 8
Universal Containers is launching a full line of new products and Service Cloud should support the following requirements:
* Agents need to collaborate with other teams.
* The product development team needs to be alerted on high-priority cases for specific products.
Which solution will meet these requirements?
A. Use escalation rules for notifications and account teams to monitor cases.
B. Use escalation rules for notifications and case teams to monitor cases.
C. Use Process Builder for notifications and account teams to monitor cases.
D. Use Process Builder for notifications and case teams to monitor cases.
Answer: D (LEAVE A REPLY)

NEW QUESTION: 9
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 and Opportunity to Private.
B. Set Account to Public Read/Write, and Opportunity to Controlled by Parent.
C. Set Account to Public Read/Write, and Opportunity to Private.
D. Set Account to Public Read Only, and Opportunity to Public Read Only.
Answer: (SHOW ANSWER)

NEW QUESTION: 10
While designing a Contact Center, which two solutions can be used to enable to manage multiple cases at the same time? Choose 2 answers
A. Social Customer Service
B. Live Agent
C. Interactive Voice Response
D. Computer Telephone Integration
Answer: (SHOW ANSWER)

NEW QUESTION: 11

How do you ensure that products can't be removed from an opportunity after it reaches a certain stage?
Choose 2 answers:
A. Update record type & page layout to remove ability to add product
B. Validation rule to ensure rollup summary field on opportunity doesn't change
C. Enable audit trail
D. Validation rule on opportunity product
Answer: (SHOW ANSWER)

NEW QUESTION: 12
Northern Trail Outfitters (NTO) wants to expand its use of Salesforce and start tracking orders on accounts.
NTO has hired a consultant to complete the project.
Which two considerations should the consultant take into account when implementing sales orders' Choose 2 answers
A. Organization-Wide defaults must be set to Controlled by Parent.
B. Contract Number is a required field on the order page layout.
C. Products have to be manually added to a cloned order.
D. Order line items can be added or removed after an order is activated.
Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 13
A Campaign 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. Campaign Manager
C. BI/Analytics
D. Marketing Executive
Answer: A (LEAVE A REPLY)

NEW QUESTION: 14
CORRECT TEXT
If you work with the same account team regularly, can you set updefaults to manage reusable settings?
Answer:
Yes

. You can set up a default account team. Your default account team will include the users that you normally work with on your accounts. You then have the option to automatically add your default account team to all of your accounts.

NEW QUESTION: 15

The Could 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 with a redundant relationship can be merged with duplicate 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 automatically by enabling the option in Account Setup.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 16

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. Normalize database

B. Develop data map

C. Perform data cleansing

D. Enable data validation rules

Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 17

A sales manager at Cloud Kicks is reviewing teams opportunities in the forecast tab. The sales manager wants to split an opportunity with two sales representatives in different regions. Which three actions should the Consultant recommend to meet these requirements? Choose 3 answers

A. Enable Opportunity Splits.

B. Create Revenue Split Types.
C. Enable Opportunity Teams.
D. Enable Overlay Splits
E. Create a custom Opportunity currency field.
F. Create custom Product Families.
Answer: A,B,D (LEAVE A REPLY)

NEW QUESTION: 18
Sales reps want to review pricing on historical contracts when working on new opportunities at Cloud Kicks. Contracts are created from the Account page. Sales reps need to view all contracts for the Account on the Opportunity record.
What should a consultant Implement to meet the requirement?
A. Add the Contracts related list to each of the Opportunity page layouts used In the sales record types.
B. Build a custom Opportunity lookup field to Contracts with an Account dependency filter and make it editable.
C. Create an object-specific action to create a Contract record from the Opportunity page layouts used by sales.
D. use the Related List - Single component to display the Account's Contracts on the Opportunity Lightning page.
Answer: (SHOW ANSWER)

NEW QUESTION: 19
What are the three steps to set up Google Ad Words to work with Sales force?
Answer:
1. Advertise your business on Google
2. Capture leads on your website
3. Convert leads to new customers

NEW QUESTION: 20
Universal Containers recently implemented Sales Cloud. Stakeholders want insights into how logging interactions with customers impacts the number of won sales deafs.
Which report should the consultant create to meet the requirement?
A. Closed Won Opportunities by the sales team
B. Closed Won Opportunities by Account
C. Closed Won Opportunities with Activities
D. Closed Won Opportunities with Recommendations
Answer: (SHOW ANSWER)

NEW QUESTION: 21
Sales management at Cloud Kicks wants to track the following information:

A. Number of Accounts that are current customer
B. Number of open cases in the last quarter for open Opportunities.
C. Number of open Opportunities in the current quarter by sales representatives
Answer: B ([LEAVE A REPLY])

NEW QUESTION: 22
CORRECT TEXT
In anorganizationwith a private sharing model, Sam is a sales exec that reports to John, a Sales Manager. Sam has ownership of theABC Company account record, and also has created an opportunityfor ABC Co. Can Sam see John's data?
Answer:
No
. John, as the manager in the hierarchy can see Sam's data, butnot the other way around.

NEW QUESTION: 23
Northern Trail Outfitters has its sales support team enter new prospecting leads for sales representatives.
Which three actions should be implemented to enforce data quality and accuracy once the new lead has been qualified and the opportunity has been created to track the deal?
Choose 3 answers
A. Enable validation rules on the opportunity
B. Map custom fields to corresponding opportunity fields
C. Enable validation rules on the lead
D. Enable the lead conversion permission
E. Create an Apex trigger to perform data quality checks.
Answer: B,C,D ([LEAVE A REPLY])

NEW QUESTION: 24
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 and configure sales cloud to work in the same way
B. Review the current system with IT management to understand their requirement
C. Review the current system with executive management to understand their requirement
D. Review the current system with all levels of users to understand their requirements
Answer: C ([LEAVE A REPLY])

NEW QUESTION: 25
CORRECT TEXT
What is Salesforce to Salesforce?
Answer:

Salesforce
to Salesforce enables business collaboration both withinand across Salesforce organizations.

NEW QUESTION: 26

Northern Trail Outfitters (NTO) generates the sales proposal for each opportunity and needs to share it with the customer. All members of the sales team are able to update and comment on the proposal. It is important that customer does not see the earlier version of the proposal or the team comments. Which solution should a consultant recommend to meet this requirement?

A. Save the proposal as chatter file on opportunity record and add the customer as follower.

B. Save the proposal as an attachment on the opportunity record and share with customer using with the link.

C. Upload the proposal in the private chatter group accessible to the sales team and invite the customer to join.

D. Upload proposal as Chatter file on the opportunity record and share with customer using a link.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 27

The operations manager wants to synchronize the customer list from the back office systems with Salesforce. What should the consultant recommend to ensure data integrity?

A. Create an Apex trigger to exchange data between the Salesforce instance and the back office system.

B. Create an External ID field on the Account object

C. Create a unique ID field on the Opportunity object.

D. Create a webservice connection between the Salesforce instance and the back office system.

Answer: (SHOW ANSWER)

NEW QUESTION: 28

Cloud Kicks has recently migrated from Salesforce for Outlook to Lightning Sync. While migrating, Salesforce for Outlook hasn't been disabled for Lightning Sync users. There are some conflicting settings in both Outlook configuration and Lightning Sync configuration. What happens as a result if there are any conflicts?

A. Salesforce gives preference to Salesforce for Outlook settings.

B. Salesforce gives preference to Salesforce permission settings.

C. Salesforce stops the sync and reports the errors.

D. Salesforce gives preference to Lightning Sync settings.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 29

Universal Containers has a private sharing model for accounts and opportunities. As part of its sales strategy, each sales representative collaborates with the same set of individuals for each opportunity.

What should a consultant recommend to grant sales representatives the appropriate access to an opportunity?

A. Enable Chatter and configure a customer Chatter group for the opportunity to allow collaboration on ideas.

B. Enable opportunity team selling and have each sales representative configure his or her default teams

C. Create a trigger for each sales representative that would automatically share the opportunity with his or her default opportunity team.

D. Create a public group for each team and have the sales representatives configure his or her default opportunity team

Answer: B (LEAVE A REPLY)

NEW QUESTION: 30

How would you enforce a lead to enter their phone number via web-to-lead?

Answer:

Use Java Script on the web to lead form to enforce entry of this data.

NEW QUESTION: 31

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 and a workflow rule triggered by opportunity amount to assign a sales process.

B. Create one sales process and a validation rule that evaluates opportunity amount to determine the appropriate sales stage.

C. Create two sales processes, two opportunity record types, and a workflow rule triggered by sales stage.

D. Create two sales processes, two opportunity record types, and a workflow rule triggered by the opportunity amount.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 32
The enterprise architect for cloud Kicks wants to understand how objects in sales cloud are connected to one another.
Which two approaches should a consultant use to help the architect?
Choose 2 answers
A. Obtain an export of object data from the current system.
B. Review the Object Manager tab in Setup with the customer.
C. Explain the types of object relationships in Salesforce
D. Use Schema Builder to show a visual of related objects.
Answer: (SHOW ANSWER)

NEW QUESTION: 33
In the Discovery phase of a Sales Cloud implementation, what are three effective ways a consultant can determine the design of the system? Choose 3 answers
A. Establish performance benchmarks.
B. Host a focus group.
C. Administrator a survey.
D. Schedule training.
E. Observer end users.
Answer: A,B,C (LEAVE A REPLY)

NEW QUESTION: 34
The sales managers at Universal Containers (UC) believe that many of the sales reps' deals that are being lost to competitors are getting less attention than deals that are won.
What should a consultant build so management can assess whether its belief is correct and monitor it going forward?
A. Create formula fields on Opportunity and Activity.
B. Build a report on Opportunities and Activities.
C. Build a report on Leads and Activities.
D. Install an AppExchange app for tracking Lead conversion.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 35
Cloud Kicks is a large global company. The week of global training falls on a holiday week for the European region, and they will be out of the office on holiday.
Which best practice should the Consultant recommend to overcome this obstacle?

A. Set up a training session for just the European region and run the scheduled training.
B. Run the training as planned and record it so the other users can watch the video.
C. Move training for all users to the following week and communicate the change.
D. Talk to the manager of that region and tell them how important training is and that they should come.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 36
Universal Container generates the sales proposal for each opportunity and needs to share it with the customer.
All members of the sales team are able to update and comment on the proposal. It is important that customer
does not see the earlier version of the proposal or the team comments. Which solution should a consultant
recommend to meet this requirement?
A. Upload the proposal in the private chatter group accessible to the sales team and invite the customer to
'-' join.
B. Upload proposal as Chatter file on the opportunity record and share with customer using a link.
C. Save the proposal as an attachment on the opportunity record and share with customer using with the U
link.
D. Save the proposal as chatter file on opportunity record and add the customer as follower.
Answer: (SHOW ANSWER)

NEW QUESTION: 37
The Support Manager at Universal Containers is getting inaccurate agent performance reports. After researching the data, the Salesforce Administrator has identified hundreds of cases that are closed, but still owned by a queue.
Which two solutions should a Consultant recommend to correct this problem? Choose 2 answers
A. Create a case validation rule to ensure cases are owned by a user when closed.
B. Use a data tool to update the owner field on closed cases.
C. Create a case assignment rule to ensure cases are owned by a user when closed.
D. Create a Process Builder and Flow to change the owner on closed cases.
Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 38
How is a user granted authority to create campaigns?

Answer:
An administrator must select the Marketing User checkbox on a user's profile to designate that user as a Marketing User.

NEW QUESTION: 39
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. Align forecast categories to multiple Opportunity stages and report on forecast catecory.
B. Reduce the number of opportunity stages and report on forecast category.
C. Align Opportunity stages with probabiity and use collaborative forecasts for reporting.
D. Reduce the number of Opportunity stages and report on probability.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 40
CORRECT TEXT
What is a benefit of using Advanced Currencies?
Answer:
Advanced
currency management allows you to manage dated exchange rates within opportunities using Salesforce. Dated exchange rates allow you to map a conversion rate to a specific date range. Dated exchange rates are defined using a start date and a conversionrate. Each rate is in effect until either the end of time or the day before the next start date for that currency.

NEW QUESTION: 41
Universal Containers sells three unique products and each product has its own sales process. The company qualifies prospects for the three products in a consistent manner; however, once the customer has shown interest, the sales representatives must follow the relevant product's sales process.
Which two solutions should a consultant recommend to meet these requirements?
(Choose two.)
A. Define sales processes to map to each opportunity record type.
B. Create sales stages that align with opportunity record types.
C. Define the default opportunity teams for each opportunity record type.
D. Configure opportunity record types for each sales process.
Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 42

What Sales Cloud features would allow the company to improve data quality and consistency across sales deals? Choose 3 answers.

A. Implement validation rules for opportunities

B. Use workflow rules to validate data entry

C. Use required fields to enforce critical data entry

D. Use opportunity record types and page layouts to display information specific to each line of business

E. Use a single page layout to display all information regardless of line of business

Answer: A,C,D (LEAVE A REPLY)

NEW QUESTION: 43

UC has set accounts, contacts, and opportunities to private. Sales reps manage the accounts for which they are the account owner. The company also employs sales specialists to assist sales repson deals. What should a consultant recommend to allow the sales specialists to see account information and any opportunity information associated with an account?

A. Share opportunities manually with the sales specialists and assign them read access.

B. Add the sales specialists to the account team and assign them read access to opportunities.

C. Assign the sales specialists to the same profile as the account owners.

D. Assign the sales specialists to the same role in the role hierarchy as the account owners

Answer: B (LEAVE A REPLY)

NEW QUESTION: 44

When multiple currencies are enabled how are currency fields calculated?

Answer:

1. Every record has a currency field that determines the currency type for amounts in that record.
2. All currency amounts display in the records currency and are also converted to the personal currency of the record owner based on conversion rates (entered by administrator) For example, if you do business with Acme, Inc., a German company, you can set the Currency field in the Acme, Inc. account to "EUR - Euro." Amounts such as Annual Revenue will display in eu

NEW QUESTION: 45

The shipping department at the Northern Trail Outfitters (NTO) is responsible for sending product samples as part of the sales process. When an opportunity moves to the 'Sampling' stage, NTO 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 a visualforce email template.

B. Create it on the Opportunity Product using a visualforce email template.

C. Create it on the Opportunity using an HTML email template.
D. Create it on the Opportunity Product using an HTML email template.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 46
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 a quote to link it to the opportunity for 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 an opportunity to link it to a quote for an automatic synchronisation.
D. Create workflow rules on opportunity product and quote line items to keep them synchronised.
Answer: (SHOW ANSWER)

NEW QUESTION: 47
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. Let Cloud Kicks know that there is a Salesforce release and that it may take longer
B. Stop all work because the impact of the Salesforce release is unknown
C. Update the project plan for the following week and communicate the change
D. Complete the project sooner and push before the Salesforce release
Answer: C (LEAVE A REPLY)

NEW QUESTION: 48
A customer successfully places an order with UC for five widgets. The order is activated in Salesforce and the products are shipped to the customer, One week later the customer return one widget. What is the effective method of recording the event in salesforce?
A. Create a custom field on the order product object
B. Create a new sales product with quantity set to -1

C. Change the quantity value on the order product to 4
D. Create a reduction order under the activated order
Answer: (SHOW ANSWER)

NEW QUESTION: 49
Cloud Kicks operates in multiple countries and wants to track historical exchange rates. The Consultant at Cloud Kicks has implemented exchange rates by using advanced currency management. How is the converted currency amount on Opportunities calculated?
A. Based on the exchange rate regardless of the Close Date
B. Based on the historical exchange rate regardless of the Close Date
C. Based on the Opportunity stage regardless of the Close Date
D. Based on the Close Date regardless of the Opportunity stage
Answer: D (LEAVE A REPLY)

NEW QUESTION: 50
Customizable Forecasting must be enabled by salesforce.com support.
A. True
B. False
Answer: B (LEAVE A REPLY)

NEW QUESTION: 51
What is the capability of Data.com Clean? Choose 3 answers
A. Individual records can be manually compared side-by-side with matched Data.com records and updated u field-by-field.
B. Accounts, contact, and lead records can be selected from a list and cleaned all at once.
C. Accounts must be cleaned before cleaning contacts, but leads may be cleaned either before or after '-' cleaning accounts
D. Data.com can be configured to run automated clean jobs to flag field differences and automatically fill u blank fields
Answer: A,B,D (LEAVE A REPLY)

NEW QUESTION: 52
Northern Trail Outfitters (NTO) wants to launch an email campaign for its new winter gear. The NTO sales representative will review the response to the campaign and determine who the decision makers are prior to the beginning the sales process with each respondent. What set of steps should the consultant recommend for NTO?
A. Create both account and contact records, then associate the contacts to the campaign
B. Create a campaign, associate the leads to the campaign, and qualify the respondents.
C. Create a campaign, qualify the respondents, and create accounts and contacts

D. Create leads, convert them to opportunities, and qualify the respondents on the opportunities
Answer: B (LEAVE A REPLY)

NEW QUESTION: 53
Northern Trail Outfitters (NTO) 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?
Choose 2 answers
A. Share the account with other users through manual sharing and account teams
B. View, edit, and delete activities owned by other users directly related to the account
C. Transfer ownership of related contacts and opportunities owned by other users
D. View, edit, and delete related contacts and opportunities owned by other users
Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 54
Which two considerations should be made when deploying dynamic dashboards?
Choose 2 answers
A. Dynamic dashboards allow all users to view data as any user.
B. Dynamic dashboards require users to follow each component.
C. Dynamic dashboards must be manually refreshed.
D. Dynamic dashboards must be saved in public or shared folders.
Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 55
Northern Trail Outfitters has two sales divisions; * An individual sales division, and * A business sales division The Sales representatives for each division have their own user profiles and person accounts. The business sales division sales representatives cannot create person accounts and they should only be able to set up business accounts. How can these requirements be met?
A. Remove person account record types from the business sales division's sales presentative user profile.
B. Use Divisions to hide person accounts from the business sales division's sales presentative user profile
C. Check the "disable person accounts" permission on the business sales division's sales representative user profile
D. Use field-level security to hide "Is Person Account" checkbox from the business sales division's sales representative user profile
Answer: A (LEAVE A REPLY)

NEW QUESTION: 56
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 Company field is populated with "Person" to ensure it's converted into a person Account.
B. Ensure the Person Account checkbox on the Lead is checked prior to conversion.
C. Ensure the Company field is left blank to ensure it is converted into person Account.
D. Ensure that there are separate record types for business Account Leads and person Account Leads.
Answer: (SHOW ANSWER)

NEW QUESTION: 57
A salesperson at Northern Trail Outfitters (NTO) cannot view a contact's information from social profiles.
NTO has Social Accounts and Contacts turned on its account. Why is the salesperson unable to access the information?
A. The link to the Facebook profile is NOT configured with administrator password to access detailed information
B. The fields configured by Universal Containers' administrator on the contact page layout are missing
C. Universal Containers must install and APP Exchange package to access public profile information for its users
D. The information shown is based on the sales representative's social connection with contact
Answer: D (LEAVE A REPLY)

NEW QUESTION: 58
How do you create a new quote for a customer?
A. Click the Quotes tab, then click "New Quote"
B. Select an Opportunity, then click "New Quote"
C. Select a Contact and click "New Quote"
D. Select an Account and click "New Quote"
Answer: (SHOW ANSWER)

NEW QUESTION: 59
Your forecast is available to your manager only after you have clicked the Submit button.
A. False
B. True

Answer: A (LEAVE A REPLY)

NEW QUESTION: 60

Which of the following describes the Probability field?

A. Determines therow in your Forecast where the amount will be aggregated.

B. Identifies where a deal is in relation to actually being closed.

C. Thennumeric prediction that the revenue from an opportunity will be realized.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 61

Sales representatives and partners of Universal Containers constantly complain about the poor quality of lead data. The Vice President of Marketing, who has established a task force and a project to remedy the situation, owns leads. Which approach should the task force consider to improve and maintain the quality of lead data? (Choose 2 answers.)

A. Create a workflow notification when leads are created with poor Quality data.

B. Use Data.com to clean the existing lead data and new data going forward.

C. Use tools like the Lead Import wizard to identify and remove duplicates.

D. Import the lead data using the Find Duplicates wizard on the lead object.

Answer: (SHOW ANSWER)

NEW QUESTION: 62

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

A. Request the sync order to asset feature from salesforce to create an asset record once an opportunity is
'-' closed/won.

B. Turn on the sync asset feature from the asset settings to create an asset record once an opportunity is closed/won.
C. Install an AppExchange app or create a trigger to automatically create an asset record once an '-' opportunity is closed/won.
D. Create a trigger on the asset object once an opportunity is closed/won, and add a button to the '-' opportunity layout.
Answer: (SHOW ANSWER)

NEW QUESTION: 63
Universal Containers has just enabled advanced currency management. The Vice-president (VP) of Asia Pacific Sales wants to view currency in opportunity revenue reports in both the corporate currency of USE and the relevant country's currency. The VP of Asia Pacific Sales uses USE as the default currency. What solution should a consultant recommend to meet this requirement?
A. Create a dashboard and set the display currency to show all currencies for Asia Pacific.
B. Create an opportunity revenue report for each country and use a Joined report to display values.
C. Create an opportunity revenue report and include the amount and converted amount values.
D. Create a dashboard and a dashboard filter to only display Asia Pacific currencies.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 64
Where do you select the "Marketing User" checkbox to enable a user to create, edit, delete, and clone
campaigns; manage campaign members; and edit advanced campaign setup?
A. Profile
B. Org-wide defaults
C. Sharing Rules
D. User record
Answer: (SHOW ANSWER)

NEW QUESTION: 65
The sates manager at Cloud Kicks has proposed that the consultant one large Discovery meeting with 250 employees who use Salesforce currently to gain information to improve adoption.
What are the three efficient approaches the consultant could recommend to the sales manager?
Choose 3 answers
A. Meet with a large group of employees to listen to their feedback.
B. Arrange multiple sessions with small groups of employees.

C. Ask management to select which employees should participate In sessions.
D. Send a survey to all employees asking for a list of desired changes.
E. Ask all employees to email their ideas and feedback to the consultant.
Answer: B,C,E (LEAVE A REPLY)

NEW QUESTION: 66
What actions can a consultant take during the project planning phase to ensure client stakeholder goals are
met? Choose 2 answers
A. Ensure the project key performance indicators are profitable
B. Create scheduled dashboard to be sent weekly to all stakeholders.
C. Establish a stakeholder committee and meeting schedule.
D. Acquire the client stakeholders' key performance indicators.
Answer: (SHOW ANSWER)

NEW QUESTION: 67
CORRECT TEXT
What type of report would you use to summarize data across two axis (like a pivot table in excel)?
Answer:
A
Matrix report.

NEW QUESTION: 68
Describe Pipeline.
A. Consists of opportunities in various stages of maturity
B. Benchmark of how much should be sold withina certain time frame
C. Revenue projection that can be expressed in dollar amounts, units of product family, or both
Answer: B (LEAVE A REPLY)

NEW QUESTION: 69
Cloud Kicks manages contacts for lead generation in a marketing application. Following a new Salesforce implementation, inbound leads will be reviewed in the marketing application and then migrated to Salesforce.
Which contacts should the consultant migrate from the marketing application to leads in Salesforce?
A. All contacts
B. New contacts
C. Active contacts
D. Qualified contacts

Answer: C (LEAVE A REPLY)

NEW QUESTION: 70

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

A. Sales/Marketing Managers

B. Sales Reps

C. IT

D. Sales/Marketing VP

Answer: A (LEAVE A REPLY)

NEW QUESTION: 71

Which Lightning Service Console feature should beused to enable Service Reps to send emails with attachments to customers based on the Case details?

A. Visual Workflow

B. Lightning Knowledge

C. Process Builder

D. Macros

Answer: C (LEAVE A REPLY)

NEW QUESTION: 72

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. Have the sales reps install the Salesforce Mobile app on their devices.

C. Have the sales reps install Salesforce on their mobile devices.

D. Log a meeting with mobile smart actions automatic sync.

E. Log a meeting activity using the email to Salesforce feature.

F. Have the sales reps install the Outlook for Lightning app on their device.

Answer: (SHOW ANSWER)

NEW QUESTION: 73

UC wants to migrate accounts from a legacy system into Salesforce. The client wants the unique account IDs for the account records in the legacy system to be imported into Salesforce to allow a quality control comparison to be conducted after the migration is complete and facilitate future integration. What solution should the consultant recommend to meet this requirement?

A. Create s custom object called external ID and migrate the legacy system account ID data into this custom object.

B. Create a custom external ID field in Salesforce and migrate the legacy system account ID into this field
C. Ensure that the names of the account records are migrated correctly so the client can conduct proper quality control U testing.
D. Create a custom unique number field in Salesforce and migrate the legacy system account ID into this field.
Answer: (SHOW ANSWER)

NEW QUESTION: 74
On larger opportunity, multiple sale, representative at Universal Container, collaborate on a single Opportunity to complete the sale. Revenue for the Opportunity divided among sales representatives. Additionally, technical sale, managers receive a percentage of the sales credit.
How should the consultant meet this business requirement?
A. Create a formula field on the Opportunity to track revenue attributed to technical sales managers.
B. Enable Opportunity splits, enable revenue splits for sales representatives, and overly splits for technical.
sales managers.
C. Enable Opportunity Teams and ask opportunity owners to add a sales team.
D. Use adjustments In Collaborative Forecasting to track the appropriate revenue for each Opportunity.
Answer: B (LEAVE A REPLY)

NEW QUESTION: 75
Cloud Kicks acquired a shoe distribution partner. The Marketing and Sales Directors want to migrate the existing sales and marketing data into Cloud Kicks' Salesforce instance.
Which three aspects should the Consultant consider before proceeding with the data migration?
Choose 3 answers
A. Total number of records being imported compared to the Salesforce edition
B. Classic feature that have been improved by Lightning Experience
C. Number of marketing campaign licenses required for the migration
D. Criteria to apply to records that should be archived before migration
E. Volume of customer, partner, and prospect data from existing system
Answer: C,D,E (LEAVE A REPLY)

NEW QUESTION: 76
Universal Containers wants to provide itsfive million customers a solution where customers can submit inquiries, monitor the status of those inquiries, and view their contact information.

Which type of Community license should be used to meet these requirements?
A. Employee Community
B. Customer Community
C. Partner Community
D. Company Community
Answer: B (LEAVE A REPLY)

NEW QUESTION: 77
The Consultant at Cloud Kicks has successfully implemented the Einstein lead Scoring feature and now wants to measure the effectiveness and track lead conversation rates. Which three standard dashboards are available? Choose 3 answers
A. Conversion Rate by Lead Score
B. Conversion Rate by Lead Source
C. Lead score Distribution
D. Lead Scores by Created Date
E. Average Lead Score by Lead Source
Answer: C (LEAVE A REPLY)

NEW QUESTION: 78
Northern Trail Outfitters (NTO) sells products that require frequent collaboration with the same team of individuals who play a key role in closing deals. The lead sales representative determines the level of access for each of the collaborating team members on the opportunity. What solution should the consultant recommend to facilitate the collaboration of the lead sales representative and team members?
A. Define a sharing rule for each lead sales representative to assign appropriate access for all extended team members
B. Enable chatter to have the lead sales representative facilitate collaboration through sales team sharing
C. Create a public groups for extended team members and allow the sales representative to assign manual sharing on their opportunities.

D. Configure default opportunity teams for all lead sales representatives with team selling enabled
Answer: (SHOW ANSWER)

NEW QUESTION: 79
Which of the following statements are true about the Opportunity field, "Stage"? (Select all that apply)
A. There are other sales methodologies that can be downloaded from the App Exchange and used within Salesforce
B. There are 10 default stage values, based on a commonly used sales methodology.
C. The list of default stage values cannot be edited or added.
Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 80
The sales management team of Northern Trail Outfitters (NTO) has noticed that opportunities are taking longer to close. Historically, it has taken 30 days for a new opportunity to be moved to closed/won. Recently, this time period has increased to 45 days. What analytics tool can the sales management team leverage to help determine the cause? Choose 2 answers
A. Report on campaign return on investment (ROI)
B. Dashboard of opportunity stage duration
C. Dashboard of Month-over-month trend of lead conversions
D. Report on the discount approval time for quotes
Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 81
Universal containers uses a custom object named Insight, which is the child in a master-detail relationship with the opportunity object. Sales teams use this object to create requests for analysts who conduct supporting research regarding an opportunity. Sales teams use Salesforcel mobile app and want to easily create new insight records from their phones. What should a consultant recommend to meet this requirement?
A. Create a publisher action
B. Create a visualforce page
C. Create a custom object tab
D. Create a related list button
Answer: D (LEAVE A REPLY)

NEW QUESTION: 82
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. Make the field visible using field-level security
B. Set the org-wide defaults for the Campaign object to "Public Full Access"
C. Select the "Create" permission for the Campaigns object
D. Select the "Marketing User" checkbox
Answer: (SHOW ANSWER)

NEW QUESTION: 83
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. Create a 'My Team Opportunities' report and open each opportunity in a new browser tab.
B. From the 'My Opportunities' list view, select the Split View option.
C. Construct a new Sales Console app including opportunities.
D. Create a 'My Opportunities' report and open each opportunity in a new browser tab.
Answer: B (LEAVE A REPLY)

NEW QUESTION: 84
UC plans to implement lead mgmt. functionality for channel sales representative who need to push prequalified leads to their partner. Partners need the ability to access and update the lead assigned to them, what solution should a consultant recommend for this scenario?
A. Create a task for a partner when a new lead is created and assign it to the partner in the partner Community.
B. Create a customized site where partners can self-register and access their leads.
C. Add the lead tab to the partner Portal and configure partner profile to access lead.
D. Configure a separate lead record type and pagelayout for the Partner Community.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 85
UniversalTelco sells and supports a line of smart phones. The company offers support via phone, email-to-case, web-to-case, and a customer portal. The call center manager is incented to drive support through customer self-service. Which report should be included onthe manager's dashboard? Choose 3 answers:
A. Cases by Support Channels
B. Knowledge Article Usage
C. Escalated Calls
D. Average Call Handle Time
E. Number of Portal Logins per Day

Answer: A,B,E (LEAVE A REPLY)

NEW QUESTION: 86

Universal Containers manages its sales pipeline using Salesforce. However, when an opportunity moves to the closed list 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 dosed/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: (SHOW ANSWER)

NEW QUESTION: 87

UC has org-wide default set to private. Sales representative owns an account and would like to collaborate with internal (...external) people from other department (marketing and other management.) What should a consultant recommend to ensure collaborating team member can report and access relevant data in Salesforce?

A. Use chatter to share records with relevant people

B. Use account team to share records to relevant people

C. Use custom sharing on account to share specific record.

D. Use Opportunity team to share records to relevant people

Answer: B (LEAVE A REPLY)

NEW QUESTION: 88

Match the following loading option to the description of when to useit. "Manual Entry"

A. Brian wants to consolidate all his accounts from several systems.

B. Bob wants to load a single account record.

C. Berta wants to keep a separate system as her "system of record"

D. Beckywants to load all her 65,000 contact records.

E. Bill wants to load 20,000 lead records.

Answer: (SHOW ANSWER)

NEW QUESTION: 89

Cloud Kicks has enabled Quotas in collaborative 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. Add/update Quotas using DataLoader.
D. Configure Forecast Settings.
E. Configure Forecast Quotas.
Answer: A,C,D (LEAVE A REPLY)

NEW QUESTION: 90

Northern Trail Outfitters (NTO) supports two lines of business: shipping and freight. The sales cycle for freight deals is more complex and involves more stages than the shipping sales cycle. Which solution should a consultant recommend to meet these business requirements?

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

NEW QUESTION: 91

Cloud Kicks has 300K Account records and 16M Invoices. These were within a custom object in a master-detail relationship with the Account. Each Account record takes a long time to display because of the Invoice related list's lengthy rendering time. What should the Consultant do to solve this issue?

A. Raise a case with Salesforce to enable Fast Loading of the related list of Invoices, as this will help to render Account details u faster.
B. Enable the "Separate Loading of Related Lists" setting from User Interface Settings, as this will allow the Account detail to render while the Invoice related list data will be visible after querying details from Invoices.
D . Enable "Load Individual Component Separately" at the Lightning record page of the Account object, as this will allow Account details to render while Invoice related list data will be visible after querying details from Invoices.
C. Enable indexing on all the fields visible on the related list of Invoices, as this will allow the related list to load faster.
Answer: (SHOW ANSWER)

NEW QUESTION: 92
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. Three record types
C. One record type
D. Three sets of opportunity stages
Answer: (SHOW ANSWER)

NEW QUESTION: 93
What is the benefit of a Force.com sandbox?
A. It builds new application functionality
B. It extends Salesforce functionality
C. It allows for development, testing, and training
D. It allows to create or change buttons, and dynamically route approvals
Answer: C (LEAVE A REPLY)

NEW QUESTION: 94
What are three considerations when adding a report chart to a Console Component?
Choose 3 answers
A. The report chart is added to the Page Layout.
B. The report has a standard Report Type.
C. The report contains a chart.
D. The report is shared with a Chatter Group.
E. The report is a Summary or Matrix report.
Answer: (SHOW ANSWER)

NEW QUESTION: 95

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. Force.com Sites

C. Customer Community

D. Salesforcel Sites

Answer: A (LEAVE A REPLY)

NEW QUESTION: 96

A company would like to implement a solution that would hold service reps accountable to customer Service

Level Agreements.

Which two steps should be completed to meet this request? Choose 2 answers

A. Set up Milestones.

B. Create an Entitlement Process.

C. Enable Work Orders.

D. Configure Service Contracts.

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 97

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

A. Enable the salesforce to Social network API connection to sync records.

B. Define the social network fields and enabled then for account, contacts and leads.

C. Enable social Accounts and Contacts to link records to social profiles.

D. Create custom fields that hold URL links to the social profile of accounts, contacts and leads.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 98

Universal Containers supports two lines of business: shipping and freight. The sales cycle for freight deals is more complex and involves more stages than the shipping sales cycle. Which solution should a consultant recommend to meet these business requirements?

A. Create different record types sales processes for each line of business, and assign different sales processes to each page layout.

B. Create different record types sales processes for each line of business, and assign different page layouts to each record type.

C. Create different record types sales processes for each line of business, and use workflow field updates to assign stages.
D. Create different record types sales processes for each line of business, and assign different stages to each page layout.
Answer: (SHOW ANSWER)

NEW QUESTION: 99
Universal Containers is working to expand its residential business in the U.S. Sales reps are being asked to canvas neighborhoods m their areas, leveraging new door-to-door campaign material to secure new customers. Internal studies have shown the most valuable residential customers typically have a household income range between $50,000 and $70,000.
Which solution should the consultant recommend to help sales reps determine the best neighborhoods to canvas?
A. A Salesforce Maps component plotting non-customers in residential neighborhoods
B. Salesforce Maps with ESR1 integration to display high density neighborhoods
C. API integration with Salesforce Maps to plot existing customers on territory maps
D. Salesforce Maps using the Demographic Context data source to display income ranges for regions within their territories
Answer: (SHOW ANSWER)

NEW QUESTION: 100
Northern Trail Outfitters (NTO) needs to quickly look up contacts, accounts, and opportunities and easily log calls. The team wants to access to customer information even without an Internet connection because of limited coverage in certain geographic areas.
Which mobile solution should NTO use?
A. Custom hybrid App
B. Salesforce Touch App
C. Salesforce Mobile App
D. Salesforce App
Answer: (SHOW ANSWER)

NEW QUESTION: 101
8 steps to unlocking your pipeline with opportunities?
Answer:
1. Define your sales stages
2. Establish naming conventions
3. Make key fields mandatory
4. Run your forecast meetings with the pipeline report
5. Create "big deal" alerts
6. Use activities and email templates

7. Use the similar opportunities feature
8. Use Chatter to follow specific opportunities

NEW QUESTION: 102
Cloud Kicks' sales representatives need help to remove obstacles when working on high-value sales deals. The sales management team wants to monitor and empower collaboration with cross-functional teams.
Which two solutions should a consultant recommend to meet these requirements? Choose 2 answers
A. Enable Big Deal Alerts
B. Enable Chatter feed tracking on Opportunities.
C. Allow global team selling on Accounts.
D. Enable mobile alerts for Einstein Engagement.
E. Enable the Chatter feed on similar Opportunities.
Answer: (SHOW ANSWER)

NEW QUESTION: 103
A consultant is implementing a new Sales Cloud instance for Cloud Kicks that has a public sharing model for accounts. Different sales representatives own local accounts that create a multi-level Account hierarchy. Cloud Kicks needs to see the total number of closed won opportunities and the revenue value for all accounts 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 opportunities from the child account
B. Create a Roll-up Summary field on the parent account displaying the total value of won opportunity from the child accounts
C. Configure a link on the account that will open a list view showing the total value of open opportunities for all accounts in the hierarchy
D. Configure Apex to update a custom field on the parent account with the total value of won opportunities from the child accounts
Answer: (SHOW ANSWER)

NEW QUESTION: 104
Which of the following steps accurately describe the process map insales and marketing organizations?
A. Lead generation and qualification, opportunity conversion, revenue management (forecasting)
B. Lead generation, lead qualification, revenue management (forecasting)
C. Lead generation, lead qualification, opportunity conversion
D. Lead generation, revenue management (forecasting), lead qualification
Answer: B (LEAVE A REPLY)

NEW QUESTION: 105
Which method can be used to improve agent retention? Choose 2 answers:
A. Provide additional training on tools and process
B. Allow shift trading between agents
C. Extend benefits to part-time agents
D. Mix telephony interactions with email and chat
Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 106
Which best describes the Salesforce Automation feature "Activities"?
A. Identifies key stakeholders from the buy side.
B. Enforces the business process.
C. Ensures that we are tracking our progress towards the desiredstates.
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 (LEAVE A REPLY)

NEW QUESTION: 107
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: A,B,C (LEAVE A REPLY)

NEW QUESTION: 108
Universal Containers was bought by a larger company and needs to provide information on a monthly basis to

the new parent company to help predict sales. Which data should the new parent company review?
A. Dashboard of user login history
B. Count of new lead records created
C. Number of activities tied to opportunities
D. Opportunity pipeline report grouped by month
Answer: D (LEAVE A REPLY)

NEW QUESTION: 109
Who is most interested in the alignment of sales and marketing?
A. Sales Reps
B. Sales/Marketing VP
C. Sales/Marketing Managers
D. IT
Answer: (SHOW ANSWER)

NEW QUESTION: 110
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. Configure the Visualforce page to use the Lightning Design System.
B. Remove Apex code references to the ArticleType field.
C. Rename the Visualforce page to "Lightning Knowledge"
D. Remove Apex code references to the Article RecordType field.
Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 111
Universal containers has automated the process of creating new account records in salesforce. All account
records created through this process are owned by a generic user. There are now two million account records
that have been created in this manner. Universal containers is now seeing performance issues when it makes
any changes to account sharing rules. What can universal containers do to address the issue without changing
its integration?
A. Ensure that the generic user has the Modify All Data permission.

B. Set the organization wide defaults for accounts to public read/write.
C. Ensure that the generic user has not been assigned a role.
D. Contact salesforce support to add an index to the account object
Answer: C (LEAVE A REPLY)

NEW QUESTION: 112
CORRECT TEXT
What is the outcome if no translation exists for a specific component in Salesforce?
Answer:
If
there is no translated value for a customized component, users see the value in the organization's default language.

NEW QUESTION: 113
When working with multiple currencies, what currency will an individual's forecast be reported in?
Answer:
All amounts in your forecast are shown in your personal currency.

NEW QUESTION: 114
Northern Trail Outfitters (NTO) 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. Customer Community
B. Force.com Sites
C. Salesforce1 Sites
D. Site.com
Answer: D (LEAVE A REPLY)

NEW QUESTION: 115
Which pair of reports is best associated with the business driver "Improve Sales Rep productivity" ?
A. "Stage Duration Age"and "Forecast by Sales Rep"
B. "Closed Opportunities by Lead Source" and "Reasons for Lead Disqualification"
C. "# of Face-to-Face Meetings" and "# of Deals Won, Lost, and In-Progress"
Answer: C (LEAVE A REPLY)

NEW QUESTION: 116

The Cloud Kicks Sales Support team manually enters leads into Salesforce throughout the week. It was discovered that many of the leads already exist as Contacts in the system based on matching email address.
This has resulted in high volume of unconverted leads. Which solution should be used to identify and block future duplicates from being created?
A. Activate the Standard Lead Duplicate Rule that matches on both Lead and Contact.
B. Use Dataloader to import the leads each week instead of entering leads individually.
C. Create a process builder and flow that emails the user of a potential duplicate Contact when a Lead is created.
D. Build a report that groups leads by email address to identify and merge duplicates
Answer: (SHOW ANSWER)

NEW QUESTION: 117
Universal containers use 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 daily and store the results in a custom report folder.
B. Schedule a custom forecast report to run weekly and store the results in a custom report folder
C. Create an analytic snapshot to run daily and store the results in a custom object.
D. Create an analytic snapshot run weekly and store the results in a custom object
Answer: D (LEAVE A REPLY)

NEW QUESTION: 118
Universal containers wants to send out an email promotion on a monthly basis to a list of 50,000 leads. What should a consultant recommend to meet this requirement?
A. Use an email execution vendor to send emails for marketing campaigns
B. Use the standard salesforce mass email tool located on the leads tab
C. Create an email alert workflow rule to send the email to the leads monthly
D. Create a lead assignment rule to send the email to the leads monthly
Answer: (SHOW ANSWER)

NEW QUESTION: 119
Universal Containers is preparing for the launch of its new Sales Cloud implementation to a global user base.
With previous sales automation application, the company had slow adoption of the new solution. What factors should be considered with the Sales Cloud deployment to help ensure the adoption? Choose 3 answers

A. Maintenance release schedule
B. Type of training delivered
C. Sales rep quota targets
D. Management communications
E. Training in local language
Answer: B,D,E (LEAVE A REPLY)

NEW QUESTION: 120
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 (LEAVE A REPLY)
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: 121
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: configure mapping of these two fields for conversion
B. Create a custom field on the lead object and contact object: these field will be mapped automatically during conversion
C. Create a custom field on the lead object and contact object: utilize a trigger to transfer the value after conversion .
D. Create a custom field on the lead object and contact object; advise users to select it for transfer during conversion
Answer: A (LEAVE A REPLY)

NEW QUESTION: 122
Which of the following is a typical challenge for a sales organization? (Select all that apply)
A. Complete visibility
B. Improving sales rep productivity
C. Drivingmore business
D. Optimizing lead management
E. Poor customer satisfaction
Answer: (SHOW ANSWER)

NEW QUESTION: 123
CORRECT TEXT
What are Sites?
Answer:
Site
forceis a Web content management system (CMS) that makes it easy to build Web pages quickly, edit content in real time, and manage your websites.

NEW QUESTION: 124
Universal Containers wants to provide its resellers a secure portal where they can manage their customer
accounts, submit and track the status of their cases, and view reports and dashboards.
Which solution should a consultant recommend?
A. Customer Community
B. Reseller Community
C. Partner Community
D. Employee Community
Answer: C (LEAVE A REPLY)

NEW QUESTION: 125
Cloud Kicks wants to measure the impact of its recent Sales Cloud implementation upon completion.
How should a consultant meet the requirement?
A. Provide a customer satisfaction survey.
B. Demonstrate new functionality.
C. Establish KPIs.

D. Evaluate user adoption.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 126
Cloud Kicks needs the ability to determine the effectiveness of a recent marketing campaign on new leads. Which solution should the Consultant recommend?
A. Specify the date range of the leads added to the campaign.
B. Enable campaign influence and report on the influence percent and revenue share.
C. Create a custom text field to capture the marketing campaign
D. Create a custom object and a record for the campaign, then relate the newly created record to the lead
Answer: B (LEAVE A REPLY)

NEW QUESTION: 127
A manager would like information on the knowledge base searches conducted by customers and call center agents. Which two metrics are useful for identifying knowledge article effectiveness?
Choose 2 answers
A. Knowledge articles with the lowest rating.
B. Number of knowledge articles in each data category.
C. Knowledge articlescreated by call center agents.
D. Knowledge search query with no results.
Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 128
Which of these steps should take place before setting a List Price for a Product? (Select all that apply)
A. Update all items in the Custom Price Book
B. Define the Product's Standard Price
C. Update all items in the Standard Price Book
D. Specify a Quantity or Revenue Schedule
E. Create the Product
Answer: (SHOW ANSWER)

NEW QUESTION: 129
Northern Trail Outfitters (NTO) manages opportunity forecasts using the standard forecast categories in Salesforce customizable forecasting. Each sales stage is aligned with a forecast category. When reviewing the forecast, NTO wants the roll-up of just the opportunities that are in pipeline, best case, and commit. What number in the forecast would provide NTO with the appropriate information?
A. Pipeline

B. Pipeline + Closed/Won
C. Pipeline + Best Case
D. Pipeline + Commit
Answer: C (LEAVE A REPLY)

NEW QUESTION: 130
What happens when you enable territory management?
Answer:
Your Org Name is set as the top of the territory hierarchy
A corresponding territory is created for each role in the forecast hierarchy Manual forecast sharing settings on the roles are copied to the new territory Based on role, active Salesforce users are added to territories Opportunities are assigned to the opportunity owner's territory Accounts are not assigned anywhere in the territory hierarchy Until you add or edit forecasts, forecasts will work as prior th

NEW QUESTION: 131
Universal Containers determines that opportunities are taking longer to close than in the past.
Which action should the management take to determine the reason behind the additional time to close?
Choose 3 answers
A. Examine user logins rates & activity on open opportunity records
B. Review the budget allocated to marketing campaigns
C. Build a dashboard to display opportunity stage duration
D. Evaluate whether the complexity of deals have changed over the time
E. Evaluate whether lead conversion rates have decreased over the time
Answer: A,C,D (LEAVE A REPLY)

NEW QUESTION: 132
Universal Containers uses contracts in Salesforce to record fixed pricing structures from dosed/won opportunities. The contracts expire throughout the year. To ensure the company is not missing Potential renewal revenue, sales management wants to implement the following Process.
- 30 days before a contract is due to expire, a lead is automatically created with contract renewal as the source.
- All leads go to a pre-sales team who qualify and convert them to opportunities.
- When leads are converted to opportunities and closed/won, an alert is sent to the account team.
What features of Salesforce should a consultant use to meet this requirement?
A. Workflow, reports, queues, and lead assignment.
B. Apex, workflow, lead assignment, and queues.

C. Reports, data loader, queues, and opportunities
D. Lead assignment, Apex, and opportunity assignment.
Answer: B (LEAVE A REPLY)

NEW QUESTION: 133
A Campaign 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 reflects how customercommunity interacts and how it affects sales?
A. Campaign Manager
B. BI/Analytics
C. Marketing Executive
D. VP Marketing
Answer: C (LEAVE A REPLY)

NEW QUESTION: 134
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. Create separate page layout and report to flag and report on these deals
B. Create a customer filed on opportunity to flag and report on these deals.
C. Add upsell as a stage and create a summary report by opportunity stage
D. Create an opportunity record type and sales process for reporting on these deals
Answer: D (LEAVE A REPLY)

NEW QUESTION: 135
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. Agent utilization
B. Number of calls offered
C. Quality monitoring score
D. Schedule adherence
Answer: (SHOW ANSWER)

NEW QUESTION: 136

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. Target account selling
D. Relationship selling
Answer: B (LEAVE A REPLY)

NEW QUESTION: 137
How do I track opportunities that resulted from a specific campaign?
Answer:
When you create an opportunity, you can fill in the 'Primary Campaign Source' field to indicate that the opportunity resulted from a specific campaign. The Opportunities related list on a campaign shows every opportunity that is linked to that campaign. You can also run the Campaign Revenue Report to track which opportunities are linked to your campaigns.

NEW QUESTION: 138
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 and configure sales cloud to work in the same way
B. Review the current system with all levels of users to understand their requirements
C. Review the current system with executive management to understand their requirement
D. Review the current system with IT management to understand their requirement
Answer: B (LEAVE A REPLY)

NEW QUESTION: 139
What are the main challenges that Marketing faces when trying to drive more business? (Select all that apply)

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

NEW QUESTION: 140
Cloud Kicks operates in multiple countries and wants to track historical exchange rates. The Consultant at Cloud Kicks has implemedated exchange rates by using advanced currency management. How is the converted currency amount on Opportunities calculated?
A. Based on the Opportunity stage regardless of the Close Date
B. Based on the historical exchange rate regardless of the Close Date
C. Based on the exchange rate regardless of the Close Date
D. Based on the Close Date regardless of the Opportunity stage
Answer: D (LEAVE A REPLY)

NEW QUESTION: 141
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. Search
B. Minimized redundant data entry
C. Workflow rules and approvals
D. Reduced clicks
E. Tab and field naming
F. Record types and page layouts
Answer: B (LEAVE A REPLY)

NEW QUESTION: 142
Cloud Kicks is implementing Enterprise Territory Management for its retail sales unit. The sales director wants a detailed roll-up forecast for Territories to be provided.
Which two recommendations should the Consultant make?
Choose 2 answers
A. Create Apex class code to roll up forecast details for a Territory.
B. Include the Forecast Manager field on the Territory page layout.
C. Assign a Forecast Manager to a Territory.
D. Include the Formula field in the Territory page layout.
Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 143

How is the campaign influence for opportunities impacted when a contact is associated to an opportunity in a contact role, if the influence timeframe for a campaign is 60 days?

A. Campaigns in which a contact became a member within the last 60 days will be associated and displayed in Campaigns with Influenced Opportunities Report.

B. All campaigns created within the last 60 days will be added to the campaign influence related list.

C. All contacts associated with campaigns will be added to the campaign influence related list.

D. Sales reps can choose which campaigns created within the last 60 days should be added to the campaign influence related list.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 144

Cloud Kicks has just completed its initial Sales Cloud Go-Live. Cloud Kicks leadership wants to target users who are not yet using the new application.

A. Run a Report on Users never Logged In.

B. Run a Mobile Login report.

C. Track logins in a spreadsheet.

D. Use the Lightining Usage app.

Answer: (SHOW ANSWER)

NEW QUESTION: 145

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. Custom report type needs to be created to view all policies in a single report

B. Sales user needs to apply manual sharing rules

Answer: A (LEAVE A REPLY)

NEW QUESTION: 146

Import 100 leads/mo - need to prevent dups.

A. Import using import wizard

B. Import leads & use global search to identify dups.

C. Run script in external DB to identify dups.

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 147

CORRECT TEXT

What is Partner Portal and what does it provide?
Answer:
A
partner portal allows partner users to log in to Salesforce througha separate website than your non-partner users. Partner users canonly see the data that you have made available to them. Furthermore, partner users can only manipulate data if you give them the appropriate user permissions.

NEW QUESTION: 148
The sales director at Cloud Kicks wants to ensure, on the creation of Contacts for an existing Account, that the mailing address of a contact is the same as the shipping address of the parent Account based on the postal code. Which solution should the Consultant suggest to meet this requirement?
A. Create a Validation rule on the Contact object to validate the ShippingPostalCode of the contact with the MalingPostalCode of the account.
B. Create a Validation rule on the Person Account object to validate the MalingPostalCode of the contact with the ShippingPostalCode of the account.
C. Create a Validation rule on the Account object to validate the MalingPostalCode of the contact with the ShippingPostalCode of the account.
D. Create a Validation rule on the Contact object to validate the MalingPostalCode of the contact with the Shipping Posta lCode of the account.
Answer: D (LEAVE A REPLY)

NEW QUESTION: 149
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 Products with formula fields for each month's value
B. Opportunity Dashboard showing Opportunities Closed each month
C. Opportunity Products with monthly Product Schedules
D. Opportunity Dashboard showing Products sold each month
Answer: C (LEAVE A REPLY)

NEW QUESTION: 150
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: A,B (LEAVE A REPLY)
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: 151
Match this tip with its design consideration. "Use alerts sparingly"
A. Tab and field naming
B. Record types and page layouts
C. Workflow rules and approvals
D. Minimized redundant data entry
E. Reduced clicks
F. Search
Answer: C (LEAVE A REPLY)

NEW QUESTION: 152
How is the campaign influence for opportunities impacted when a contact is associated to an opportunity in a contact role, if the influence timeframe for a campaign is 60 days?
A. All campaigns created within the last 60 days will be added to the campaign influence related list.
B. Sales reps can choose which campaigns created within the last 60 days should be added to the campaign influence related list.

C. Campaigns in which a contact became a member within the last 60 days will be added to the campaign influence report.
D. All contacts associated with campaigns will be added to the campaign influence related list.
Answer: (SHOW ANSWER)

NEW QUESTION: 153
Cloud Kicks (CK) sells online subscriptions for its leading Shoe of the Month club. Customers can make a single payment or pay weekly, monthly, or quarterly. CK wants to use Opportunities to track and report on these subscription deals.
What should a consultant recommend to meet this requirement?
Answer:
Enable schedules on the Product object.

NEW QUESTION: 154
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. Joined report
B. Cross filter
C. Custom report type
D. Custom filter
Answer: (SHOW ANSWER)

NEW QUESTION: 155
Northern Trail Outfitters wants to link contacts with more than one account.
What solution should be recommended if a contact is an employee in one account, and on the boards of three additional accounts?
A. Enable contacts to multiple accounts feature.
B. Add the contact to the partners related list on the second account.
C. Clone the contact record and add it to the second account.
D. Associate the contact to other accounts using a custom lookup field.
Answer: B (LEAVE A REPLY)

NEW QUESTION: 156
Universal Containers is planning to hire more sales representatives in response........growth. To optimize their
sales impact, the sales management team wants to........What data should the sales management team consider
when developing the......Choose 2 answers
A. Attributes need to segment and categorize customers

B. Average number of customers managed by a sales representative
C. Distance between the customer headquarters and their sales representatives.....
D. Number of currencies needed to support each sales territory
Answer: (SHOW ANSWER)

NEW QUESTION: 157
Which three processes are a use case for Visual Workflow? Choose 3 answers
A. Decision-based troubleshooting for agents.
B. Cross-sell promotions for agents.
C. Field validation during case creation.
D. Caller verification and creation of a new case.
E. Assignment of email to a case queue based on subject.
Answer: A,B,D (LEAVE A REPLY)

NEW QUESTION: 158
Which of the following are the main challenges that affect Sales Rep productivity? (Select all that apply)
A. Not enough leads from marketing
B. Having to create reports manually
C. Difficulty in finding information
D. Tedious data entry process
E. Difficulty in keeping client data current
F. Lack of motivation
Answer: B,C,D,E (LEAVE A REPLY)

NEW QUESTION: 159
Cloud Kicks has started its operations in Europe in addition to the U.S. The company has enabled advanced currency management to support both EUR and USD. Cloud Kicks also has existing roll-up summary fields.
Where are currency related roll-up summary fields supported?
A. From the Opportunity object rolling up the Account object
B. From the Opportunity line object to the Opportunity object
C. From any custom object to the Opportunity object
D. From the Object rolling up to the Opportunity object
Answer: (SHOW ANSWER)

NEW QUESTION: 160
Good Kicks has the goal of generating high-quality leads by implementing Sales Cloud. Which metrics should the consultant analyze to determine the success of this goal?
A. Total number of Leads created by a Sales Rep
B. Lead to Quote Conversion Rate

C. Total number of Leads by source
D. Lead to Opportunity Conversion Rate
Answer: D (LEAVE A REPLY)

NEW QUESTION: 161
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. Lightning Sync
B. Salesforce for Outlook
C. Salesforce Console for Sales
D. Lightning Console for Sales
Answer: A (LEAVE A REPLY)

NEW QUESTION: 162
Sales directors at Northern Trail Outfitters (NTO) need access to edit opportunity fields in the case of last minute updates once the sales stage reaches Negotiation/Review; however, sales representatives should not have editing rights at that stage.
Which solution should the consultant advise?
A. Create a validation rule to enforce field access based on the sales stage and a custom permission.
B. Modify the profile for sales directors to enable the "Modify All" object permission for opportunities.
C. Change the field-level security for sales representatives to restrict field access based on the sales stage.
D. Create a workflow rule to enable field access for sales directors based on the sales stage.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 163
Match this tip with its design consideration. "Use the client's language"
A. Search
B. Workflow rules and approvals
C. Tab and field naming
D. Record types and page layouts
E. Reduced clicks
F. Minimized redundant data entry
Answer: C (LEAVE A REPLY)

NEW QUESTION: 164

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. Custom report types
B. Junction reports
C. Cross-object filters
D. Matrix reports
Answer: A (LEAVE A REPLY)

NEW QUESTION: 165
What should you keep in mind when designing a solution to improve Sales Rep productivity? (Select all that
apply)
A. Including App Exchange mash-ups may slow down Sales Reps
B. Information should be entered only once
C. Finding information should only be a few clicks away
D. Links may be confusing; use them sparingly
Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 166
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 suggested articles on new cases.
C. Enablearticle submission during case close.
D. Create an email template to send articles as PDF attachments.
E. Enable agents to create their own personal articles.
Answer: B,C,D (LEAVE A REPLY)

NEW QUESTION: 167

A Consultant for Cloud Kicks Sales Cloud has proposed implementing an Account Hierarchy. What impact could the redesign have on the org?

A. The ownership of an Account determines the visibility of the Account Hierarchy.

B. The Account Hierarchy can be visualized from all levels in the structure.

C. A user who owns an Account at the bottom of the hierarchy has access to all parent Accounts.

D. The value of all Opportunities in an Account Hierarchy are visible on the parent Account

Answer: B (LEAVE A REPLY)

NEW QUESTION: 168

What is Salesforce to Salesforce?

Answer:

Salesforce to Salesforce is a mechanism for connecting two separate orgs (same or different companies) and enabling the sharing of leads, opportunities, contact, task, product, case attachments or data stored in custom objects with partners that use Salesforce in real time.

NEW QUESTION: 169

Universal Containers has configured a private sharing model for accounts and opportunities. As part of its sales strategy, each sales representative collaborates with the same set of Individuals for each opportunity.

What should a consultant recommend to grant sales Rep the appropriate access to an opportunity?

A. Enable Chatter and configure a customer Chatter group for the opportunity to allow collaboration on u ideas.

B. Create a trigger for each sales representative that would automatically share the opportunity with his or her default opportunity team.

C. Enable opportunity team selling and have each sales representative configure his or her default opportunity team.

D. Create a public group for each team and have the sales representatives manually share the opportunity with their respective group.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 170

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. Enhanced Folder Sharing
Answer: (SHOW ANSWER)

NEW QUESTION: 171
Sales managers at Cloud Kicks have noticed that information in some opportunity reports is incomplete. A consultant has performed an analysis and determined that opportunity stage reports often lack key information that sales managers expect at each stage because sales reps have yet to enter the data.
What should the consultant recommend so opportunity stage reports always contain the data managers expect?
A. Customize Path and create validation rules dependent on stages.
B. Mark the fields as required on the Page layout.
C. Configure Path by checking the Key Field Required checkbox.
D. Create an Auto launched flow to determine if required fields are missing.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 172
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. Use sharing rules to share Accounts between franchise and public divisions.
C. Ensure there are a minimum of two Record Types for Person Accounts.
D. Ask Salesforce Support to disable Person Accounts in CK's org.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 173
The marketing team is using a separate platform for managing prospects and wants to hand off qualified prospects to the sales team.
How should the consultant meet this requirement?
A. Create a report of Salesforce leads and compare it with marketing data on a regular basis.
B. Recommend an integration with the marketing platform to Salesforce that generates tasks with lead information.
C. Create Salesforce users for the marketing team so they can enter leads directly Into Salesforre.
D. Recommend an integration with the marketing platform that creates leads in Salesforce,
Answer: C (LEAVE A REPLY)

NEW QUESTION: 174

The Universal Containers management team wants to help sales reps determine the nght time to contact prospects.
What should the consultant recommend to meet the requirement?
A. Implement Sales Dialer and begin cold calling leads to request availability.
B. Create a formula field to determine the prospects time zone.
C. Enable Email Tracking with reporting and activity timeline.
D. Configure Einstein Lead Scoring to determine the best time to make contact.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 175
Universal Containers is training a new set of Service Reps. Part of the training includes handling Live Agent chats fromcustomers. 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 Live Agent Supervisor tab and Whisper Messages.
B. Configure Omni-Channel Supervisor tab and 3rd party access.
C. Configure the SOS snap-in for the Lightning Service Console.
D. Add the Live Agent Component to the Utility bar.
Answer: (SHOW ANSWER)

NEW QUESTION: 176
Universal Computing is planning to implement salesforce sales cloud to support its professional services division. The universal computing sales team wants to easily see customer purchasing activity on account, contact, and contract detail pages. What should a consultant recommend to meet this requirement?
A. Create a global publisher action to view all customer purchasing activity
B. Enable salesforce console for sales to see customer purchasing activity
C. Create a custom object related to the account, contact and contact objects.
D. Enable the orders object in salesforce to track customer purchases
Answer: D (LEAVE A REPLY)

NEW QUESTION: 177
2 lines of business LOB, each with custom opportunity stages & record types - choose 2 answers
A. Users able to see all stages in list view filter drop downs
B. Users able to see all stages in report filter drop downs
Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 178

A sales manager at Cloud Kicks wants the sales team to stay informed about the team's progress in Quip.
Which approach should a consultant recommend?
A. Connect a document or spreadsheet to a Slack channel.
B. Utilize Salesforce Notes standalone related list in Lightning Experience.
C. Use Salesforce Chatter groups and enable access to the sales team.
D. Use Salesforce Chatter groups and restrict access to the sales team.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 179
As a manager, how will currencies be reported in your forecast?
Answer:
Your team's forecast amounts are converted and rolled up to the managers personal currency

NEW QUESTION: 180
Universal Containers 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 step can be taken to execute an effective test plan that will ensure high quality components?
A. Delegate unit testing to application end users because they understand the requirements best
B. Create test conditions that cross-reference use cases from project documents
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: B,D (LEAVE A REPLY)

NEW QUESTION: 181
Cloud Kicks has 300K Account records and 16M Invoices. These were within a custom object in a master-detail relationship with the Account. Each Account record takes a long time to display because of the Invoice related list's lengthy rendering time. What should the Consultant do to solve this issue?
A. Raise a case with Salesforce to enable Fast Loading of the related list of Invoices, as this will help to render Account details faster.
B. Enable the "Separate Loading of Related Lists" setting from User Interface Settings, as this will allow the Account detail to render while the Invoice related list data will be visible after querying details from Invoices.
C. Enable indexing on all the fields visible on the related list of Invoices, as this will allow the related list to load faster.

D. Enable "Load Individual Component Separately" at the Lightning record page of the Account object, as this will allow Account details to render while Invoice related list data will be visible after querying details from Invoices.
Answer: B (LEAVE A REPLY)

NEW QUESTION: 182
Can you capture currency amount information through web to lead or web to case?
Answer:
Yes. Add the Lead Currency or Case Currency fields when generating the HTML form. This will ensure the currency amount is captured and not converted to the corporate currency.

NEW QUESTION: 183
Cloud Kicks recently completed the implementation of a new Sales Cloud solution. The stakeholder committee believes that sales user adoption is best measured by opportunities generated by the sales representatives. What can the Consultant recommend to measure sales user adoption?
A. Enable sales teams and run an opportunity report with teams to see how many Opportunities have team member on them
B. Create a trend report to determine if there is an increase in deals closed.
C. Provide a report of user logins to show the increase in user adoption
D. Refer back to the project plan to see if the goals were met
Answer: A (LEAVE A REPLY)

NEW QUESTION: 184
Universal Containers has implemented account hierarchies with a private sharing model. A sales
representative would like to give another user access to one of the accounts she owns and the three child
accounts. How can the sales representative provide this access?
A. Add the user manually to the parent account team and each of the child account teams.

B. Add the user to the account team on the parent account; the child accounts will inherit access.
C. Add the user to each child account team; visibility will then roll up to the parent account.
D. Add the user to a public group for that account and share all child accounts to this group.
Answer: (SHOW ANSWER)

NEW QUESTION: 185
Northern Trail Outfitters (NTO) wants to utilize opportunities to track and report customer subscriptions to its online magazine. Payments can be made using the following methods: - In full (all at one time) - Weekly - Monthly - Quartely How should this solution be implemented?
A. Use assets with a lookup to opportunity object
B. Enable schedules on opportunity object
C. Use contracts with a lookup to opportunity object
D. Enable schedules on product object
Answer: D (LEAVE A REPLY)

NEW QUESTION: 186
Match the following loading option to the description of when to useit. "Integration"
A. Beckywants to load all her 65,000 contact records.
B. Berta wants to keep a separate systemas her "system of record"
C. Bill wants to load 20,000 lead records.
D. Brian wants to consolidate all his accounts from several systems.
E. Bob wants to loada single account record.
Answer: B (LEAVE A REPLY)

NEW QUESTION: 187
Universal Containers supports two lines of business: shipping and freight. The sales cycle for freight deals is more complex and involves more stages than the shipping sales cycle. Which solution should a consultant recommend to meet these business requirements?
A. Create different record types and sales processes for each line of business, and assign different stages to each page layout.
B. Create different record types and sales processes for each line of business, and assign different sales processes to each page layout.
C. Create different record types and sales processes for each line of business, and assign different page layouts to each record type.
D. Create different record types and sales processes for each line of business, and use workflow field updates to assign stages.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 188
Cloud Kicks is now live and training is complete, but the system administrator keeps calling with questions about the process. Which strategy should the Consultant use?
A. Test the process to make sure it still works.
B. Conduct a Knowledge Transfer with the admin.
C. Direct the admin to ask Salesforce
D. Have the admin review the solution design.
Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 189
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 requested for the entire sales team
B. Coaching statistics can be linked to reports
C. Coaching goals can be linked to reports
D. Feedback can be given publicly or privately.
Answer: (SHOW ANSWER)

NEW QUESTION: 190
You have 20,000 leads you want to add to Salesforce. What is the best tool to use?
Answer:
Import Wizard.

NEW QUESTION: 191
A Consultant has created a custom formula field on Opportunity that multiplies the Opportunity Amount by the Account's Discount field. Which Currency will the formula field use for its value if the Opportunity and the Account records have different Currencies?
A. The Opportunity currency
B. The Corporate currency
C. The User currency
D. The Account currency
Answer: A (LEAVE A REPLY)

NEW QUESTION: 192
UC wants to use its customer portal to allow customers to provide suggested changes to products and comment
on other people's suggestions. What Salesforce feature supports this?
A. Answers
B. Solutions
C. Ideas
D. Chatter

Answer: C (LEAVE A REPLY)

NEW QUESTION: 193

UC would like to record performance about the conference and people who attended them. A contact would potentially attend multiple conference. Company would like to display this information on the contact layout using the standard configuration. How the system should be designed to meet the company's requirement.

A. Create a custom object for conference and a custom lookup field to conference on Contact

B. Use campaign for conference and a custom object to record attendee information

C. Create a custom object for conference and a custom object to record attendee information

D. Use campaign for conference and add Campaign member to record attendee information

Answer: D (LEAVE A REPLY)

NEW QUESTION: 194

Which of the following is good ChatterEtiquette? (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 about bonus schedules

D. Ask questions to gain vertical expertise

Answer: (SHOW ANSWER)

NEW QUESTION: 195

A sales manager at Northern Trail Outfitters (NTO) needs to give the another manager access to an account as well as its four child accounts. NTO has account hierarchies with a private sharing model. How should the sales manager enable access?

A. Add the user to each child account team; visibility will then roll up to the parent account.

B. Add the user to a public group for that account and share all child accounts to this group.

C. Add the user to the account team on the parent account; the child accounts will inherit access

D. Add the user manually to the parent account team and each of the child account teams.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 196

UC wants to migrate accounts from the legacy system into Salesforce. Client want the unique Account Ids for the account records in the legacy system to be imported into the Salesforce to allow the quality control comparison to be conducted after the migration is completed and facilitate future integration.

What solution the consultants recommend to meet this requirement?
A. Create a custom object called external Id and migrate the legacy system account Id data this custom objects.
B. Ensure the names of Account Records are migrated correctly so the client can conduct proper quality control testing.
C. Create a custom External Id in Salesforce and migrate the legacy system Account Id into this.
D. Create a custom unique number field in Salesforce and migrate the legacy account Id in this field.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 197
Universal containers has setup a sales process that requires opportunities to have associated product line items before moving to the negotiation stage. What solution should a consultant recommend to meet this criteria?
Choose 2 answers.
A. Configure a validation rule that tests the 'Has line item and stage fields for the correct condition'.
B. Ensure that all sales representatives have access to at least one pricebook when creating product lines.
C. Define a workflow rule that automatically defaults to a pricebook and...........negotiation stage.
D. Configure the opportunity record types to enforce product line item.......
Answer: (SHOW ANSWER)

NEW QUESTION: 198
Universal Containers wants to provide a more consistent service experience to its customers and is evaluating
the Service Cloud macro feature.
Which three configurations must be made? Choose 3 answers
A. The Run Macros Action must be on the page layout.

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

NEW QUESTION: 199
Northern Trail Outfitters (NTO) 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 add notes quickly or log activities for each record
B. Need to chat with customer in real time with chatter
C. Need to see records and related items as tabs under one screen
D. Need to prioritize search results for contacts and opportunities
Answer: (SHOW ANSWER)

NEW QUESTION: 200
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 Controlled by Parent.
B. Set Account and Opportunity to Private.
C. Set Account to Public Read Only, and Opportunity to Public Read Only.
D. Set Account to Public Read/Write, and Opportunity to Private.
Answer: D (LEAVE A REPLY)

NEW QUESTION: 201
Sales reps want to review pricing on historical contracts when working on new opportunities at Cloud Kicks.
Contracts are created from the Account page. Sales reps need to view all contracts for the Account on the Opportunity record.
What should a consultant Implement to meet the requirement?
A. Create an object-specific action to create a Contract record from the Opportunity page layouts used by sales.
B. Build a custom Opportunity lookup field to Contracts with an Account dependency filter and make it editable.
C. use the Related List - Single component to display the Account's Contracts on the Opportunity Lightning page.
D. Add the Contracts related list to each of the Opportunity page layouts used In the sales record types.
Answer: (SHOW ANSWER)

NEW QUESTION: 202
The operations manager wants to synchronize the customer list from the back office systems with Salesforce.
What should the consultant recommend to ensure data integrity?
A. Create a unique ID field on the Opportunity object.
B. Create an External ID field on the Account object
C. Create a webservice connection between the Salesforce instance and the back office system.
D. Create an Apex trigger to exchange data between the Salesforce instance and the back office system.
Answer: (SHOW ANSWER)

NEW QUESTION: 203
Universal Containers is analyzing data to identify gaps and wants to know which Accounts with open Opportunities are missing Contacts.
Which feature should a consultant recommend building this report?
A. Joined report
B. Custom report type
C. Cross filter
D. Custom filter
Answer: (SHOW ANSWER)

NEW QUESTION: 204
Which of the following is good Chatter Etiquette? (Select all that apply)
A. Ask questions about bonus schedules
B. Connect with co-workers by letting them know about your weekend
C. Ask questions to gain vertical expertise
D. Direct users to a subject matter experts
Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 205
CORRECT TEXT
Does a deactivated user count against yourorganization'savailableuser licenses?
Answer:
No
. A deactivated user doesn't count against your organization's available user licenses.

NEW QUESTION: 206
A consultant needs to migrate data in Sales Cloud and is considering using Data Loader.
What are two capabilities of this migration tool? (Choose two.)

A. Export field history data
B. Run one-time or scheduled data loads
C. Extract organization and configuration data
D. Prevent importing duplicate records
Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 207
CORRECT TEXT
What is a forecast?
Answer:
A
forecast is a projection expressed in aggregate dollar amounts, units of a product family or both.

NEW QUESTION: 208
Territory Mgt (why use it?) - choose 3 answers:
A. Currency reconciliation
B. Data access rules for accounts & opportunities
C. Assigning accounts to territories
D. Sales commissions
E. Alignment of overlay sales teams
Answer: B,C,E (LEAVE A REPLY)

NEW QUESTION: 209
Forecast Category "Pipeline" can be summarized as:
A. Closed
B. Closed + Commit + Best Case
C. Commit + Best Case + Pipeline
D. Closed + Commit
Answer: (SHOW ANSWER)

NEW QUESTION: 210
Cloud Kicks (CK) has recently implemented Sales Cloud. CK wants to be able to forecast the number of shoes it sells to better coordinate with the logistics department to fulfill orders.
Which three options should a consultant recommend CK implement to accomplish this?
Choose 3 answers
A. Product Revenue Schedules
B. Collaborative Forecasts
C. A custom field
D. Opportunity Quantity

E. Forecast Types

Answer: A,C,D (LEAVE A REPLY)

NEW QUESTION: 211

Put the following steps in order to set upGoogle Ad Words to work seamlessly with Salesforce.

A. Convert leads into new customers

B. Advertise your business on Google

C. Capture leads on your website

Answer:

B -> C -> A

NEW QUESTION: 212

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

A. Allow customers to follow opportunities in Chatter

B. Share Chatter files with customers.

C. Add customers to Salesforce as Chatter Free users

D. Invite customers into private chatter groups

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 213

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. Set up analytical snapshots to capture key case information and create historical trending reports
C. Set up a Salesforce Customer Community that will allow customers to create cases online
D. Create reports to analyze call data in order to understand peak times and ensure adequate staffing
Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 214
How do you 'manage the funnel'?
Answer:
Ensure there is a sales methodology that supports the opportunity management process
Ensure that there is visibility of the forecast; consider customizable forecasting

NEW QUESTION: 215
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. Override the opportunity and move the stage to commit, making the forecast more realistic
B. Nothing. It's ok if the forecast is inaccurate
C. Override the forecast summary for your commit
Answer: (SHOW ANSWER)

NEW QUESTION: 216
A sales Rep in the UC won a sales deal and set the opportunity stage as Closed/Won.
What impact will this change have on the opportunity in the forecast?
A. It will be associated with the Closed/Won forecast category and automatically contribute to the forecast.
B. It will be associated with the Closed/Won forecast category and will need to be added by the sales rep.
C. It will be associated with the Closed/Won forecast category and will need to be committed by the sales rep.
D. It will be associated with the Closed/Won forecast category and contribute to the forecast once approved with the manager.
Answer: (SHOW ANSWER)

NEW QUESTION: 217
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: (SHOW ANSWER)

NEW QUESTION: 218
Your client is using Account data that is old. How can you help?
A. Change you data migration plan for Accounts
B. Use Account Merge utility
C. Re-load all Account records
D. Enhance Account content with data.com
Answer: (SHOW ANSWER)

NEW QUESTION: 219
What are two considerations for enabling multiple currencies at Cloud Kicks? Choose 2 answers
A. Once enabled, multiple currencies cannot be disabled.
B. After enablement, primary currency display in the parenthesis and the secondary amount displays as usual.
C. Changing the exchange rate automatically updates the converted amount on all records, except the closed Opportunities.
D. Reports on these objects support multiple currencies: Accounts, Opportunity, Lead, case, and Opportunity product schedules.
Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 220
The VP of Sales at Cloud Kicks wants to provide options to sales representatives for changing account or contract details for a created order.
Which two conditions should the consultant consider to meet this requirement?
Choose 2 answers
A. The order associated with the account should be in draft status.
B. The contract associated with the order is also associated to the new account.
C. The currency associated with the order can be different from the new contract.
D. The price book associated with the order is also associated to the new account.
Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 221
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 and anyone above him in the role hierarchy 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, all members of the public group, and Joe's Team will be able to access the three records

Answer: (SHOW ANSWER)

NEW QUESTION: 222

Customizable Forecasting must be enabled by salesforce.com support.

A. False

B. True

Answer: A (LEAVE A REPLY)

NEW QUESTION: 223

Cloud Kicks has hired a consultant to help with its initial Salesforce implementation.
Which three steps should the consultant take to help Cloud Kicks get Salesforce up and running?

Choose 3 answers

A. Prioritize goats.

B. Finalize integrations.

C. Analyze competitors.

D. Define KPIs.

E. Define company vision.

Answer: A,D,E (LEAVE A REPLY)

NEW QUESTION: 224

Universal Containers currently uses the customizable forecasting feature. A sales representative at Universal Containers has four opportunities for the current quarter that are detailed below:

* $3,500 opportunity in the Best Case forecast category
* $2,000 opportunity in the Commit forecast category
* $1,000 opportunity that has been closed/won
* $1,000 opportunity that has been lost

What are the sales representatives Best Case forecast for the current quarter?

A. $3,500

B. $2,000

C. $6,500
D. $5,500
Answer: C (LEAVE A REPLY)

NEW QUESTION: 225
Cloud Kicks' sales productivity is on the decline, while its competitors are more successful. The consultant has suggested Einstein Opportunity Insights.
Which three insights can this provide?
Choose 3 answers
A. Opportunity Representative Score
B. Follow-up Reminders
C. Deal Prediction
D. Sentiment Analysis
E. Key Moments
Answer: B,C,E (LEAVE A REPLY)

NEW QUESTION: 226
A manager would like information on the knowledge base searches conducted by customers and call center
agents. Which two metrics are useful for identifying knowledge article effectiveness?
Choose 2 answers
A. Number of knowledge articles in each data category.
B. Knowledge search query with no results.
C. Knowledge articles with the lowest rating.
D. Knowledge articles created by call center agents.
Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 227
Sales representatives at Universal Containers log activates on accounts, contacts, and opportunities. The sales manager wants to create a report to see all activities on all of the

accounts that the manager owns, including activities on contacts and opportunities. Which report should be recommended to the sales manager?
A. Activities report on accounts the manager owns
B. Activities report on accounts, contacts, and opportunities the manager owns
C. Activities report on accounts and contacts the manager owns
D. Activities report on accounts and opportunities the manager owns
Answer: D (LEAVE A REPLY)

NEW QUESTION: 228
Sales Management at Universal Containers is concerned that pipeline and forecasting reports are inaccurate because sales representatives are creating opportunities after they are closed/won. Which solution will help sales management identify and address the issue? Choose 2 answers
A. Run the opportunity pipeline standard report to view the upcoming opportunities by stages
B. Create a workflow rule that automatically updates the opportunity to the first stage in the sales process
C. Use a workflow rule to email sales management when the opportunity is created in the closed won stage.
D. Create a report that displays opportunities that have a closed date less than or equal to the created date.
Answer: (SHOW ANSWER)

NEW QUESTION: 229
The Vice President of Sales for Universal Containers wants a pipeline trending report that will be used for a monthly sales forecast meeting.What solution should a consultant recommend to meet this requirement?
A. Create an analytic snapshot to run monthly for opportunities by forecast category.
B. Create a custom object to store monthly opportunity data populated by a scheduled job.
C. Create reports to run monthly and save the results in a personal report folder.
D. Create a month-over-month trending report and save the results in a public sales folder.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 230
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 quota attainment
B. Build a custom forecast report showing product groups
C. Implement collaborative forecast with product family
D. Build a forecast list view by product family groups

Answer: (SHOW ANSWER)

NEW QUESTION: 231

Who is most interested in seamless migration?

A. IT

B. Sales Reps

C. Sales/Marketing VP

D. Sales/Marketing Managers

Answer: A (LEAVE A REPLY)

NEW QUESTION: 232

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 Public Read-Only.

C. Set organization-wide defaults for opportunities to Private.

D. Set Territory Management to grant Read access to opportunities owned by others.

Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 233

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 populated with "Person" to ensure it's converted into a person Account.

C. Ensure that there are separate record types for business Account Leads and person Account Leads.

D. Ensure the Company field is left blank to ensure it is converted into person Account.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 234

Cloud Kicks is expanding to international markets. Sales reps are unable to find specific products in the international price book.

Which two steps should the consultant take to resolve this issue?

Choose 2 answers

A. Activate the products
B. Share the products with sales reps.
C. Add the products to a product family.
D. Add the products to the price book.
Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 235
Universal Containers is expanding sales internationally and has created new price books to handle the various currencies for the five new countries. When a sales representative selects one of the new price books to add a product to an opportunity, there are no products available. What should be evaluated when troubleshooting this issue?
A. Confirm that product line items on opportunities are enabled.
B. Confirm that the products are shared with the sales representative's role.
C. Confirm that the products and currencies are associated with the pricebook.
D. Confirm that the old pricebook is disabled for the sales representative.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 236
Northern Trail Outfitters wants a visual representation in the Salesforce Mobile App of each account's sales by month. What should be recommended ?
A. Embed a chart on the account page and use custom link to filter by account
B. Create a Visualforce page with an embedded chart component for each account
C. Embed a chart on the account page ; no other customization is needed.
D. Create a dashboard component and use a Chatter feed on the account in Salesforce.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 237
A sales rep owns an opportunity and can view the associated account, but is unable to view contacts on that account.
What should the consultant recommend to allow account owners to selectively share an account's contacts with opportunity owners?
A. Transfer contact ownership from themselves to the opportunity owner.
B. Transfer account ownership from themselves to the opportunity owner.
C. Add opportunity owners to the Account Team and configure contact sharing.
D. Add opportunity owners to the Opportunity Team and configure contact sharing.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 238
Which pair of reports is best associated with the business driver "Build a strong pipeline" ?
A. "# of Face-to-Face Meetings" and "# of Deals Won, Lost, and In-Progress"
B. "Closed Opportunities by Lead Source" and "Reasons for Lead Disqualification"

C. "Stage Duration Age" and "Forecast by Sales Rep"
Answer: (SHOW ANSWER)

NEW QUESTION: 239
UC uses a seven-step selling methodology. Each sales stage corresponds with a step in the methodology. The first stage is a preliminary qualification step, and opportunities in this stage should not contribute to the forecast. What should a consultant recommend for this scenario? Choose 2 answers
A. Configure the first stage with the omitted forecast category.
B. Override the forecast to be $O for first stage opportunities.
C. Assign 0% probability to the first sales stage.
D. Instruct sales users to enter SO for the opportunity amount.
Answer: (SHOW ANSWER)

NEW QUESTION: 240
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 two.)
A. Track time invested in a custom field for each contact.
B. Implement the Account Contact Role feature.
C. Add a Lookup field to Contacts to indicate Influential Contacts.
D. Add an Influencing Contact multi-select picklist field on the Account.
Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 241
Sales representatives at universal containers want to share product specification 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 documents and enable the externally available option.
B. Upload the file to chatter files and enable the password protection option.
C. Upload the file to content and disable the download delivery option.
D. Upload the file to chatter files and disable the download delivery option.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 242
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 a custom field named external Id and map this to the current record Id Value
B. Use the standard external Id field and map this to the current record Id Value
C. Use the standard external Id field and map this to the original record Id value
D. Use a custom external Id field and map this to the original record id value
Answer: D (LEAVE A REPLY)

NEW QUESTION: 243
Nothern Trail Outfitters wants to link contacts with more than one account. What solution should be recommended if a contact is an employee in one account, and on the boards of three additional accounts?
A. Enable contacts to multiple accounts feature
B. Add the contact to the partners related list on the second account
C. Associate the contact to other accounts using a custom lookup field
D. Clone the contact record and add it to the second account
Answer: B (LEAVE A REPLY)

NEW QUESTION: 244
Cloud Kicks Sales Team Folder needs to be shared with the following:
* The CEO role, so that view access is granted
* The CEO's assistant, so that view, share, save, rename, and delete are granted
* The Sales Manager for each region, so that view and save are granted How should the Consultant configure sharing?
A. Enable Manage Reports in Public folders for CEO role and its subordinates.
B. Set the CEO role to View All, the CEO's assistant user to Modify All, and the Sales Manager public group to Create.

C. Set the CEO role to View, the CEO's assistant user to Manage, and the Sales Manager role to Edit.
D. Enable Manage access to the CEO role and subordinates and manage to the assistant profile
Answer: C (LEAVE A REPLY)

NEW QUESTION: 245
Northern Trail Outfitters (NTO) 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 sales processes and two page layouts, assign them to two different opportunity record types for each product line
C. Create one page layout, two sales processes, and validation rules to capture relevant opportunity information
D. Create two page layouts, one opportunity record type, and one workflow rule to assign the correct page layout to the record type.
Answer: B (LEAVE A REPLY)

NEW QUESTION: 246
You have completed the configuration of Salesforce CRM for your client. You have a data set that is clean and ready to be migrated into Salesforce CRM. What should you do prior to loading this data set?
A. Deactivate users
B. Set up delegated administrators
C. Install a connector for Microsoft Office
D. Suspend workflow rules
Answer: D (LEAVE A REPLY)

NEW QUESTION: 247
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: (SHOW ANSWER)

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: 248

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 partner related list, with supplier as a value.

C. Add the related company to the first company's contact roles related list, with supplier as a value.

D. Add the related company to the first company's custom supplier lookup field as a value.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 249

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

A. Add the Lead Score component to the Lead Detail page.

B. Create a custom score field to capture the marketing Campaign's quality.

C. Specify a default score of the leads added to the Campaign.

D. Create a custom object to track the Lead Score and relate it to the Lead.

Answer: (SHOW ANSWER)

NEW QUESTION: 250

Cloud Kicks (CK) wants to implement sharing rules. Which three considerations should the consultant explain to CK?
Choose 3 answers

A. CK can expand access beyond the organization-wide default levels with sharing rules.

B. When multiple sharing rules are assigned, the user is assigned the least restrictive access.

C. When a sharing rule is deleted, the sharing access created by that rule must be manually removed.

D. Organization-wide defaults must be Public Read Only or Private to create sharing rules.

E. Sharing rules apply only to new records that meet the definition of the source data set.

Answer: (SHOW ANSWER)

NEW QUESTION: 251

A small company has hired a consultant to plan its Sales Cloud implementation. The company wants to get up and running with Sales Cloud right away. The deadline has yet to be established, and the requirements still need to be defined.

Which project management methodology should a consultant recommend to ensure the implementation is successful?

A. Agile

B. Prince2

C. Six Sigma

D. Waterfall

Answer: (SHOW ANSWER)