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NEW QUESTION: 1
Cloud Kicks recently purchased Salesforce and the leadership team is excited about being able to forecast more accurately. Sales managers say that making updates to54. forecasted amounts during the pipeline meetings is time consuming, and it's difficult to review all of the committed opportunities within the meeting time.
What should the consultant recommend to help make meetings more efficient while making real-time forecast updates?
A. Have reps use the Kanban view to move opportunities between stages.
B. Only review non-committed opportunities during the meetings.
C. Use in-line editing to update the forecast amount for records.
D. Modify many opportunities at one time in a list view.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 2
A consultant is implementing a new instance of Sales Cloud for Cloud Kicks (CK).
CK has a global sales presence that supports a customer base throughout the: world, 'CK wants to set up an appropriate structure to track customers with subsidiaries.
Which approach should the consultant recommend meeting the requirement?
A. Location-specific Account structure with Account Hierarchies
B. Global Account structure that links all Contacts with one global Account
C. Location-specific Account structure without Account Hierarchies
D. Global Contact structure that links all Contacts with one global Account
Answer: (SHOW ANSWER)

NEW QUESTION: 3

Cloud Kicks (CK) has recently implemented Sales Cloud. CK wants to be able to forecast the number of shoes it sells to better coordinate with the logistics department to fulfill orders.
Which three options should a consultant recommend CK implement to accomplish this?
Choose 3 answers

A. Opportunity Quantity
B. Collaborative Forecasts
C. Forecast Types
D. Product Revenue Schedules
E. A custom field

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

NEW QUESTION: 4

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

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 5

Each product engineer at Cloud Kicks supports 3 specific productlines. 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 actionsthe 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: (SHOW ANSWER)

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.
Forexample, 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: 6

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

Choose 2 answers

A. Enable Customizable Campaign Influence in Setup.

B. Create a joined report between Opportunity and Campaign to show influence.

C. Use Data Loader to export Opportunity and Campaign Influence and merge the results.

D. Add the Campaign Influence related list to the Opportunity page layouts.

Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 7

Cloud Kicks has a requirement to measure end user adoption and data quality in Salesforce.

Which solution should the consultant recommend?

A. tableau custom dashboard

B. Adoption and Data Quality Dashboards Pack

C. Einstein Conversation Insight-;

D. Salesforce Surveys

Answer: B (LEAVE A REPLY)

NEW QUESTION: 8

Cloud Kicks (OC) sells Formal and Athletic footwear hoes. CK is using Product Families on Products to associate each product to its corresponding line. CK currently forecasts an Expected Revenue amount that combines all products together.

A consultant is assessing how CK can divide its forecasts by footwear line.

Which solution should the consultant recommend to improve CK's forecasts?

A. Use Flow to populate custom Formal and Athletic currency totals, then forecast by these Fields.

B. Configure a new Forecast Type on Opportunity grouped by Product Family.

C. Configure a new Forecast Type on Opportunity Product grouped by Product Family.

D. Make separate stages and sales processes for each Product Family.

Answer: (SHOW ANSWER)

NEW QUESTION: 9

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

A. Cross filter

B. Joined report

C. Custom report type

D. Custom filter

Answer: A (LEAVE A REPLY)

NEW QUESTION: 10

A sales manager at Cloud Kicks wants the sales team to stay informed about the team's progress in Quip. Which approach should a consultant recommend?

A. Use Salesforce Chatter groups and restrict access to the sales team.

B. Utilize Salesforce Notes standalone related list in Lightning Experience.

C. Connect a document or spreadsheet to a Slack channel.

D. Use Salesforce Chatter groups and enable access to the sales team.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 11

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

A. Some opportunities associated with the sales rep's account are owned by other users.

B. Opportunity visibility allows View access to opportunities owned by others and associated with accounts they own.

C. Sharing Rules for opportunities are set to Manager Groups.

D. All provisioned Opportunity object permissions enable Read access with all accounts the sales rep.

E. The organization-wide defaults for opportunities are set to Private.

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

NEW QUESTION: 12

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

A. Enable Forecast Adjustments.

B. Create a quarterly snapshot

C. Create a Custom Report Type.

D. Enable Show Quota % Attainment.

Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 13

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

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 14

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

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

Answer: (SHOW ANSWER)

NEW QUESTION: 15

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

A. Add an Approvals process to the Opportunity object to enforce data standards.
B. Create a Slack channel to gather and discuss feedback from users.
C. Create a report to track the login rate over the last 7 days.
D. Conduct a requirements workshop to gather user stories.

Answer: (SHOW ANSWER)

NEW QUESTION: 16

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

A. Assign Tasks to a queue to share work efficiently.
B. Leave the Task's Assigned To held bank
C. Use workflows to create a Task for each team member.

D. Create Opportunity Teams to manage Tasks.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 17
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 organization-wide defaults for opportunities to Private.
B. Set opportunity access on the role to view all opportunities associated with their accounts.
C. Set Territory Management to grant Read access to opportunities owned by others.
D. Set organization-wide defaults for opportunities to Public Read-Only.
Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 18
Universal Containers wants to set up Einstein Activity Capture for Microsoft to allow automatic syncing of sales reps" Person Accounts with Microsoft contacts and vice versa.
Which consideration should the consultant be aware of?
A. New Person Accounts should be created in Salesforce and synced to Microsoft.
B. Lightning Sync works in conjunction with Einstein Activity Capture.
C. Einstein Activity Capture is supported in the Salesforce Classic interface.
D. New Person Accounts should be created in Microsoft and synced to Salesforce.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 19
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. Recommend an integration with the marketing platform to Salesforce that generates tasks with lead information.
B. Create Salesforce users for the marketing team so they can enter leads directly Into Salesforre.
C. Recommend an integration with the marketing platform that creates leads in Salesforce,
D. Create a report of Salesforce leads and compare it with marketing data on a regular basis.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 20
Universal Containers wants to minimize the need for sales reps to manually create meetings and events that are stored on their calendars.
Which two Einstein Activity Capture (EAC) capabilities should the consultant consider?
Choose 2 answers
A. EAC events are unable to be synched with contacts and leads.
B. EAC a two-way sync for events and contacts.
C. EAC supports emails, events, and contacts.
D. EAC adds events to the activity timeline for custom objects.
Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 21
Universal Containers (UC) recently implemented new Sales Cloud solutions. UC stakeholders believe that user adoption is best measured by the login rate.
Which two additional key metrics should the consultant recommend?
Choose 2 answers
A. Data quality score
B. License assignments
C. Activities logged
D. Login lockouts
Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 22
To properly plan for company growth, Cloud Kicks needs to forecast monthly revenue projections from the sales of its annual subscription service.
What should the consultant configure to meet this requirement?
A. Opportunity dashboard showing opportunities closed each month
B. Opportunity dashboard showing products sold each month
C. Opportunity products with monthly product Schedules
D. Opportunity products with formula fields for each month's value
Answer: C (LEAVE A REPLY)

NEW QUESTION: 23

The Cloud Kicks sales team needs to utilize the Salesforce mobile app feature to view, create, or update opportunities, but the internet is unavailable on their Android and iOS mobile devices.

Which two actions should the consultant recommend working around the issue?

Choose 2 answers

A. Enable the system permission to store offline data in Salesforce.

B. Enable offline create, edit, and delete in Salesforce.

C. Enable caching in Salesforce.

D. Enable the connect offline feature in Salesforce.

Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 24

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

Which solution should a consultant recommend to meet the requirement?

A. Enable Opportunity Team Selling and create a report grouped by Opportunity team member.

B. Enable Opportunity Spats and add the Opportunity Splits related list to Opportunity page layouts.

C. Set the organization-wide sharing default for the Opportunity object to Private.

D. Create custom fields on the Opportunity object for sales reps to enter a credit percentage.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 25

A consultant has completed the Build and Validate phases of a Sales Cloud implementation at Cloud Kicks.

Which step should the consultant complete next?

A. Sign off on the statement of work.

B. Upgrade to the latest Salesforce Release.

C. Deliver training.

D. Complete a post-mortem.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 26

The admin at Cloud Kicks needs to understand the adoption of Salesforce Files and multi-factor authentication.

What should a consultant recommend analysing adoption?

A. Open the Lightning Usage App.

B. Create a report for the Login History object.

C. Run the Salesforce Optimizer.

D. Review the Setup Audit Trail.

Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 27

Cloud Kicks (CK) wants to ensure Opportunity are associated with the relevant marketing Campaign In the past, CK has struggled to evaluate marketingCampaign ROI.

Which process improvement should the consultant recommend?

A. Validate that the Primary Campaign Source field on Opportunity records is populated.

B. Ensure theOpportunity is associated with an Account record.

C. Leverage the Probability(%) field on Opportunities to forecast revenue.

D. Ensure the Type field on Opportunities reflects the Campaign source.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 28

The sales manager at a company has noticed that sales teams are having trouble understanding who should an Opportunity. Sales teams base their sales Opportunities on assignments to specific ZIP codes.

Which solution should the consultant recommend?

A. Sales Cloud Einstein

B. Account Teams

C. Sharing Rules

D. Territory Management

Answer: (SHOW ANSWER)

NEW QUESTION: 29

Universal Containers' sales operations team needs to provide visibility on sales pipeline changes on a monthly basis.

How should the consultant meet this requirement?

A. Create an Opportunity History report for open pipeline Opportunities in a given date range.

B. Create a custom pipeline date range field and display it on the Forecasting tab.

C. Create training an how to use date filters on reports to compare pipeline for different date ranges.

D. Create a sales pipeline dashboard that includes filters for Opportunity date ranges.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 30

The consultant at Universal Containers recently enabled forecasts. A sales manager is concerned that all open opportunities appear in the Pipeline forecast category.

Opportunities in Perception Analysis and Proposal/Price Quote stages should appear in the Best-Case category. Opportunities in the Negotiation/Review stage should appear in the Commit category.
How should the consultant ensure opportunities appear in the correct forecast categories?
A. Map opportunity stages to the appropriate forecast categories.
B. Create a field update with Flow to update the forecast category based on the opportunity stage
C. Update the opportunity stage picklist value labels to match the category to which they should be assigned
D. Edit the probability percentage on opportunity stage picklist values.
Answer: (SHOW ANSWER)

NEW QUESTION: 31
Cloud Kicks wants to release product enhancements effectively to drive user adoption mtd have the impact on the organization and users' day-to-day functions.
What are three steps for successful change and seasonal release management?
Choose 3 answers
A. Collect input from stakeholders.
B. Create an org development model.
C. Train end users after deployment.
D. Communicate updates to end user.
E. Prioritize executive requests.
Answer: B,D,E (LEAVE A REPLY)

NEW QUESTION: 32
The consultant at Cloud Kicks has noticed that sales data is quickly outdated and wants to keep Account data current.
What should the consultant recommend to maintain current Account information?
A. Email the contacts and leads to obtain their current information.
B. Use third-party data to update and add records to Salesforce.
C. Build a weekly data update from in-house systems to refresh data in Salesforce.

D. Enable Automated Account Fields in Setup.
Answer: (SHOW ANSWER)

NEW QUESTION: 33
Cloud Kicks has a private sharing model on Accounts. Account executives need to ensure that specific users can qualify marketing Opportunities on their Accounts. There can be different users for a given Opportunity. Sales management needs to report on which users are assigned to Opportunities.
What should the consultant recommend to the account executives?
A. Add specific users as Opportunity team members with a role that grants Read/Write access
B. Add specific users as Account team members with a role that grants Modify All access.
C. Share Accounts with specific users and their respective teams.
D. Share Opportunities with specific users by granting Read access to Opportunities in their portfolio
Answer: A (LEAVE A REPLY)

NEW QUESTION: 34
Cloud Kicks (CK) frequently has multiple sales reps who collaborate on an opportunity. CK needs Salesforce to allocate credit to each sales rep to track against a sales quota.
Which Salesforce feature should the consultant use to meet this requirement?
A. Collaborative Forecasting
B. Custom Metadata
C. Sales Analytics
D. Opportunity Splits
Answer: D (LEAVE A REPLY)

NEW QUESTION: 35
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. Products have to be manually added to a cloned order.
C. Contract Number is a required field on the order page layout.
D. Order line items can be added or removed after an order is activated.
Answer: (SHOW ANSWER)

NEW QUESTION: 36

Sales reps at Cloud Kicks (CK) need to see the Opportunity amount with the Account's discount field. CK sales reps are located in different regions and use different currencies. A consultant creates a custom formula field on the Opportunity.
Which currency will the custom formula use for its value if the opportunity and account records have different currencies?
A. Opportunity currency
B. User currency
C. Account currency
D. Corporate currency
Answer: A (LEAVE A REPLY)

NEW QUESTION: 37
Sales reps at Cloud Kicks (CK) often receive important customer emails they want to record as activities related to contacts in Salesforce. CK has Office 365, as well as a policy that prevents users from installing anything directly on their computers.
Which solution should a consultant recommend meeting this requirement?
A. Lightning Console for Sales
B. Salesforce for Outlook
C. Einstein Activity Capture
D. Salesforce Console for Sales
Answer: (SHOW ANSWER)

NEW QUESTION: 38
Cloud Kicks has identified the KPIs it wants to track for the year. The inside sales team wants a visual way to see theteam's progress for the year.
What should the consultant recommend to meet the requirement?
A. Set up a Path based on the KPIs.
B. Modify a report based on KPIs.
C. Set up a dashboard with the KPI reports.
D. Install a KPI Tracker app from the AppExchange.
Answer: (SHOW ANSWER)

NEW QUESTION: 39
A Consultant is configuring Einstein Forecasting to help the sales team predict how much they will sell by the end of a forecasting period.
Which two considerations should the consultant keep in mind to ensure that predictions are displayed.
Choose 2 answers
A. Predictions are only shown when the user is in the forecasting hierarchy.
B. Predictions are only shown when at least 12 months of Opportunity data exists
C. Predictions are only shown when data sync in Tableau CRM is enabled. Tableau

D. Predictions are based only on the standard Close Date and Amount fields
Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 40
Cloud Kicks uses Salesforce in Lightning Experience to manage business Accounts and Person Accounts. The sales director wants to associate Person Accounts to business Accounts and/or Contacts.
Which Salesforce feature should the consultant recommend to meet these requirements?
A. Use the Contacts to Multiple Accounts feature.
B. Use a junction object between Accounts and Contacts.
C. Create a reverse lookup from Contacts to Accounts.
D. Create a custom lookup from Accounts to Contacts.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 41
Which two considerations should be made when deploying dynamic dashboards?
Choose 2 answers
A. Dynamic dashboards require users to follow each component.
B. Dynamic dashboards allow all users to view data as any user.
C. Dynamic dashboards must be saved in public or shared folders.
D. Dynamic dashboards must be manually refreshed.
Answer: (SHOW ANSWER)

NEW QUESTION: 42
The admin at Universal Containers is attempting to retire a Product, but they are receiving an error because the Product is associated to an Opportunity.
What should the consultant recommend to resolve the issue most efficiently'
A. Archive the Product or Price Book and each related Price Book entry.
B. Remove the related Product from all Opportunities and Quotes.
C. Edit the Product record and uncheck the Active field.
D. Create a Flow to automatically delete the Product from the Price Book.
Answer: (SHOW ANSWER)

NEW QUESTION: 43
Cloud Kicks has configured Einstein Activity Capture (EAC) for email and is waiting to deploy it. In the meantime, a consultant is preparing training to help end users get up to speed on the product.
Which two points should the consultant include in the training information?
Choose 2 answers
A. Users can choose to show emails added via EAC in the Related Lists activities view.

B. Users must connect an email account to Salesforce and agree to terms before they can send emails in Lightning.
C. Users can set their Excluded Addresses list which takes priority over the global Excluded Addresses list.
D. Users can share individual emails or make them private.
Answer: A,B (LEAVE A REPLY)
Einstein Activity Capture (EAC) allows users to store emails and attachments in Salesforce and have them visible in the Activity Timeline and Related Lists. Users can choose to show emails added via EAC in the Related Lists activities view.
To use Einstein Activity Capture, users must connect their email accounts to Salesforce. They must also agree to the terms of the service provider before they can send emails in Lightning.

NEW QUESTION: 44
A customer notices a large increase in leads created overnight which exceed the daily limits. Upon examination, the leads appear to be created by bots. The Customer uses a standard web-to-lead from without safeguards in place to limit spam on forms.
What should the consultant recommend as the first line of defense before republishing the form?
A. Use an AppExchange package to add a honeypot field.
B. Use a custom Web-to-Lead alternative with built-in protection.
C. Engage the web services team to write custom CSS for the form.
D. Select Require reCAPTCHA Verification in Web-to-Lead settings
Answer: D (LEAVE A REPLY)

NEW QUESTION: 45
Cloud Kicks just deployed Sales Cloud globally and wants to make sure that all of its users are using Salesforce. How should the consultant determine if all regions are using Salesforce?
A. Create an Opportunity report per region, filtering by User.
B. Ask each regional sales manager to run the standard User Adoption report.
C. Install Salesforce Adoption Dashboards from the AppExchange and use the region chart.
D. Assign all users to a region, build a report using user login history, and filter on region.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 46
Cloud Kicks has enabled Quotas in forecasts. In which three ways can Quotas be managed for all users in the forecast hierarchy?
Choose 3 answers
A. Add/update Quotas using the Data Import Wizard.

B. Add/update Quotas using Data Loader.
C. Assign Quotas to a forecast period.
D. Configure Forecast Quotas.
E. Insert Quotas using API.
Answer: B,C,E (LEAVE A REPLY)

NEW QUESTION: 47
Universal Containers wants to allow its Salesforce users to view and update customer billing information from the company's invoicing system within a separate Salesforce org.
What should a consultant implement to meet this requirement?
A. Workflow Rules and Outbound Messaging
B. Ce Nightly scheduled Batch Data jobs
C. My Domain and Single Sign-On
D. Salesforce Connect and External Objects
Answer: C (LEAVE A REPLY)

NEW QUESTION: 48
Organization-wide default settings for Account is set to Private at Cloud Kicks- Users are unable to see each others accounts.
When a Salesforce admin assigns User A as the owner of an opportunity related to UserB's account, which additional access will User A gain?
A. User A will have Read-Write access only to the opportunity's Account record.
B. User A will have Read-Only access to the opportunity's Account record.
C. User A will have Read-Only access to the opportunity's Account and its related contact records.
D. User A will have Read-Write access to the opportunity's Account and its related contact records.
Answer: B (LEAVE A REPLY)

NEW QUESTION: 49

Universal Containers (UC) has launched Salesforce Chat and staffed its contact center with agents to chat with website visitors who ask questions aboutcommercial containers. When UC used to outsource its contact center work, reports from the vendor showed that about 15% of chat conversations would result in a new lead. Management wants better visibility into Chat's influence on lead creation in order tocontinue the program.
How can the consultant provide the insights UC needs to justify using Chat with internal contact center staff?

A. Ask the marketing department to provide the program with Google Analytics data for the commercial containers web pages.

B. Create a lead report that identifies the number of new leads with the lead source "Chat".

C. Add a custom field on the Chat Transcript object so agents can check a checkbox when a conversation results in a new lead. Create a report using the customfield.

D. Install the Chat (Live Agent) Dashboard package from the AppExchange. Add a chart to the dashboard to show the number ofagent chats associated to new leads compared to the total number of agent chats for the period.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 50

Which two use cases will protect the integrity of order data with activation limitations?
Choose 2 answers

A. Products can be removed from active reduction orders.

B. Multiple reduction orders can be created for a single order.

C. Orders can be activated only if they include a Product.

D. New Products can be added to active orders.

Answer: (SHOW ANSWER)

NEW QUESTION: 51

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

A. Use a separate once book for the Products requiring the myTrailhead badge and only share the once book with sales reps who have completed the badge-

B. Use a Process Builder process on Products marked as requiring the myTrallhead badge to automatically share the Products with sales reps who have completed the badge.

C. Use a validation rule on Products marked as requiring the myTrailhead badge to prevent those Products from being added to an Opportunity.

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

Answer: (SHOW ANSWER)

NEW QUESTION: 52

Cloud Kicks has decided to implement Sales Cloud Einstein. After setting up Sales Cloud Einstein, a consultant finds some of the features are not enabled.

What are two steps the consultant can take to troubleshoot the issue?

Choose 2 answers

A. Reconfigure the Einstein Lead Scoring app.

B. Validate the Connected App Details.

C. Check Sales Cloud Einstein permission set assignments.

D. Verify Integration User Profile Details

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 53

Cloud Kicks sales representatives are allowed to negotiate up to a 5% discount for the Shoe of the Month dub. Regional sales managers (RSMs) must approve discounts greater than 5%. Regional vice presidents (RVPs) also must approve discounts greater than 10%. Which two steps should a consultant recommend to satisfy these requirements7 Choose 2 answers

A. Use Process Builder to automatically submit approvals over a 5% discount.

B. Create two Approval Processes, one with the RSM and one with the RVP.

C. Use Process Builder to send an approval Task and email to the RSM and RVP.

D. Create a two-step Approval Process with the RSM and RVP as approvers.

Answer: (SHOW ANSWER)

NEW QUESTION: 54

The Asia Pacific and Japanese sales teamsfrom Cloud Kicks have requested separate report folders for each region. The VP of sales needs access to both report folders in one place to find reports for all the regions and wants to retain visibility of the reports in each folder.

What should the consultant recommend meeting the requirement?

A. Create grouped folders, keeping the top region folder sharing settings and limiting the sharing settings for the grouped folders.

B. Create all new regional folders and move the reports to the respective region folder with viewer access.

C. Create subfolders and give access to the root folder, keeping the top region folder sharing settings.

D. Create all new regional folders and move the reports to the respective region folder with subscribe access.

Answer: (SHOW ANSWER)

NEW QUESTION: 55
'Cloud Kicks (CK) needs to comply with GDPR requirements. Personal information is limited to only users who need access to a company's:
Account. CK has a private Account model.
How should the consultant provide specific Account access to the renewals and sales operations teams?
A. Build renewals and sales operations Account team member roles and allocate them to the appropriate users,
B. Change the roles of renewals and sales operations team members in the default Opportunity team.
C. Create a criteria-based sharing rule to share Accounts with the sales operations and renewals public groups.
D. Create a role-based sharing rule to share all Accounts with the sales operations and renewals roles.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 56
Sales operations managers are reporting a higher number of Activities than is accurate for their teams When viewing reports, managers see Activities related to Opportunities and Accounts only for their team. However, Activity records related to Campaigns appear m all of the reports, regardless of which sales team should get credit for them. Enterprise Territory Management and role hierarchies are used.
Why are Campaign Activities for all teams visible m reports viewed by sales operations managers?
A. Apex managed sharing is used to control the visibility of Activities related to Accounts.
B. The sales operations managers are given Read access to the Campaign object m their profile.
C. The Organization-Wide Default for Accounts is set to Private.
D. The Organization-wide Default for Campaigns is set to Public Read-Only.
Answer: (SHOW ANSWER)

NEW QUESTION: 57
After completing a successful Sales Cloud rollout to a new business unit at Universal Containers, sales forecasting within Salesforce is inaccurate. Upon closer inspection, some opportunities appear in the incorrect forecast category.
How should a consultant troubleshoot this issue efficiently?
A. Write a conditional validation rule on the Forecast Category field.
B. Create a report to determine the number of opportunities in each forecast category.
C. Verify the Stage to Forecast Category Mappings on the Opportunity object
D. Make the Forecast Category a required field on relevant Opportunity page layouts.
Answer: (SHOW ANSWER)

NEW QUESTION: 58

Northern Trail Outfitters finished implementing Sales Cloud for a mid market sales team. Sales management wants to track data trends and adoption.

What should the consultant recommend to measure core Sales Cloud record data?

A. Salesforce Optimizer

B. User Login Report

C. Adoption Dashboards Pack

D. System Overview Page

Answer: C (LEAVE A REPLY)

NEW QUESTION: 59

Cloud Kicks is implementing Sales Cloud and has asked a consultant to create an architecture diagram of the system.

Which stage of the project lifecycle does this fall under?

A. Document

B. Plan

C. Design

D. Test

Answer: C (LEAVE A REPLY)

NEW QUESTION: 60

Cloud Kicks is running a campaign for the Shoe of the Month club. Sales management wants to use Campaign Influence features with Opportunities to attribute a percentage of success to influential campaigns.

Which feature will allow for revenue share with standard and custom attribution models?

A. Create a reporting snapshot for Campaigns.

B. Create a formula field to track Campaign Influence.

C. Use sharing rules to give access to Campaign members.

D. Use Customizable Campaign Influence for reporting.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 61

The sales managers at Universal Containers (UC) believe that many of the sales reps' deals that are being lost to competitors are getting less attention than deals that are won. What should a consultant build so management can assess whether its belief is correct and monitor it going forward?

A. Create formula fields on Opportunity and Activity.

B. Install an AppExchange app for tracking Lead conversion.

C. Build a report on Opportunities and Activities.

D. Build a report on Leads and Activities.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 62
Access to opportunities at Cloud kicks should be restricted. Sales users should only have access to two categories of opportunities: opportunities they own, and opportunities that are tied to accounts they own.
What are two actions a consultant can take to meet the requirement? Choose 2 answers
A. Set opportunity access on the role to View All opportunities associated with their accounts.
B. Set organization-wide defaults for opportunities to Private.
C. Set Territory Management to grant Read access to opportunities owned by others.
D. Set organization-wide defaults for opportunities to Public Read-Only.
Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 63
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. Use Schema Builder to show a visual of related objects.
C. Explain the types of object relationships in Salesforce
D. Review the Object Manager tab in Setup with the customer.
Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 64
Cloud Kicks wants to utilize Opportunities to report and track subscriptions to its Shoe of the Month club. Subscribers can make a single payment or pay weekly, monthly, or quarterly.
Which solution should the consultant recommend to meet the requirement?
A. Configure assets with a lookup to the Opportunity object.

B. Implement contracts with a lookup to the Opportunity object.
C. Enable schedules on the Product object.
D. Activate schedules on the Opportunity object.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 65
Cloud Kicks (CK) wants to migrate a data file containing 8,000 leads from a legacy system into Salesforce. Many of the lead owners have left the company, so CK wants to populate the Lead Owner field for these records using the active assignment rule.
Which two tools should a consultant recommend to meet the requirement?
Choose 2 answers
A. .Scheduled Apex
B. .dataloader.io
C. Data Import Wizard
D. Data Loader
Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 66
Cloud Kicks wants to send a notification to sales reps when their opportunities remain open past the close date.
Which two solutions should the consultant recommend to meet the requirement?
Choose 2 answers
A. Use Flow with a scheduled action and an email alert.
B. Instruct sales reps to follow their opportunities.
C. Enable Einstein Opportunity Insights.
D. Add sales reps to the Opportunity Team.
Answer: (SHOW ANSWER)

NEW QUESTION: 67
Cloud Kicks is concerned that the sales team is taking longer to dose opportunities in comparison to the same time last year. The VP of sales wants to determine the number of closed deals on a monthly basis and compare the month-over-month results.
Which two actions should the consultant take to meet the requirement?
Choose 2 answers
A. Create a dashboard component and schedule the dashboard to refresh monthly.
B. Schedule a reporting snapshot of the Opportunity History object to run monthly.
C. Schedule a reporting snapshot of the Opportunity object to run monthly.
D. Create a report based on the Opportunity reporting snapshot.
Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 68

Cloud Kicks (CK) is migrating Account and Contact information from a legacy CRM system into Salesforce using Data Loader. Accounts in the legacy system have a unique ID field that is used to related Contacts to Accounts in the legacy system, CK wants to automatically match these Contacts to the relevant Accounts when loading Contacts into Salesforce.
What should a consultant recommend to meet the requirement?
A. Create Mater-Detail on Contact.
B. Create External ID on Account.
C. Create Master-Detail on Account.
D. Create External ID on Contact.
Answer: (SHOW ANSWER)

NEW QUESTION: 69
Cloud Kicks is expanding its operations to Europe. The company wants to enable able Advanced Currency Management to support both EUR and USD currencies, and show the total values of open opportunities on account records.
How should the consultant implement a solution to meet the requirement?
A. Create a cross-object formula field on the Account.
B. Use a Roll-up Summary field from the Opportunity to the Account.
C. Use a custom summary formula field on the Opportunity.
D. Install a third-party app from the AppExchange.
Answer: D (LEAVE A REPLY)

NEW QUESTION: 70
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: A,B (LEAVE A REPLY)

NEW QUESTION: 71
What are two capabilities of Data Loader? Choose 2 answers
A. Runs one-time or scheduled data loads
B. Extracts organization and configuration metadata
C. Exports field history data
D. Prevents importing duplicate records

Answer: (SHOW ANSWER)

NEW QUESTION: 72

Cloud Kicks wants to implement team selling to share differing levels of access to Accounts and associate records, such as opportunities, contracts, and case, based on team member responsibilities.

Which capability should the consultant recommend?

A. Opportunity Teams

B. Sharing rules

C. Account Teams

D. Role hierarchy

Answer: C (LEAVE A REPLY)

NEW QUESTION: 73

Cloud Kicks (CK) has implemented different sales stages across its varied product lines. CK wants to deploy Collaborative Forecasting to all sales users.

Which two statements should a consultant consider when enabling forecasting? Choose 2 answers

A. A Single Category or Cumulative Forecast Rollup should be defined.

B. The Forecast tab should be visible to easily view the forecasts.

C. Opportunity Splits must be enabled at the same time.

D. Multiple Forecast Types must be created and activated.

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 74

Cloud Kicks (CK) is implementing Sales Cloud and expects hundreds of new Accounts will be added into Salesforce on a daily basis. CK has an automated process to assign the Account owners. If no assignment can be made for an Account, it will be assigned to a fictitious owner and a person will manually review and re-assign it at a later date. At any given time, a fictitious owner may have more than 10,000 Account records assigned to it.

Which two solutions should the consultant recommend when CK sets up the new Account process?

Choose 2 answers

A. Add the fictitious owner to a role at the lowest level of the role hierarchy.

B. Assign the Modify All Data system permission to the fictitious owner.

C. Keep the fictitious owner out of public groups that could be used in sharing rules.

D. Place the fictitious owner in a separate role at the top of the role hierarchy.

Answer: (SHOW ANSWER)

NEW QUESTION: 75

Sales managers at Cloud Kicks need to visualize all open opportunities based on the location of the related Account.
Which solution should a consultant recommend?
A. Using Salesforce Maps, configure a Data Layer showing open opportunities.
B. Enable Location Services and add the Account Address field to the Opportunity page layout.
C. Using Tableau CRM, import a data lens with the State and City for all opportunities.
D. Create a dashboard that uses a report grouping opportunities by Account.
Answer: (SHOW ANSWER)

NEW QUESTION: 76
Cloud Kicks' global sales operations team has to export reports from Salesforce and manipulate them in Excel to convert regional deals to the correct currency conversion.
What are two use cases for enabling Advanced Currency Management that will allow the company to generate accurate reporting directly in Salesforce?
Choose 2 answers
A. Adjust currency conversion dynamically based on a given date range.
B. Implement org-wide reporting that displays deal values appropriately.
C. Show deal value in a user's default currency.
D. Adjust currency rates on a set schedule.
Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 77
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. Lead to Quote Conversion Rate
B. Lead to Opportunity Conversion Rate
C. Total number of Leads created by a Sales Rep
D. Total number of Leads by source
Answer: B (LEAVE A REPLY)

NEW QUESTION: 78

Universal Containers is planning to migrate two million account records and 10 million contact records from its existing legacy CRM application to sales cloud.

Which solution should the consultant recommend?

A. Data Import Wizard

B. Batch Apex

C. Third-party tool

D. Data Loader

Answer: C (LEAVE A REPLY)

NEW QUESTION: 79

The Cloud Kicks team needs to quickly look up contacts, accounts, and opportunities and easily log calls from their mobile phones. Due to limited coverage in certain geographic areas, the team wants access to customer information while out of the office and when they are without an internet connection.

Which two steps should the consultant recommend?

Choose 2 answers

A. Download the Salesforce mobile app.

B. Enable Mobile SDK.

C. Enable caching and Offline Edit.

D. Enable Salesforce Inbox.

Answer: (SHOW ANSWER)

NEW QUESTION: 80

Cloud Kicks has hired a consultant to help with its quoting process. The consultant has determined that some quote custom fields should be viewed from the Opportunity.

What should a consultant consider when implementing the custom fields?

A. Only standard fields on the Quote object sync to the Opportunity.

B. Opportunity fields are inaccessible when configuring a Quote Template.

C. Related Opportunity Line Items remain when a synched Quote Line Item is deleted.

D. Related Quote Items on all Quotes are impacted when an Opportunity Line Item is deleted.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 81

Universal Containers compensates its sales team based on their achievement of the company's sales revenue goals. The sates ops team needs to track the sales reps' performance against these goals.

How should the consultant meet the requirement?

A. Configure custom objects and use automation to calculate and stone attainment.

B. Configure sales quotas and compare quota attainment on the forecast.

C. Construct Opportunity Reports with custom formulas to show attainment.
D. Build automation to aggregate and report on revenue attainment from the User object.
Answer: B (LEAVE A REPLY)

NEW QUESTION: 82
Cloud Kicks wants to improve its return on investment (ROI) by creating intelligent processes built on trusted, targeted data.
What are two justifications for using third-party data enrichment tools?
Choose 2 answers
A. To survey customers to update their data
B. To find new prospects who match the selling segment
C. To create customer segments with personas and scoring
D. To enhance prospect data signaling intent to purchase
Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 83
Cloud Kicks (CK) uses a sales model where pre defined groups of reps work collaboratively on Accounts. Each group is also responsible for specific Accounts. CK has organization wide default access set to Public Read/1 for Accounts. CK discovered this caused issues with data quality where reps edited Accounts outside their scope responsibility. CK wants to allow reps to view any Account, but restrict editing to only reps who are responsible for those specific Accounts.
Which two steps should a consultant recommend to allow reps to continue to collaborate while eliminating incorrect edits?
Choose 2 answers
A. ChangeAccount organization-wide defaults to Private.
B. Enable Account Teams to allow owners to grant Read/Write access.
C. Create an Account sharing rule to grant Read/Write access to all Accounts.
D. Change Account organization-wide defaults to Public/Read-Only.
Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 84
Universal Containers is creating a new program to allow customers to pay for large orders over the course of 1 to 3 years in monthly instalments beginning in the month the products are sold. The admin needs to configure Sales Cloud to accommodate the new pricing terms and to help the finance department forecast easily.
What should the consultant recommend meeting the requirement?
A. Set the default quantities to 12, 24, and 36 in a new Price Book for instalment sales.
B. Create a Process Builder to create an Order for each instalment payment.
C. Add a custom field to the Quotes object to capture the number of instalments.
D. Use Revenue Schedules to capture instalment payment plan details for each Product.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 85

The VP of sales at Cloud Kicks wants the sales team to use the Salesforce mobile appto complete their tasks. The sales team needs to create and edit leads, contacts, and opportunities with ease.

Which two features should the consultant recommend for the sales team to use?

Choose 2 answers

A. Lightning Mobile Component

B. Mobile Smart Actions

C. Quick Actions

D. Einstein Activity Capture

Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 86

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

What should the consultant explain to the team about Person Account merges?

A. Person Accounts can be merged with contact records.

B. Person Accounts can be merged with any type of Account

C. Person Accounts can be merged with other Person Accounts.

D. Person Accounts with a redundant relationship can be merged using matching rules.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 87

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

Choose 2 answers

A. Territories can inherit assignment rules from other territories higher in the model.

B. Only one territory model can be active at any given time.

C. Access to a territory model is controlled through profiles or permission sets.

D. Territory user assignments are migrated to the new model.

Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 88

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

A. Use a custom External ID field and map this to the source record ID value.
B. Use a custom field named External ID and map this to the Salesforce record ID value.
C. Use the standard External ID field and map this to the source record ID value.
D. Use the standard External ID field and map this to the Salesforce record ID value.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 89
The Cloud Kicks team has made a correction in a sandbox environment that needs to be deployed to production as soon as possible. The sandbox and production environments are on two different versions of Salesforce. The fix requires functionality in the sandbox version.
Which action should the consultant recommend?
A. Deploy changes from the sandbox to production this weekend.
B. Deploy the changes from me sandbox to production concurrently with the Salesforce Platform upgrade.
C. Deploy from version control before the Salesforce Platform upgrade window.
D. Deploy the changes from the sandbox to production once both environments are on the same version.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 90
During the requirements gathering workshops at Cloud Kicks, the project team and subject matter experts bring up new ideas to incorporate4 into the current project.
Which best practice should the consultant use to refocus the meeting and stay on topic?
A. Tell key stakeholders that the team is focused on other ideas,
B. Incorporate the new ideas into the solution design.
C. Remind the team of the purpose and scope of this project.
D. Invite only the subject matter experts to subsequent workshops.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 91
The consultant at Cloud Kicks has successfully implemented the Einstein Lead Scoring feature, and now wants to measure its effectiveness and track lead conversion rates.
Which three standard dashboards are available?
Choose 3 answers
A. Conversion Rate by Lead Source
B. Average Lead Score by Lead Source
C. Lead Scores by Created Date
D. Conversion Rate by Lead Score
E. Lead Score Distribution
Answer: A,D,E (LEAVE A REPLY)

NEW QUESTION: 92

During a Discovery session at Cloud Kicks, a topic is highlighted that

How should the consultant proceed?

A. Define and submit a change order for the new items.

B. Revise the timeline for the new items.

C. Conduct another Discovery session.

D. Continue work because it is covered by the warranty.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 93

Cloud Kicks uses .pdf documents in Sales Cloud to help the sales team learn about new products. Which feature should a consultant recommend to store these documents?

A. Document lists

B. Salesforce Files

C. Salesforce Knowledge

D. Files sync

Answer: B (LEAVE A REPLY)

NEW QUESTION: 94

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. Add opportunity owners to the Account Team and configure contact sharing.

B. Transfer account ownership from themselves to the opportunity owner.

C. Add opportunity owners to the Opportunity Team and configure contact sharing.

D. Transfer contact ownership from themselves to the opportunity owner.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 95

Cloud Kicks has 12 stages m its sales process. The probability of winning the sale must be indicated. The sales manager uses sales stages and probability for forecasting. The sales manager wants a condensed summary of the forecasts without affecting the sales team.
Which approach should a consultant recommend to streamline forecast reporting?
A. Align opportunity stages with probability and use collaborative forecasts for reporting.
B. Reduce the number of opportunity stages and report on probability.
C. Create a custom object to be used in forecast reporting.
D. Align forecast categories to multiple opportunity stages and report on forecast category.
Answer: D (LEAVE A REPLY)

NEW QUESTION: 96
Northern Trail Outfitters (WTO) wants to share revenue from opportunities with multiple reps. A consultant recommends using opportunity splits.
Which two prerequisites should be considered before splits are enabled?
Choose 2 answers
A. Enable opportunity teams and add the opportunity owner as a team member.
B. Resolve any inactive currencies prior to enabling splits.
C. Transfer opportunities owned by Inactive users to active users.
D. Add customized split types before enabling splits.
Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 97
Cloud Kicks' (CK) marketing department is migrating from its email campaign and management system to Salesforce. The marketing admin wants to ensure that CK's email templates are retained.
Which two solutions should a consultant recommend for a successful migration?
Choose 2 answers
A. Manually recreate the email and mail merge templates in Salesforce.27.
B. Import email templates with the Data Loader.
C. Enable Email Import and use the Import Wizard
D. Create an Email template change set or use the Lightning Platform.
Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 98
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. use the Related List - Single component to display the Account's Contracts on the Opportunity Lightning page.
C. Create an object-specific action to create a Contract record from the Opportunity page layouts used by sales.
D. Build a custom Opportunity lookup field to Contracts with an Account dependency filter and make it editable.
Answer: B (LEAVE A REPLY)

NEW QUESTION: 99
Cloud Kicks needs to associate some Contacts with many Accounts. Which solution should a consultant recommend meeting this requirement?
A. Use the Contact roles related list on Accounts.
B. Add Contact to the partners related list on other Accounts.
C. Add a custom Account lookup field on the Contact.
D. Use the Contact to Multiple Accounts feature.
Answer: D (LEAVE A REPLY)

NEW QUESTION: 100
The sales department at Cloud Kicks is growing quickly. New sales executives should prioritize interacting with existing contacts who are decision makers and influencers to further the business relationship.
Which solution should the consultant recommend?
A. Add a multi-select picklist field on the Opportunity object.
B. Use a junction object between the Opportunity and Contact.
C. Add a contact lookup Meld to the Opportunity.
D. Use Contact roles on the Opportunity object.
Answer: D (LEAVE A REPLY)

NEW QUESTION: 101
A consultant it working with Cloud Kicks (CK) on its initial Sales Could implementation. CK wants its sales reps to be able to use Sales Cloud to track accounts, contacts, and opportunities before its global conference in 4 months.
What should the consultant recommend to meet the requirement?
A. Implement additional features to make the team more productive-
B. Reschedule the event to ensure functionality is complete.
C. Deploy the Salesforce mobile app to the team prior to the event.
D. Set obtainable metrics, goals, and milestones for the deadline.
Answer: (SHOW ANSWER)

NEW QUESTION: 102

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. Six Sigma
C. Prince2
D. Waterfall
Answer: (SHOW ANSWER)

NEW QUESTION: 103
Each year, representatives from Universal Containers attend two major industry conferences that Generate a large volume of leads. A few months after leads have been converted to opportunities, the team wants to determine the return on Investment (ROI) for each industry conference.
Which solution should the consultant recommend?
A. Create industry events as Campaigns, add leads as Campaign Members, and utilize Customizable Campaign influence.
B. Create a Slack channel for each industry conference and mention this channel on all new leads.
C. Create a mufti-select picklist, and ask representatives to select which conference (s) influence the lead.
D. Create the Campaigns related list on the Lead page layout, and associate new leads with a Campaign.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 104
A consultant has been tasked with analyzing the way sates reps use Salesforce to work a deal from inception to close, and then presenting this information to management.
What should the consultant utilize to present the information?
A. Sales Architecture Map
B. Business Process Map
C. System Landscape Diagram
D. Entity Relationship Diagram
Answer: B (LEAVE A REPLY)
The best way for the consultant to present the information about how sales reps use Salesforce to work a deal is to utilize a Business Process Map. This map will provide an overview of the process, and can be used to explain how each step of the process works. Additionally, a Business Process Map can also be used to identify areas of optimization and improvement, as well as to document any changes that need to be made. A Sales

Architecture Map, System Landscape Diagram, and Entity Relationship Diagram are not suitable for this purpose.

NEW QUESTION: 105

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. Share the products with sales reps.

B. Add the products to a product family.

C. Add the products to the price book.

D. Activate the products

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 106

An executive at Cloud Kicks (CK) has asked its admin to create a diagram to show the high level processes the business. CK plans to use the diagram to show the context of a new process within the overall business whole.

What should the admin create to meet this requirement?

A. Suppliers, Imports, Processes, Outputs, Customers (SIPOC) Diagram

B. Capability Model

C. Strengths, Weaknesses, Opportunities, Threats (SWOT) Diagram

D. Value Stream Map

Answer: (SHOW ANSWER)

NEW QUESTION: 107

Cloud Kicks needs to set sales quotas for all sales reps.

Which three solutions should the consultant consider?

Choose 3 answers

A. Use Data Loader.

B. Assign Quota values by profile.

C. Use the API.
D. Use the Data Import Wizard.
E. Enable Forecast Quotas from Setup.
Answer: (SHOW ANSWER)

NEW QUESTION: 108
Universal Containers wants to divide the revenue of the closed Opportunities between sales reps that worked on the deal. Additionally, on some deals, the sales reps work with technical sales managers and want a way to credit them for their support.
How should the consultant meet this requirement?
A. Enable Opportunity Teams and ask Opportunity owners to add technical sales managers.
B. Create 2 formula field on the Opportunity to track revenue attributed to technical sales managers.
C. Use adjustments in Collaborative Forecasting to attribute Opportunity revenue to each technical sales manager
D. Enable Opportunity splits, revenue splits for sales reps, and overlay splits for technical sales managers.
Answer: (SHOW ANSWER)

NEW QUESTION: 109
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. Junction reports
B. Custom report types
C. Cross-object filters
D. Matrix reports
Answer: B (LEAVE A REPLY)

NEW QUESTION: 110
A sales manager for one of Cloud Kicks" sales territories is unable to see a forecast for the current quarter.
How should the consultant resolve this issue?
A. Configure the date filter on the forecast and assign it to the sales manager.
B. Add the sales manager to the Forecasting public group.
C. Set the sales manager as the Forecast Manager for this territory.
D. Select the correct forecast on the sales manager's user record.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 111

Cloud Kicks is preparing to deploy its configurations. The chosen release date is during a Salesforce Release window. The current configuration is in Non-Preview Sandbox.

Which two strategies should a consultant recommend?

Choose 2 answers

A. Deploy before the Salesforce Release

B. Test new configurations in a Preview Sandbox.

C. Test new configurations in a Non-preview Sandbox

D. Deploy after the Salesforce Release.

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 112

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: 113

A consultant has successfully deployed Sales Cloud at Cloud Kicks.

What is the final step in completing an engagement?

A. Deploy solution

B. Hand over documentation

C. Perform testing

D. Measure adoption

Answer: (SHOW ANSWER)

NEW QUESTION: 114

The Discovery phase with Cloud Kicks (CK) has just ended. CK wants a visual way to see how the new processes will work. CK's process is complex and requires multiple slides.

What should the consultant design to give CK this high-level view?

A. Value Stream Map

B. SIPOC Map
C. Universal Process Notation
D. Capability Model
Answer: D (LEAVE A REPLY)