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NEW QUESTION: 1
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.
Which method should the Consultant recommend to determine these users?
A. Run a report on Users Never Logged In.
B. Track logins in a spreadsheet.
C. Run a Mobile Login report.
D. Use the Lightning Usage app.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 2
Cloud Kicks has a complicated sales process and is currently using 12 stages for Opportunities. Sales representatives often have difficulties deciding when to move Opportunities through the various stages. Which solution should the Consultant recommend?
A. Use Process Builder to send emails to sales representatives when Opportunities reach key stages, providing detailed information on what they need to do move the Opportunities to the next stage(s).
B. Advise sales representatives to post on Chatter so the sales team can collaborate to move Opportunities along the pipeline quickly
C. Use Path to provide guidance for key Opportunity stages
D. Configure a dashboard that shows Opportunities that have not moved stage for 30 days, and provide training to those Opportunities owners.
Answer: (SHOW ANSWER)

NEW QUESTION: 3

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 a consultant ensure Opportunities appear in the correct forecast categories?
A. Map Opportunity stages to the appropriate forecast categories.
B. Create a field update with Process Builder to update the forecast category based on the Opportunity stage.
C. Edit the probability percentage on Opportunity stage picklist values.
D. Update the Opportunity stage picklist value labels to match the category to which they should be assigned.
Answer: B (LEAVE A REPLY)

NEW QUESTION: 4
A premier customer for Universal Containers needs access to confidential product roadmap information.
Which two steps should a sales representative take to securely send this information using content delivery?
Choose two answers.
A. Require the customer to enter a password to view the content.
B. Require the customer to enter a security token to download the content.
C. Require the recipient to log into Salesforce to access the content.
D. Remove access to content after a specified date.
Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 5
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. Opportunity Splits
D. Sales Analytics
Answer: C (LEAVE A REPLY)

NEW QUESTION: 6
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: 7
Cloud Kicks frequently has multiple sales representatives that collaborate on an Opportunity and needs Salesforce to allocate credit to each sales representative in order to track against a sales quot a. Which Salesforce feature satisfies this requirement?
A. Public Groups
B. Account teams
C. Opportunity Teams
D. Opportunity splits
Answer: D (LEAVE A REPLY)

NEW QUESTION: 8
Northern Trail Outfitters has organization-wide defaults set to private. Sales representatives own the accounts and want to collaborate with relevant people from other departments (E. g. marketing and finance).
Collaborating team members must be able to access and report on relevant dat a. Which two solutions should be recommended?
A. Use manual sharing on account to share specific record.
B. Use account team to share records with relevant people
C. Use Opportunity team to share records to relevant people
D. Use Chatter to share records with relevant people
Answer: (SHOW ANSWER)

NEW QUESTION: 9
Which three permissions are set in a user's profile? (Choose three.)
A. Mass Email
B. Marketing User
C. Object permissions
D. Active
E. Run Reports
Answer: A,C,E (LEAVE A REPLY)

NEW QUESTION: 10
A consultant has successfully deployed Sales Cloud at Cloud Kicks.
What is the final step in completing an engagement?

A. Hand over documentation
B. Measure adoption
C. Perform testing
D. Deploy solution
Answer: A (LEAVE A REPLY)

NEW QUESTION: 11
The Cloud Kicks admin is planning to deploy new functionality as part of its quarterly update process. The consultant has recommended completing the update outside of business hours to avoid impacting users.
Where should the consultant direct the admin to check for scheduled system maintenance?
A. Trailhead
B. Salesforce Trust
C. Company Profile
D. Trailblazer Community
Answer: B (LEAVE A REPLY)

NEW QUESTION: 12
Cloud Kicks has enabled the Einstein Lead Scoring feature and rolled out Sales Cloud Einstein to ptkst users. The pilot users are unable to view the Lead Score field on me Lead record page.
Which two steps should the consultant take to fix this issue?
Choose 2 answers
A. Assign the Einstein Lead Scoring permission set.
B. Add the Lead Score field to the Lead List View.
C. Assign the Sales Cloud Einstein permission set.
D. Add the Lead Score field to the Lead Page layout.
Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 13
Which two chart types should be used to display summary values from two different levels of grouping in a report? (Choose two.)
A. Stacked bar chart
B. Donut chart
C. Grouped line chart
D. Funnel chart
Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 14

The marketing department at Universal Containers is migrating from its legacy campaign and email management system to Salesforce and wants to ensure that its communication materials can be migrated as well. What should a consultant recommend to migrate the marketing department's email templates?

A. EnableEmail to Salesforce before sending email templates to Salesforce.

B. Create an email template change set or use the Lighting Platform.

C. Enable Email-to-Close and use the Import Wizard.

D. Manually recreate the email and mail merge templates in Salesforce.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 15

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

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

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

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

Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 16

Universal Containers forecasts and closes business monthly, and it needs to store 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. Create a reporting snapshot to run daily and store the results in a custom object.

B. Schedule a custom forecast report to run weekly and store the results in a custom report folder.

C. Create a reporting snapshot to run weekly and store the results in a custom object.

D. Schedule a custom forecast report to run daily and store the results in a custom report folder.

Answer: (SHOW ANSWER)

NEW QUESTION: 17

Which data migration sequence should consultant recommend for the objects?

A. Opportunities, Products, pe Line toe Cases, Leads, Campaigns, Accounts, Contacts:

B. Contacts, Accounts, Leads, Campaigns, Opportunities, Products, Product Line Items, Cases.

C. Accounts, Contacts, Opportunities, Products, Product Line Items, Cases, Leads. Campaigns

D. Accounts, Opportunities, Contacts, Products, Product Line Items, Cases, Leads, Campaigns

Answer: C (LEAVE A REPLY)

NEW QUESTION: 18

Each year, representatives from Universal Containers attend two major industry conferences that generate a large volume of leads. After Leads have been converted to Opportunities, a few months later, the team wants to determine the 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 Chatter group for each conference and mention this group on all new leads.

C. Create the Campaigns related list on the Lead page layout, and associate new leads with a campaign.

D. Create a multi-select picklist and ask representatives to select which conference(s) influenced the lead.

Answer: (SHOW ANSWER)

NEW QUESTION: 19

What is a valid organization-wide default option for the Account object?

A. Public Read/Write/Transfer

B. No Access

C. Private

D. Public Read/Write/Delete

Answer: C (LEAVE A REPLY)

NEW QUESTION: 20

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. Upload the proposal in the private chatter group accessible to the sales team and invite the customer to join.
C. Save the proposal as an attachment on the opportunity record and share with customer using with the link.
D. Upload proposal as Chatter file on the opportunity record and share with customer using a link.
Answer: D (LEAVE A REPLY)

NEW QUESTION: 21
Sometimes sales reps need to create Contacts without Accounts based on business processes.
What is a consideration for Contacts that are created without Accounts?
A. Contacts without Accounts need to be manually shared.
B. Contacts without Accounts need to be shared through Sharing Rules.
C. Contacts without Accounts are private and only the owner and admin can view them.
D. Contacts without Accounts are shared through the Role Hierarchy.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 22
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. Universal Containers must install and APP Exchange package to access public profile information for its users
C. The information shown is based on the sales representative's social connection with contact
D. The fields configured by Universal Containers' administrator on the contact page layout are missing
Answer: C (LEAVE A REPLY)

NEW QUESTION: 23
Cloud Kicks acquired a shoe distribution company. The VP of Technology wants to migrate all the sales data into Cloud Kicks' Salesforce instance. Which data migration sequence should the Consultant recommend for the objects?

A. Users, Products, Price Books, Accounts, Contacts, Opportunities, Opportunity Line Items, Quotes, Quote Line items
B. Products, Price Books, Users, Opportunities, Opportunity Line Items, Quotes, Quote Line items, Accounts, Contacts
C. Products, Price Books, Users, contacts, Accounts, Opportunities, Opportunity Line items, Quotes, Quote Line items
D. Users, Products, Currency, Price Books, Quotes, Quote Line Items, Accounts, Opportunities, Opportunity Line Item
Answer: (SHOW ANSWER)

NEW QUESTION: 24
Cloud Kicks wants to utilize Opportunities to report and track subscription to its "Shoe of the Month" club.
Subscribers can pay in full (all at one time), weekly, monthly, or quarterly.
Which solution should the Consultant recommend to meet Cloud Kicks' needs?
A. Enable schedules on the Opportunity object.
B. Configure the use of contracts with a lookup to the Opportunity object.
C. Configure the use of assets with a lookup to the Opportunity object.
D. Enable schedules on the Product object.
Answer: D (LEAVE A REPLY)

NEW QUESTION: 25
Which roll-up summary fields are supported between two Advanced Currency Management objects when enabling Advanced Currency Management?
A. Opportunity line object to Opportunity object
B. Opportunity line object to Product object in the default currency of the organization
C. Opportunity object to Account in the default currency of the user's manager
D. Campaign object to Opportunity object
Answer: A (LEAVE A REPLY)

NEW QUESTION: 26
During the Cloud Deploy phase, end users are complaining that they have a new system to log into, and it's holding up training. What is the likely cause of these complaints?
A. Cloud Kicks did not gain buy-in during the Design phase the solution was not designed.
B. Cloud Kicks did not gain buy-in during the Analyze phase and the did not build buzz during the Build and Validate phase.
C. A communication plan was not designed during the Plan phase and buzz was not generated during the Deploy phase.
D. A training plan was not made during the Validate phase and buzz was not during the Design and Validate phase.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 27

In order to increase and promote adoption, sales management at Cloud Kicks wants sales representatives to follow Opportunities they create.

Which two actions should the Consultant recommend to create a solution? (Choose two.)

A. Turn on the Chatter feed settings that enable users to automatically follow records that they create.

B. Create a report with newly created Opportunities and have sales management subscribe to the report.

C. Turn on the Chatter feed settings that enable stage notifications to opportunity owners.

D. Use Process Builder with an Action Type of Follow Chatter when a record is created or edited.

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 28

A Sales Cloud consultant is working on an implementation that has multi-currency, multi-language and region-specific sales processes and workflows. Which two actions are essential for optimizing user adoption? Choose 2 answers

A. Communicating the training plan well in advance of training start date

B. Employing realistic training data in the corporate standard currency

C. Customizing the training curriculum for each specific region

D. Developing only a standardized, global training curriculum for all users

Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 29

Cloud Kicks' (CK) high value opportunities are becoming delayed in the approval process because sales manager's approval requests go unnoticed for various reasons. CK wants to streamline the approval process and give sales managers more ways to approve opportunities in a timely manner.

Which two strategies should the consultant recommend to improve the approval process? Choose 2 answers

A. Enable one-d.ck approval from report results that returns high value opportunity

B. Enable approvals by email for the approval process for high-value opportunities.

C. Allow managers to approve or reject request via the Approval Requests tab.

D. Create a Process Builder to automatically approve high-value opportunities.

E. Create a dashboard of pending approvals and add it to the Chatter feed.

Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 30

Northern Trail Outfitters (NTO) wants to boost the importance of its sales stages and their role in NTO's sales methodology; they also want to enhance the precision of their sales forecast. How should the steps in the sales process be mapped so NTO's requirements are met?

A. Map opportunity stages to forecast categories; assign accurate probability to each stage.

B. Map sales probability values to forecast categories; assign sales stages accurate percentages

C. Map appropriate sales stage to opportunity stage; assign accurate forecast probability

D. Map forecast probability to opportunity probability; assign appropriate sales stage

Answer: A (LEAVE A REPLY)

NEW QUESTION: 31

When importing data, what happens if some records do not meet the data validation criteria?

A. Import process aborts when it encounters the first invalid record.

B. Import process ignores the data validation criteria.

C. Import process fails only for the records with invalid data.

D. Import process requires user authorization to import the invalid records.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 32

Cloud Kicks' sales productivity is on the decline, while its competitors are doing great. The Consultant has suggested Einstein Opportunity Insights.

Which three insights can this provide? (Choose three.)

A. Opportunity Representative Score

B. Deal Prediction

C. Key Moments

D. Follow-up Reminders

E. Sentiment Analysis

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

NEW QUESTION: 33

Management at Northern Trail Outfitters wants to make sure their sales representatives are recording important email communication with customers while they are away from their offices. The sales representatives use various email applications. Which solution should be recommended?

A. Copy and paste emails manually to the customer record in salesforce from their smartphones and computers

B. Forward emails using their Email-to-Salesforce email address from their smartphones and computers

C. Download and install the Salesforce for Outlook connector on their smartphones and computers

D. Download and install a Salesforce universal connector for their smartphone and computers.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 34

Universal Containers has set up a sales process that requires opportunities to have associated product line items before moving to the negotiation stage.

Which two solutions should a consultant recommend to meet this requirement? Choose two answers.

A. Configure a validation rule that tests the Has Line Item and Stage fields for the correct condition.

B. Define a workflow rule that automatically defaults to a PriceBook and product line item when selecting the negotiation stage.

C. Configure the opportunity record types to enforce product line item entry before selecting the negotiation stage.

D. Ensure that all sales representatives have access to at least one PriceBook when creating product lines.

Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 35

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 Product using a visualforce email template.

B. Create it on the Opportunity using an HTML email template.

C. Create it on the Opportunity using a visualforce email template.

D. Create it on the Opportunity Product using an HTML email template.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 36

Universal Containers' (UC) sales reps have said there are too many reports and dashboards that are unrelated to their roles which makes it hard to find what is important to them.
What should a consultant recommend that UC use to solve this issue?
A. Custom report types
B. Enhanced Folder Sharing
C. Dashboard Filters
D. Prioritize private folders
Answer: (SHOW ANSWER)

NEW QUESTION: 37
Universal Containers has a customer base that includes both individual consumers and businesses. The company hasimplemented Person Accounts in Salesforce and has a custom object for "Policies" that needs to relate to both Person Accounts and business accounts.
What is the minimum configuration on the policy custom object needed to meet this requirement?
A. Createa contact lookup field and an account lookup field.
B. Create a custom contact lookup field.
C. Create a master-detail contact relationship.
D. Create a master-detail account relationship.
Answer: (SHOW ANSWER)

NEW QUESTION: 38
Universal Containers uses Products in Salesforce and has a private security model. The product management employees do NOT have access to all opportunities but wants to track the performance of a new product after it is launched. What should a consultant recommend to allow the product management employees to track the performance of the product?
A. Create a trigger to add the product management team to the sales team of relevant opportunities.
B. Create a new product and add it to the price book with the product manager as an owner.
C. Create a trigger to set the product manager as owner for opportunities on the new product.
D. Create a criteria-based sharing rule to add the product management team to relevant opportunities.
Answer: D (LEAVE A REPLY)

NEW QUESTION: 39

Management at Northern Trail Outfitters wants to make sure their sales representatives are recording important email communication with customers while they are away from their offices. The sales representatives use various email applications.
Which solution should be recommended?
A. Forward emails using their Email-to-Salesforce email address from their smartphones and computers.
B. Download and install a Salesforce universal connector for their smartphones and computers.
C. Download and install the Salesforce for Outlook connector on their smartphones and computers.
D. Copy and paste emails manually to the customer record in Salesforce from their smartphones and computers.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 40
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. Test new configurations in a preview sandbox
B. Deploy after the Salesforce Release.
Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 41
Universal Containers is migrating data from a legacy system into Salesforce.
Which two considerations should a consultant take into account when importing Campaign Members?
Choose 2 answers
A. The Status of the Campaign Member is optional.
B. Leads, Contacts, and Business Accounts can be Campaign Members.
C. The Marketing User feature license must be assigned.
D. The Campaign ID is required in the import file.
Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 42
Northern Trail Outfitters has Advanced Currency Management enabled and needs report that span time periods when the exchange rate was different. What is the converted amount based on this scenario?
A. On exchange rates that use the most current entry
B. On exchange rates entered in the opportunity
C. On the historical exchange rate associated with the close date

D. On exchange rates that use the oldest entry
Answer: C (LEAVE A REPLY)

NEW QUESTION: 43
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. Change the field level security for the sales representatives to restrict field access based on the sales stage.
C. Modify the profile for sales directors to enable the "Modify All" object permission for the opportunities.
D. Create a workflow rule to enable field access for the sales directors based on sales stage.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 44
Cloud Kicks has a private sharing model on Accounts. Account Executives need to ensure that Business Development Users can qualify marketing Opportunities on their accounts. There can be different Business Development Users for a given opportunity. Sales Management needs to be able to report on which Business Development Users are assigned to opportunities. What should the Consultant recommend to the Account Executives?
A. Add Business Development Users as Account Team members with a role that grants Modify All access.
B. Share Accounts with Business Development Users
C. Add Business Development Users as Opportunity Team members with a role that grants read/write access
D. Share Opportunities with Business Development Users by granting read access to Opportunities in their portfolio
Answer: (SHOW ANSWER)

NEW QUESTION: 45
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. Remind the team of the purpose and scope of this project.
B. Invite only the subject matter experts to subsequent workshops.
C. Incorporate the new ideas into the solution design.

D. Tell key stakeholders that the team is focused on other ideas,
Answer: A (LEAVE A REPLY)

NEW QUESTION: 46
A consultant is recommending Salesforce Console for Sales to Northern Trail Outfitters to improve sales productivity in inside sales. Which two use cases support this recommendation? Choose 2 answers
A. Need to prioritize search results for contacts and opportunities
B. Need to view the caller ID on screen and quickly make calls with one click
C. Need to chat with customers in real time with Chatter
D. Need to add notes quickly while talking to the client
Answer: (SHOW ANSWER)

NEW QUESTION: 47
A consultant is meeting with a nonprofit client for the first time to discuss implementing the Salesforce Nonprofit Success Pack. The client outlines their current processes, including the standard and custom objects they use in Salesforce.
What two topics should the consultant consider during the analyze phase of the implementation?
Choose 2 answers
A. Discuss implementation timelines and potential barriers.
B. Establish specific topics for end user admin training.
C. Suggest a new process for gathering lead and campaign data.
D. Identify stakeholders and create a project team.
Answer: (SHOW ANSWER)

NEW QUESTION: 48
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. Add the contact to the partners related list on the second account.
B. Enable contacts to multiple accounts feature.

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: A (LEAVE A REPLY)

NEW QUESTION: 49
Cloud Kicks (CK) wants to migrate a data file containing 8,000 leads from a legacy system into Salesforce. Many of the lead owners have left the company, so CK wants to populate the Lead Owner field for these records using the active assignment rule.
Which two tools should a consultant recommend to meet the requirement?
Choose 2 answers
A. Data Import Wizard
B. Data Loader
Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 50
Which method should be used to automate repeat opportunities when regular customers are classified as a repeat account type?
A. Configure a workflow rule for repeat accounts that inserts a copy of an opportunity for the sales representative when it reaches closed/won stage
B. Develop an Apex trigger to set an opportunity revenue schedule that automatically sets up a new opportunity for repeat accounts when it reaches closed/won stage
C. Develop an Apex trigger for repeat accounts that inserts a copy of an opportunity for the sales representative when it reaches closed/won stage
D. Configure a workflow rule for repeat accounts that sends a reminder task to the sales representative to create a new opportunity when it reaches closed/won stage
Answer: C (LEAVE A REPLY)

NEW QUESTION: 51
Universal Containers plans to implement lead management functionality for channel sales representatives who need to push pre-qualified leads to their partners. Partners need the ability to access and update the leads assigned to them. Which solution should a consultant recommend for this scenario?
A. Create a customized site where partners can self-register and access their leads.
B. Configure a separate leas record type and page layout for the Partner Community.
C. Create a task for a partner when a new lead is created and assign the task to the partner in the Partner Community.
D. Add the leads tab to the Partner Community and configure partner profiles to access leads.
Answer: D (LEAVE A REPLY)
Explanation/Reference:

NEW QUESTION: 52
UniversalContainers 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 answers.
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: 53
Cloud Kicks likes to have its supervisors coach the consultants based on the call transcripts.
Which Salesforce product should the consultant recommend?
A. Salesforce Service Cloud
B. Salesforce High Velocity Sales
C. Salesforce Sales Cloud
D. Salesforce native CTI Connector
Answer: B (LEAVE A REPLY)

NEW QUESTION: 54
The VP of Sales at Universal Containers requested that "Verbal Agreement" is added as a new opportunity stage. The administrator added this new picklist value to the stage field, but found that the new value was not available to users.
What should the administrator do?
A. Ensure the limit of 10 stage values was not exceeded.
B. Add the new value to the appropriate record type.
C. Ensure the new value was marked as active.
D. Add the new value to the appropriate sales process.
Answer: D (LEAVE A REPLY)

NEW QUESTION: 55
Cloud Kicks has purchased a list of prospects and wants sales representatives to begin to contact and measure the Return On Investment (ROI) of the people in the purchased list.
Which solution should the Consultant recommend?
A. Create a new custom object for purchased leads.
B. Import the list as new leads using the import wizard.
C. Import the list as new leads and update the lead source to "Purchased Lead."

D. Create a campaign for this list, import the list as leads, and add them to the campaign.
Answer: D (LEAVE A REPLY)

NEW QUESTION: 56
Northern Trail Outfitters wants a visual representation in the Salesforce Mobile App of each account's sales by month. What should be recommended ?
A. Create a Visualforce page with an embedded chart component for each account
B. Embed a chart on the account page ; no other customization is needed.
C. Embed a chart on the account page and use custom link to filter by account
D. Create a dashboard component and use a Chatter feed on the account in Salesforce.
Answer: B (LEAVE A REPLY)

NEW QUESTION: 57
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 two solutions will help sales management identify and address the issue? Choose two answers.
A. Use a workflow rule to email sales management when the opportunity is created in the closed/won stage.
B. Create a report that displays opportunities that have a closed date less than or equal to the created date.
C. Create a workflow rule that automatically updates the opportunity to the first stage in the sales process.
D. Run the opportunity pipeline standard report to view the upcoming opportunities by stage.
Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 58
Cloud Kicks has enabled territory forecasts to see how expected revenue compares between sales territories, and to determine which territory has dosed the most deals in a month. The territory hierarchy has three branches with child territories, where forecast managers may be assigned to a few of them.
Which two actions can forecast managers perform?
Choose 2 answers
A. Share the forecast with any Salesforce user.
B. Add a Forecasts tab to the Sales app.
C. Add territory forecast to the hierarchy.
D. View the territory forecasts as a single-page summary.
Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 59

Universal Containers is preparing for the launch of its new Sales Cloud implementation to a global user base.
With previous sales automation applications, the company had slow adoption of the new solution. Which three Sales Cloud deployment factors should be considered to help ensure adoption? (Choose three.)

A. Maintenance release schedule

B. Sales rep quota targets

C. Type of training delivered

D. Training in local language

E. Management communications

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

NEW QUESTION: 60

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

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

C. Set organization-wide defaults for opportunities to Public Read-Only.

D. Set opportunity access on the role to view all opportunities associated with their accounts.

Answer: (SHOW ANSWER)

NEW QUESTION: 61

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

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

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

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

Answer: D (LEAVE A REPLY)

NEW QUESTION: 62

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 that creates leads in Salesforce,

B. Create Salesforce users for the marketing team so they can enter leads directly Into Salesforre.

C. Recommend an integration with the marketing platform to Salesforce that generates tasks with lead information.

D. Create a report of Salesforce leads and compare it with marketing data on a regular basis.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 63

Universal Containers requires its sales representatives to go through an internal certification process to sell certain groups of products.

Which two actions prevent a sales representative from adding these products to opportunities if they are NOT certified to sell them?

Choose two answers.

A. Use a validation rule on products marked as requiring certification to prevent them from being added to an opportunity.

B. Use a validation rule on opportunity products to prevent them from adding products marked as required certification if they are NOT certified.

C. Use a separate price book for the products requiring certification and only share the price book to users who are certified.

D. Use a criteria-based sharing rule on products marked as requiring certification to only share the products to users who are certified.

Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 64

As part of Enterprise Territory management implementation, Cloud Kicks wants the user to manually search for territory in an active territory model and assign to Opportunities.

Which approach should the Consultant suggest to meet this requirement?

A. Use the default Enterprise Territory Management to provide access to assign any active territory to the Opportunity.
B. Create Apex class code to assign territories to open Opportunities.
C. Enable sharing access to the account to assign any active territory to Opportunities.
D. Update the Profile with the "Manage Territory" permission.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 65
Cloud Kicks channel partners for selling and servicing its "Shoe of the Month" club. As the number of Leads has increased, Cloud Kicks has seen a decrease in partner satisfaction regarding the quality of Leads, and a noticeable decrease in the Lead conversion rate. What can be done to increase partner satisfaction with the Leads being shared?
A. Configure a custom lead score field to assess Lead quality, then assign the Leads that exceed this score to partners.
B. Configure a cross-object validation rule to ensure that all fields on the Lead record are populated with data.
C. Utilize the Lead score on the Find Duplicate button, and then assign the Leads with a score in the high category.
D. Configure Einstein Insights prior to Leads routing to the partner channel.
E. Utilize the Partner Lead Validator to populate a Lead score and assign to a partner channel queue.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 66
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. Direct the admin to ask Salesforce
B. Conduct a Knowledge Transfer with the admin.
C. Test the process to make sure it still works.
D. Have the admin review the solution design.
Answer: B (LEAVE A REPLY)

NEW QUESTION: 67
Northern Trail Outfitters (NTO) is hiring additional sales representatives due to rapid sales growth. The NTO sales management team wants to develop more structure around sales territory. Which two data points should be considered? Choose 2 answers
A. Average number of customers managed by a sales representative
B. Distance between the customer headquarters and their sales representatives
C. Attributes needed to segment and categorize customers
D. Number of currencies needed to support each sales territory
Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 68

Leads created from the "Contact Us" form on the Northern Trail Outfitters' website are not being followed-up on in a timely manner. Management wants to be notified when a lead has NOT been followed-up within 24 hours if being submitted. Which action should be recommended?

A. Notify using Chatter on leads
B. Send an email using time-based workflow
C. Send an email using lead escalation rule
D. Notify using publisher action
Answer: B (LEAVE A REPLY)

NEW QUESTION: 69

Northern Trail Outfitters (NTO) currently uses the customizable forecasting feature. A sales representative at NTO 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 dosed/won * $1,000 opportunity that has been lost What are the sales representatives Best Case forecast for the current quarter?

A. $2,000
B. $3,500
C. $6,500
D. $5,500
Answer: C (LEAVE A REPLY)

NEW QUESTION: 70

Universal Containers wants to capture business sector information on a lead and display the information on the account and contact once the lead has been converted. How can these requirements be met?

A. Create a custom field on the Lead and Account objects. Create a custom formula field on the Contact object to pull the value from the Account object.
B. Create a custom field on the Lead and Account objects and configure mapping of these two fields for conversion. Create a custom formula field on the Account object to pull value form the Contact object.
C. Create a custom field on the Lead and Account objects and configure mapping of these two fields for conversion. Create a custom formula field on the Contact object to pull value form the Account object.
D. Create a custom field on the Lead, Account, and Contact objects and configure mapping of these two field for conversion. Use a trigger to update the Contact field with the Account value.
Answer: (SHOW ANSWER)

NEW QUESTION: 71

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. Report on the discount approval time for quotes
D. Dashboard of Month-over-month trend of lead conversions
Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 72

The VP of Operations wants to synchronize customer data from the data warehouse with Salesforce. What should the Consultant recommend to ensure data integrity?

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

NEW QUESTION: 73

Universal Containers (UC) wants to make It eas.er for sales reps to log their customer interactions, _ and events, directly from their email and calendar applications. UC wants to report on these activates Salesforce.
What are two capabilities of Outlook and Gmail Integration tools?
Choose 2 answers

A. Associate emails with records in Salesforce from Outlook or Gmail.
B. Sync recurring events created in the Salesforce mobile app with Microsoft or Google Calendar.
C. Sync non-recurring events between Microsoft or Google Calendar and Salesforce.
D. Report on contact data as it exists In Outlook or Gmail.
Answer: B (LEAVE A REPLY)

NEW QUESTION: 74

Northern Trail Outfitters' Board of Directors thinks that sales user adoption should be calculated by the number of daily logins. Which two measures of sales user adoption should be considered when implementing Sales Cloud? Choose 2 answers

A. Number of reports exported to Excel for analysis
B. Organizational chart with titles
C. Overall effectiveness of mass email campaigns
D. Number of neglected opportunities over time by role
E. Completeness of records entered into the new system
Answer: D,E (LEAVE A REPLY)

NEW QUESTION: 75
A sales rep has access to an Account which has multiple child Accounts through the Account hierarchy. What will the sales rep see after clicking the view Hierarchy link?
A. Only child Accounts in the hierarchy
B. All Accounts in the hierarchy, with all fields visible
C. No Accounts in the hierarchy
D. All Accounts in the hierarchy, with limited field visibility
Answer: D (LEAVE A REPLY)

NEW QUESTION: 76
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 should be in Draft Status
B. The price book associated with the Order is also associated to the new Account
C. The Contract associated with the Order is also associated to the new Account
D. The Currency associated with the Order can be different from the new contract
Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 77
The VP Of Sales at Cloud Kicks wants to give the sales team the power of the Salesforce Mobile app so that sales reps can do their tasks on the go. 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. Mobile Smart Actions

B. Quick Actions
C. Einstein activity capture
D. Lightning Mobile Component
Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 78
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 using the Demographic Context data source to display income ranges for regions within their territories
C. Salesforce Maps with ESR1 integration to display high density neighborhoods
D. API integration with Salesforce Maps to plot existing customers on territory maps
Answer: B (LEAVE A REPLY)

NEW QUESTION: 79
Universal Containers wants to create a custom object to capture account survey data. Users must be able to select an account from the survey record and view related surveys on the account record.
Which two actions should the system administrator take to meet these requirements? (Choose two.)
A. Create a lookup relationship field on the account object.
B. Create a lookup relationship field on the survey object.
C. Add the survey related list to the account page layout.
D. Add the account related list to the survey page layout.
Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 80
Sales stages are shared between sales methodologies at Cloud Kicks. There are three product lines with unique sales methodologies. A few sales stages overlap between the three product lines.
Which two recommendations should the consultant make?
Choose 2 answers
A. One set of opportunity stages
B. One record type
C. Three record types

D. Three sets of opportunity stages
Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 81
Cloud Kicks wants to use web to-lead so potential customers can submit requests for Its products. Some existing customers also use this form to request new products, but their requests are being blocked.
What should the consultant recommend to resolve this issue?
A. Create another Duplicate Rule to run only when the current user is the default web to-lead creator, and set that rule to allow and report (without alert).
B. Create a new matching rule that ignores contacts, and set the Duplicate Rule to allow and report (with alert).
C. Modify the current Duplicate Rule to run only when the current user Is the default web to-lead creator, and set that rule to allow and report (with alert)
D. Set up an API integration because web-to-lead and Duplication Rules are incompatible.
Answer: (SHOW ANSWER)

NEW QUESTION: 82
As part of Enterprise Territory management implementation, Cloud Kicks wants the user to manually search for territory in an active territory model and assign to Opportunities. Which approach should the Consultant suggest to meet this requirement?
A. Update the Profile with the "manage Territory" permission
B. Use the default Enterprise Territory Management to provide access to assign any active territory to the Opportunity
C. Enable sharing access to the account to assign any active territory to Opportunities
D. Create Apex Class code to assign territories to open Opportunities
Answer: (SHOW ANSWER)

NEW QUESTION: 83
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 rates on a set schedule.
B. Implement org-wide reporting that displays deal values appropriately.
C. Adjust currency conversion dynamically based on a given date range.
D. Show deal value in a user's default currency.
Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 84

The marketing department at Universal Containers is migrating from its legacy campaign and email management system to Salesforce and wants to ensure that its communication materials can be migrated as well. What should a consultant recommend to migrate the marketing department's email templates?
A. Enable Email-to-Close and use the Import Wizard.
B. Manually recreate the email and mail merge templates in Salesforce.
C. Enable Email to Salesforce before sending email templates to Salesforce.
D. Create an email template change set or use the Lighting Platform.
Answer: (SHOW ANSWER)

NEW QUESTION: 85
Universal Containers has enables Advanced Currency Management.
How is the converted amount data reported on a report that spans time periods when the exchange rate was different?
A. Converted amounts are based on the historical exchange rate associated with the close date.
B. Converted amounts are based onexchange rates that use the oldest entry.
C. Converted amounts are based on exchange rates that use the current entry.
D. Converted amounts are based on the exchange rates entered in the opportunity.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 86
Resellers forUniversal Containers need access to reports in the Partner Communities to help manage their opportunities.
How should Salesforce be configured to give resellers the correct level of access to reports?
A. Create the appropriate list views and report folders in the Partner Communities for all partner users.
B. Create a Chatter group that allows partners to post links to appropriate list views and reports.
C. Create a new tab in the Partner Communities to display the appropriate list views and report folders.
D. Create the appropriate list views and report folders, and share with all partner users.
Answer: D (LEAVE A REPLY)

NEW QUESTION: 87
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 adds events to the activity timeline for custom objects.
C. EAC supports emails, events, and contacts.
D. EAC a two-way sync for events and contacts.
Answer: (SHOW ANSWER)

NEW QUESTION: 88
The Sales Director at Cloud Kicks noticed that while Lead conversion rates were high, Opportunities were not moving through the sales cycle. many of the contacts that were converted had no phone, email, or background information captured. Which three solutions can be used to improve the quality of Leads being converted? Choose 3 answers
A. Implement a trigger that warns the user of incomplete information during Lead conversion.
B. Review Lead conversion mapping to ensure necessary fields are mapped correctly.
C. Update web-to-lead forms to require input fields be completed prior to submission.
D. Schedule a report that notifies Lead owners daily of Leads with incomplete information.
E. Mandate that all Lead data must be reviewed prior to being created in Saesforce.
F. Create a validation rule to check that necessary information is complete upon Lead conversion
Answer: (SHOW ANSWER)

NEW QUESTION: 89
To ensure compliance with a platinum Service Level Agreement, cases that remain in the Tier 2 queue for more than four hours must be re-assigned to the Tier 3 queue.
What feature meets this requirement?
A. Case Comments
B. Case Escalation Rule
C. Case Assignment Rule
D. Auto Response Rule
Answer: (SHOW ANSWER)
Explanation/Reference:
Reference: https://help.salesforce.com/articleView?id=rules_escalation_create.htm&type=5

NEW QUESTION: 90
Universal Containers supports two lines of business: shipping and freight. Thesales 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 ofbusiness, and assign different stages to each page layout.
B. Create different record types and sales processes for each line of business, and assign different page layouts to each record type.

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: B (LEAVE A REPLY)

NEW QUESTION: 91
Cloud Kicks is implementing Enterprise Territory Management for its retail sales unit. The sales director wants a detailed roll-up forecast for Territories to be provided. Which two recommendations should the Consultant make? Choose 2 answers
A. Include the Formula field in the Territory page layout.
B. Include the Forecast Manager field on the Territory page layout.
C. Create Apex class code to roll up forecast details for a Territory.
D. Assign a Forecast Manager to a Territory.
Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 92
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. Salesforce Knowledge
B. Salesforce Files
C. Document lists
D. Files sync
Answer: (SHOW ANSWER)

NEW QUESTION: 93
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 Opportunity stages with probability and use collaborative forecasts for reporting.

B. Reduce the number of Opportunity stages and report on probability.
C. Reduce the number of opportunity stages and report on forecast category.
D. Align forecast categories to multiple Opportunity stages and report on forecast category.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 94
Universal Containers does NOT have a direct sales team; its channel partners are responsible for selling and servicing products. Over the past quarter, these has been an increased volume of leads. However, the Vice President of Channels has been receiving many complaints from partners on the poor quality of the leads and has noticed a significant drop in the lead conversion rate. What should a consultant recommend to improve partner satisfaction with the leads being shared?
A. Create multiple validation rules to ensure that all fields on the lead record are populated with data.
B. Create a custom lead score field to assess lead quality and assign the leads that exceed this score to partners.
C. Assign all leads to the partner channel manager to validate the lead data and manually assign to partners.
D. Use the lead score on the Find Duplicates button and assign the leads with a score in the high category.
Answer: (SHOW ANSWER)

NEW QUESTION: 95
Northern Trail Outfitters' sales manager noticed the lead conversion ratio styled the same for the healthcare industry even though the lead creation increased. Which reporting tool should resolve the issue?
A. Campaign dashboard by industry
B. Industry performance dash board
C. Report on lead lifetime by industry
D. Report on leads by source.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 96
The sales director of retail products at Cloud Kicks wants to allow cloning of orders to help sales reps process repetitive orders.
What are two guidelines to consider when cloning an order with products? Choose 2 answers
A. A cloned order must be associated with the same contract as the original order.
B. A cloned order's start date must fall between the associated contract's start and end dates.

C. A new order's currency or price book will remain the same If the original order has products.
D. The admin will be able to set up which fields can be cloned to a new order.
Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 97
Universal Containers wants to implement a website for a new product launch. The site should be publicly available, allow visitors to submit requests for information, and be managed by the non-technical marketing team.
Which solution should the consultant recommend?
A. Lightning Platform
B. Salesforce Mobile Sites
C. Lightning Components
D. Customer Community
Answer: D (LEAVE A REPLY)
Explanation

NEW QUESTION: 98
The sales director at Cloud Kicks wants to enable Person Accounts in its org. The sales director asked a consultant to evaluate the solution and present it to the sales team.
What should the consultant consider when evaluating Person Accounts?
A. Enabling Person Accounts requires a Public Read/Write sharing model
B. Enabling the Person Accounts feature is Irreversible.
C. The Person Account object must have at least two record types.
D. Person Account records only count toward Account storage.
Answer: (SHOW ANSWER)

NEW QUESTION: 99
Cloud Kicks has identified the KPIs it wants to track for the year. The inside sales team wants a visual way to see the team's progress for the year.
What should the consultant recommend to meet the requirement?
A. Set up a dashboard with the KPI reports.
B. Set up a Path based on the KPIs.
C. Install a KPI Tracker app from the AppExchange.
D. Modify a report based on KPIs.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 100
Cloud Kicks manages its sales pipeline using Salesforce. When an opportunity moves to the closed/lost stage, the company wants to enforce that the expected revenue value be $0 in reports and dashboards.

Which solution should a consultant recommend to meet this requirement?
A. Define an approval process to set the expected revenue field to $0 when the opportunity stage Is closed/lost.
B. Create a validation rule to verify the forecast probability for closed/lost opportunities is 0% and omit the forecast category for closed/lost.
C. Define a Process Builder process to set the forecast category to omitted when the Opportunity stage Is closed/lost.
D. Ensure there Is a dependency between stage and forecast category picklists to enforce the closed value for closed/lost stages.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 101
Cloud Kicks recently released a custom Action for Competitor Notes, that will prompt sales representatives to provide information about competitors for Opportunities. The sales representatives reported that even though the Action works well on their desktop, they cannot see the Action on their mobile app.
What is required to fix this problem?
A. Edit the Page Layout to include a custom link to the Action.
B. Edit the Page Layout to include the Action.
C. Edit the Visualforce to make it available for the mobile app.
D. Edit the Action to make it available for the mobile app.
Answer: (SHOW ANSWER)

NEW QUESTION: 102
A premier customer for Universal Containers needs access to confidential product roadmap information.
Which two steps should a sales representative take to securely send this information using content delivery? (Choose two.)
A. Require the recipient to log into Salesforce to access the content.
B. Remove access to content after a specified date.
C. Require the customer to enter a security token to download the content.
D. Require the customer to enter a password to view the content.
Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 103
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. Partner tool
Answer: A (LEAVE A REPLY)

NEW QUESTION: 104

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. Enable Email Tracking with reporting and activity timeline.

C. Create a formula field to determine the prospects time zone.

D. Configure Einstein Lead Scoring to determine the best time to make contact.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 105

Which three actions should a consultant recommend to provide alignment between a new formal sales methodology and Salesforce? Choose 3 answers

A. Embed Lightning components within Salesforce to support the sales methodology

B. Develop a data integration between Salesforce and the sales methodology database

C. Consider available sales methodology AppExchange applications

D. Configure Salesforce standard and custom objects to support the sales methodology

E. Override Salesforce user interface with the sales methodology user interface.

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

NEW QUESTION: 106

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

A. Set accounts to private and contacts to private

B. Set accounts to public read-only and contacts to controlled by parents

C. Set accounts to public read-only and contacts to private

D. Set accounts to private and contacts to controlled by parents

Answer: B (LEAVE A REPLY)

NEW QUESTION: 107

Universal Containers has configured a private sharing model with opportunity team selling enabled. The company allows its sales representatives to add sales team members to their opportunities when necessary. As a result, each sales representative has opportunities they directly manage and opportunities on which they collaborate with other sales representatives. Which data set filter report would allow the sales representatives to see all opportunities they are involved with?

A. My team-selling shared opportunities
B. My collaborative opportunities
C. My team-selling and my opportunities
D. My team's opportunities
Answer: C (LEAVE A REPLY)

NEW QUESTION: 108
Sales reps at Cloud Kicks are spending too much time coordinating meetings with prospective clients.
Which solution should a consultant recommend to schedule meetings more efficiently?
A. Share the sales reps' Salesforce calendar wrth clients.
B. Utilize the Insert Availability feature in Salesforce Inbox.
C. Create a site that clients can access to schedule meetings.
D. Ask clients to share their Outlook calendars.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 109
Cloud kicks sells online subscription for its leading shoe of the month club. Customers can make a single payment or setup a weekly and monthly or quarterly. Cloud kicks wants to use opportunities to track and import on the subscription deals.
What should a consultant recommended to meet this requirement?
A. Enable schedules on the product object
B. Enable schedules on the opportunity object
C. Use assets with lookup with opportunity object
D. Use contacts with lookup to the opportunity object
Answer: A (LEAVE A REPLY)

NEW QUESTION: 110
Universal Containers plans to implement lead management functionality for channel sales representatives who need to push pre-qualified leads to their partners. Partners need the ability to access and update the leads assigned to them. Which solution should a consultant recommend for this scenario?
A. Create a task for a partner when a new lead is created and assign the task to the partner in the Partner Community.

B. Add the leads tab to the Partner Community and configure partner profiles to access leads.
C. Configure a separate leas record type and page layout for the Partner Community.
D. Create a customized site where partners can self-register and access their leads.
Answer: B (LEAVE A REPLY)

NEW QUESTION: 111
What features of work.com can managers use to help sales representatives meet their quotas? Choose 2 answers
A. Coaching plans to help the sales rep drive results
B. Coaching dashboards to monitor progress
C. Coaching feed visible to the entire sales teams
D. Coaching feedback that automatically adjusts the goals
Answer: (SHOW ANSWER)

NEW QUESTION: 112
What must an administrator do when creating a record type?
A. Add the record type to the required user records.
B. Assign the record type to the appropriate profiles.
C. Create a new page layout for the record type.
D. Set the field-level security for the record type.
Answer: (SHOW ANSWER)

NEW QUESTION: 113
Cloud Kicks wants to utilize Opportunities to report and track subscriptions to its "Shoe of the Month" club. Subscribers can pay in full (all at one time), weekly, monthly, or quarterly. Which solution should the Consultant recommend to meet Cloud Kicks' need?
A. Enable schedules on the Opportunity object.
B. Enable schedules on the Product object.
C. Configure the use of contracts with a lookup to the Opportunity object.
D. Configure the use of assets with a lookup to the Opportunity object.
Answer: B (LEAVE A REPLY)

NEW QUESTION: 114
Northern Trail Outfitters (NTO) has a large sales department that is dispersed worldwide. Sales managers want greater visibility into the opportunities in progress with their respective teams and would like to receive email notifications when key opportunity fields are changed (e.g., amount or sales stage). However, individuals would like to control the frequency of their email notifications. Which solution should a consultant recommend for this scenario?

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

NEW QUESTION: 115
Cloud Kicks has just completed a Sales Cloud implementation and the marketing team is creating campaigns. Cloud Kicks wants to gain feedback on the implementation. What should the Consultant recommend?
A. Upgrade to the latest Salesforce release
B. Sign off on the Statement of work
C. Complete a post-mortem
D. Undergo training
Answer: C (LEAVE A REPLY)

NEW QUESTION: 116
The Cloud Kicks global sales team has asked for a simpler way to view and manage its Opportunities pipeline.
The team is often responsible for hundreds of deals at a time across multiple countries and currencies. The account executive has suggested using the Kanban view.
What are three considerations? (Choose three.)
A. The Kanban cards display up to 10 fields.
B. The Kanban view displays amounts in the user's currency.
C. The Kanban view can display a maximum of 200 records.
D. The Kanban view can summarize records by currency fields.
E. The Kanban view can show rollup summaries for currency fields.
Answer: (SHOW ANSWER)

NEW QUESTION: 117
Which two statements must be considered when activating and assigning Themes and Branding? (Choose two.)
A. Up to 300 custom Themes can be created per org.
B. Themes apply to both Lightning Experience and mobile.
C. Only one Theme can be applied in an org at a time.
D. Each profile can be applied a different Theme.
Answer: A,C (LEAVE A REPLY)

Explanation/Reference:
Reference: https://help.salesforce.com/articleView?id=brand_your_org_in_lightning_experience.htm&type=5

NEW QUESTION: 118
Northern Trail Outfitters (NTO) wants to record information about its conferences and attendees. Some customers attend multiple NTO conferences. What should the consultant recommend if NTO desires to present this data on the contact layout using the standard configuration?
A. Utilize Campaigns for conferences and a custom object to record attendee information
B. Create a custom object for conferences and a custom object to record attendee information
C. Utilize Campaigns for conferences and add Campaign Members to record attendee information.
D. Create a custom object for conferences and a custom lookup field to conferences on Contacts
Answer: C (LEAVE A REPLY)

NEW QUESTION: 119
The sales director at Universal Containers wants to ensure that a custom field on the Lead object is excluded from Einstein Lead Scoring.
How should the consultant meet the requirement?
A. Exclude the custom field from all page layouts.
B. Clear the custom field's values on all records.
C. Omit the custom field from the scoring model.
D. Make the custom field Read-Only on all profiles.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 120
Which two processes should be recommended to track campaigns that influence won opportunities? (Choose two.)
A. Add campaigns to opportunities when the campaign is related to a contact that is assigned a contact role on the opportunity prior to the close date.
B. Have representatives populate a field on the opportunity record with the dollar amount of the expected revenue from the campaigns that influenced the opportunity.
C. Have the administrator specify a timeframe that limits the time a campaign can influence an opportunity after the campaign first associated date and before the opportunity created date.
D. Automatically add child campaigns of the primary campaign source if the child campaigns have an end date that falls before the opportunity close date.
Answer: (SHOW ANSWER)

NEW QUESTION: 121

Cloud Kicks' sales productivity is on the decline, while its competitors are doing great. The Consultant has suggested Einstein Opportunity Insights. Which three insights can this provide? Choose 3:

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

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

NEW QUESTION: 122

Which two actions can be completed with a workflow field update? (Choose two.)

A. Apply a specific value to a field.
B. Change the record type of a record.
C. Select a formula field for a field update.
D. Update the value of a field on a child object.

Answer: (SHOW ANSWER)

NEW QUESTION: 123

Universal Containers has configured the Account organization-wide default (OWD) sharing as Public Read Only. All customer Accounts are owned by the customer successmanager. When a customer calls support to update their contact information, the support agent on their Account team is unable to edit the Account.

Which approach should a consultant recommend allowing the support agent to edit the Account, while still enforcing the Public Read Only OWD?

A. The support agent should add themselves to the customer's Account team to grant Edit permissions.
B. The customer success manager should include the support agent on the default Account team with Edit permissions.

C. The customer success manager should change the owner of the Account to the support agent.
D. The support agent should contact the customer success manager to update the Account.
Answer: B (LEAVE A REPLY)

NEW QUESTION: 124
Cloud Kicks has enabled territory forecasts to see how expected revenue compares between sales territories, and to know which territory has the most closed deals in a month. The territory hierarchy has three branches with child territories, with forecast managers assigned to a few of them. Which two actions can forecast managers perform?
Choose 2 answers
A. They can see all of their territory forecast in a single-page summary view.
B. They can share their forecast with any external user.
C. They can share their forecast with any Salesforce user.
D. They can share their summary view with any Salesforce user.
Answer: (SHOW ANSWER)

NEW QUESTION: 125
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 Account
B. Closed Won Opportunities with Recommendations
C. Closed Won Opportunities by the sales team
D. Closed Won Opportunities with Activities
Answer: C (LEAVE A REPLY)

NEW QUESTION: 126
Sales Management at Cloud Kicks has noticed that the Quote amount on Opportunities does not match the Opportunity amount.
Which two actions should the Consultant recommend to resolve this issue? (Choose two.)
A. Build a formula field on Opportunity to roll up Total Value from the Quote Record.
B. Add a global action to sync the Quote with the Opportunity.
C. Add a Sync button to the Page Layout.
D. Build a Workflow rule to update the Opportunity Amount with a Grand Total Value on the Quote Record.
E. Add the Syncing checkbox to the Quotes related list.
Answer: C,E (LEAVE A REPLY)

NEW QUESTION: 127

The sales management team at Northern Trail Outfitters (NTO) wants to analyze how the sales funnel is changing throughout the month. NTO wants to store the details of open opportunities weekly, and forecasts and closes business monthly. What should be recommended?

A. Create a reporting snapshot to run weekly and store the results in a custom object.

B. Schedule a custom forecast report to run weekly and store the results in a custom report folder.

C. Schedule a custom forecast report to run daily and store the results in a custom report folder.

D. Create a reporting snapshot to run daily and store the results in a custom object.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 128

Universal Containers wants to track the campaigns that influence won opportunities. Which two actions should a consultant recommend to meet this requirement using standard functionality?

Choose two answers.

A. Add campaigns to opportunities when the campaign is related to a contact that is assigned a contact role on the opportunity prior to the close date.

B. Have theadministrator specify a timeframe that limits the time a campaign can influence an opportunity after the campaign first associated date and before the opportunity created date.

C. Automatically add child campaigns of the primary campaign source if the child campaigns have an end date that fails before the opportunity close date.

D. Have representatives populate a field on the opportunity record with the dollar amount of the expected revenue from the campaigns that influenced the opportunity.

Answer: (SHOW ANSWER)

NEW QUESTION: 129

Northern Trail Outfitters has two products that each have a unique sales methodology. Some of the sales stages are shared between methodologies, the rest are exclusive to only one of the sales processes. Which three components should be configured to support two unique selling methodologies, even when a few of the sales stages overlap between the two? Choose 3 answers

A. Two page layouts

B. Two record types

C. One set of opportunity stages

D. Two sales processes

E. Two sets of opportunity stages

Answer: (SHOW ANSWER)

NEW QUESTION: 130
Which two settings can a System Administrator enable in the User Interface Setup?
(Choose two.)
A. Printable list views
B. Related list hover links
C. Customizable recent tags
D. Chatter Messenger for specific users
Answer: (SHOW ANSWER)
Explanation/Reference:
Reference: https://help.salesforce.com/articleView?id=customize_ui_settings.htm&type=5

NEW QUESTION: 131
A Consultant arrives for a requirements workshop, but key resources are absent.
What is the likely reason the key resources are absent?
A. The purpose and scope were not defined.
B. The project plan did not receive sign-off.
C. The resources were not on the Project kick-off.
D. The proper roles, resources, and risks were not identified.
Answer: D (LEAVE A REPLY)

NEW QUESTION: 132
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 a junction object between Accounts and Contacts.
B. Create a reverse lookup from Contacts to Accounts.
C. Create a custom lookup from Accounts to Contacts.
D. Use the Contacts to Multiple Accounts feature.
Answer: (SHOW ANSWER)

NEW QUESTION: 133
Universal Containers wants to equip its sales team with mobile capabilities. The sales team needs to quickly look up contacts, accounts, and opportunities and easily log calls. Due to limited coverage in certain geographic areas, the sales team wants access to customer information even without an Internet connection.
Which mobile solution is appropriate for the Universal Containers' sales team?
A. Salesforce Touch App
B. Salesforce Mobile app
C. SalesforceA App
D. Custom hybrid App

Answer: B (LEAVE A REPLY)

NEW QUESTION: 134

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. use the Related List - Single component to display the Account's Contracts on the Opportunity Lightning page.

B. Build a custom Opportunity lookup field to Contracts with an Account dependency filter and make it editable.

C. Add the Contracts related list to each of the Opportunity page layouts used In the sales record types.

D. Create an object-specific action to create a Contract record from the Opportunity page layouts used by sales.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 135

Northern Trail Outfitters' sales representatives have to be certified to sell items in its Professional catalog.

Which two ways should Salesforce be set up to prevent those who are NOT certified from adding these items to opportunities? (Choose two.)

A. Utilize a separate price book for the products requiring certification and only share the price book to users who are certified.

B. Utilize a validation rule on opportunity products to prevent them from adding products marked as requiring certification if they are NOT certified.

C. Utilize a criteria-based sharing rule on products marked as requiring certification to only share the products to users who are certified.

D. Utilize a validation rule on products marked as requiring certification to prevent them from being added to an opportunity.

Answer: (SHOW ANSWER)

NEW QUESTION: 136

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 price book associated with the order is also associated to the new account.

B. The currency associated with the order can be different from the new contract.

C. The order associated with the account should be in draft status.

D. The contract associated with the order is also associated to the new account.

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 137
Northern Trail Outfitters has multiple currency enabled. Which two statements are true about opportunities in this situation? Choose 2 answers
A. The selected currency is used for the Amount (Converted) field.
B. Currency must be specified for the opportunity
C. The selected currency is used for the Amount filed.
D. User's default currency overrides the specified opportunity currency.
Answer: (SHOW ANSWER)

NEW QUESTION: 138
Which two should an administrator consider when configuring workflow rules? (Choose two.)
A. All existing records are evaluated when a new rule is activated.
B. Rule actions can take place immediately or can be time based.
C. Rules must be deactivated before using the Data Import Wizard.
D. Rules can be evaluated when records are created or edited.
Answer: (SHOW ANSWER)

NEW QUESTION: 139
Northern Trail Outfitter wants to implement a Partner Community to help manage an extensive distributor and reseller partner community. The consultant is setting up partner users. What are two considerations for this step in the process? Choose 2 answers
A. Partner users CANNOT receive emails generated through workflow actions
B. The sharing model should be re-evaluated when the Partner Community is enabled.
C. Partner user can own account and opportunity records in salesforce.
D. Partner users are associated with the same set of profiles as internal users.
Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 140

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. Capability Model
B. Suppliers, Imports, Processes, Outputs, Customers (SIPOC) Diagram
C. Value Stream Map
D. Strengths, Weaknesses, Opportunities, Threats (SWOT) Diagram
Answer: A (LEAVE A REPLY)

NEW QUESTION: 141
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. Ask management to select which employees should participate In sessions.
B. Arrange multiple sessions with small groups of employees.
C. Ask all employees to email their ideas and feedback to the consultant.
D. Send a survey to all employees asking for a list of desired changes.
E. Meet with a large group of employees to listen to their feedback.
Answer: (SHOW ANSWER)

NEW QUESTION: 142
The sales team at Cloud Kicks needs to track the number of retail locations for each of its Leads. Once the Lead is converted, the sales team wants to see the number of retail locations related to its customer. The service team also wants to view this information.
Which two actions should the Consultant take to meet this requirement? (Choose two.)
A. Create custom fields on the Account and Lead objects to store the number of retail locations.
B. Map the custom field from the Lead object to the custom field on the Account object during lead conversion.
C. Update the Account with number of retail locations after it has been converted.
D. Create a rollup field on the Account to calculate the number of retail locations.
E. Map the custom field from the Lead object to the standard field on the Account object during lead conversion.
Answer: (SHOW ANSWER)

NEW QUESTION: 143

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 subfolders, keeping the top region folder sharing settings and limiting the sharing settings for the subfolders for each region.

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

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

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

Answer: (SHOW ANSWER)

NEW QUESTION: 144

Northern Trail Outfitter has created a Complaints custom object related to Accounts. Due to the sensitive nature of these records, the object's visibility has been set to Private. A dedicated subnet of support users who will work on these items has been added to a Complaints Specialist public group. Only users within the Complaints Specialist public group should be able to view and edit any Compliant record.

Which two options should a consultant recommend to meet the requirements? Choose 2 answers

A. Use Apex managed sharing to grant record access to users In the Complaints Specialist public group and restrict manager visibility.

B. Uncheck the Grant Access Using Hierarchies checkbox in Sharing Settings for the Complaints object.

C. Create a catena-based sharing rule that grants Read/Write access to the Complaints Specialist public group.

D. Set the Complaint object's default visibility to allow only the users in the Complaints Specialist group to access the records.

Answer: (SHOW ANSWER)