Sales-Cloud-Consultant Dumps

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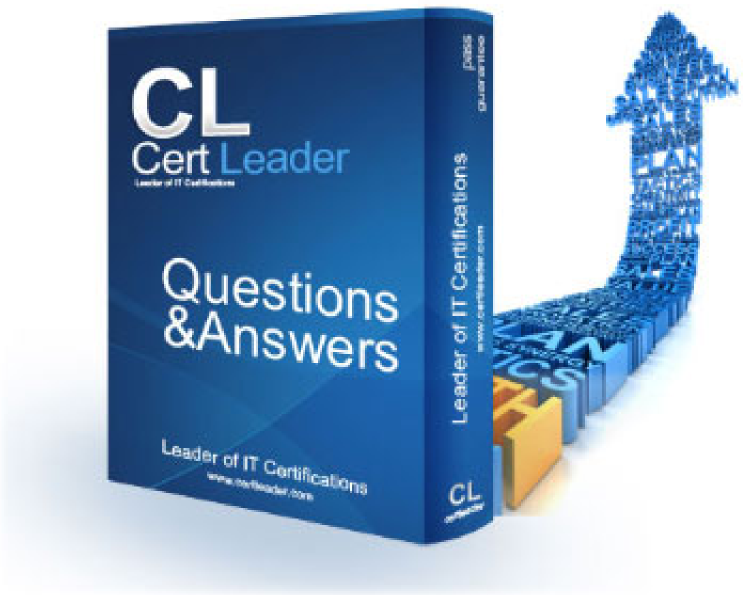

NEW QUESTION 1
Northern Trail Outfitters (NTO) wants to expand its use of Salesforce and start tracking orders on accounts. NTO has hired a consultant to complete the project. Which two considerations should the consultant take into account when implementing sales orders' Choose 2 answers

A. Order line items can be added or removed after an order is activated.
B. Products have to be manually added to a cloned order.
C. Contract Number is a required field on the order page layout.
D. Organization-Wide defaults must be set to Controlled by Parent.

Answer: AD

NEW QUESTION 2
A consultant has completed the Build and Validate phases of a Sales Cloud implementation at Cloud Kicks. Which step should the consultant complete next?

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

Answer: C

NEW QUESTION 3
The Cloud Kicks team needs to quickly look up contacts, accounts, and opportunities and easily log calls from their mobile phones. Due to limited coverage in certain geographic areas, the team wants access to customer information while out of the office and when they are without an internet connection.
Which two steps should the consultant recommend? Choose 2 answers

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

Answer: BD

NEW QUESTION 4
Each product engineer at Cloud Kicks supports 3 specific product lines. There are three product lines. Sales reps sell all the company's product lines; Sales management wants the appropriate product engineer automatically assigned to any new Opportunity for their product line with Read-Only rights.
What are two actions the consultant can take to meet the requirement? Choose 2 answers

A. Manually assign a product-specific role to each product engineer.
B. Create criteria-based opportunity sharing rules for each product line.
C. Enable Default Opportunity Teams for the Opportunity.
D. Enable Default Account Teams for each product line.

Answer: AB

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

NEW QUESTION 5
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. Assign all users to a region, build a report using user login history, and filter on region.
B. Create an Opportunity report per region, filtering by User.
C. Ask each regional sales manager to run the standard User Adoption report.
D. Install Salesforce Adoption Dashboards from the AppExchange and use the region chart.

Answer: D

NEW QUESTION 6
Northern Trail Outfitters (NTO) has completed its annual planning and wants to update the territory assignments for all sales reps in its enterprise. NTO understands this can impact the current year closing due by the end of the quarter. The IT team is also planning a release of the new incentive management package that will be used by sales reps.
Which two considerations should the consultant consider when deciding on the timing of the release? Choose 2 answers

A. Testing changes to Territory Management and the incentive management package should be completed in a Full Sandbox before releasing to Production.
B. Changes to Territory Management need to be made in Production directly and can be completed without impacting users.
C. Installing a new incentive management package along with Territory Management changes may add high risk to the deployment.
D. Combining the Territory Management changes, and the incentive management package allows for mi faster ramp-up time for users.

Answer: AC

NEW QUESTION 7
Universal Containers has hired a new employee for the Global Sales Leadership team. The employee is intere in fostering friendly competition between account executives, with emphasis on reinforcing activities that dm sales. Historically, for every four prospect meetings held, one sale was generated.
Which action would help support the sales teams?

A. Create subscription reports to send daily prospect meetings planned to the Assigned user for those events.
B. Show a leaderboard on the regional sales dashboards highlighting the account executives who have created the most opportunities.
C. Show a leaderboard on the regional sales dashboards highlighting account executives who have held the most prospect meetings.
D. Create a dashboard that displays the most sales dosed by region using charts to show sale: green and lost opportunities in red.

Answer: B

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

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

Answer: C

NEW QUESTION 9
Cloud Kicks (CK) wants to implement sharing rules. Which three considerations should the consultant explain to CK?
Choose 3 answers

A. CK can expand access beyond the organization-wide default levels with sharing rules.
B. Organization-wide defaults must be Public Read Only or Private to create sharing rules.
C. Sharing rules apply only to new records that meet the definition of the source data set.
D. When a sharing rule is deleted, the sharing access created by that rule must be manually removed.
E. When multiple sharing rules are assigned, the user is assigned the least restrictive access.

Answer: ABE

NEW QUESTION 10
Cloud Kicks plans to integrate its email system with Salesforce, and wants to show the last 2 months of email activity to its 75 sales reps.
What should a consultant recommend to meet this requirement?

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

Answer: B

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

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

Answer: D

NEW QUESTION 11
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. Salesforce Connect and External Objects
B. My Domain and Single Sign-On
C. Ce Nightly scheduled Batch Data jobs
D. Workflow Rules and Outbound Messaging

Answer: B

NEW QUESTION 16
Cloud Kicks (CK) wants to migrate data from its existing enterprise resource planning (ERP) system to CK wants to organize its data using the unique ID that is a number type in the ERP.
What should the consultant recommend to meet the requirement?

A. Map the ERP unique ID to a custom external ID unique number field.
B. Create a text field and insert the ERP unique ID.
C. Use the ERP unique ID as the Salesforce ID.
D. Create an external ID unique number field in the ERP labeled ERP unique ID.'

Answer: A

NEW QUESTION 19
Cloud Kicks wants to implement a methodology to determine which current leads have the most in common with leads that have successfully been converted in the past.
How can the consultant meet this requirement?

A. Use Lead Conversion Reporting.
B. Create Conversation Insights.
C. Use Einstein Lead Scoring.
D. Create Cadence Steps.

Answer: C

NEW QUESTION 22
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 Non-preview Sandbox
C. Deploy after the Salesforce Release.
D. Test new configurations in a Preview Sandbox.

Answer: CD

NEW QUESTION 26
Cloud Kicks (CK) wants to migrate a data file containing 8,000 leads from a legacy system into Salesforce. Many of the lead owners have left the company, so CK wants to populate the Lead Owner field for these records using the active assignment rule.
Which two tools should a consultant recommend to meet the requirement? Choose 2 answers

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

Answer: AB

NEW QUESTION 29
The Cloud Kicks (CK) sales team works with two different types of leads: distributors and retailers. CK's management wants the sales team to follow two different lead qualification processes before converting the Lead into an opportunity.
Which three actions should a consultant recommend to meet this requirement? Choose 3 answers

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

Answer: ADE

NEW QUESTION 30
Universal Containers is analyzing data to identify gaps and wants to know which Accounts with open Opportunities are missing Contacts.
Which feature should a consultant recommend building this report?

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

Answer: D

NEW QUESTION 31
Cloud Kicks (CK) needs to determine the effectiveness of a recent marketing campaign on new leads' quality. CK is using Einstein Lead Scoring,
Which solution should the consultant recommend?

A. Create a custom object to track the Lead Score and relate it to the Lead.
B. Create a custom score field to capture the marketing Campaign's quality.
C. Add the Lead Score component to the Lead Detail page.
D. Specify a default score of the leads added to the Campaign.

Answer: B

NEW QUESTION 34
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 a two-way sync for events and contacts.
B. EAC events are unable to be synched with contacts and leads.
C. EAC adds events to the activity timeline for custom objects.
D. EAC supports emails, events, and contacts.

Answer: AD

NEW QUESTION 39
Universal Containers has four product lines, each with its unique sales cycle. Once the prospect is qualified, the sales reps should follow the product-specific sales cycle. Which two actions should a consultant recommend to meet these requirements? Choose 2 answers

A. Implement sales processes that map to each Opportunity record type.
B. Create Opportunity record types for each product line.

Answer: AB

NEW QUESTION 40
Cloud Kicks has hired a consultant to help with its quoting process. The consultant has determined that some quote custom fields should be viewed from the Opportunity. What should a consultant consider when implementing the custom fields?

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

Answer: C

NEW QUESTION 42
Sales reps at Cloud Kicks are responsible for creating leads manually and entering relevant details. The marketing department has noticed that some leads are missing important information.
What are two functionalities the consultant should apply to ensure that key fields are populated?
Choose 2 answers

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

Answer: CD

NEW QUESTION 43
Cloud Kicks (CK) maintains products and price books on an external platform due to the high frequency of pricing changes to products. CK has a B2B license. Sales managers want to monitor pipeline by sales rep and territory, report on team revenue to goal, and view order status «n Salesforce.
What are two actions the consultant should take to meet the requirements? Choose 2 answers

A. Enable Optional Price Books for Orders.
B. Implement Opportunity Teams and Opportunity Splits
C. Use opportunities and enable Forecasts
D. Import products and price books from the external platform.

Answer: AB

NEW QUESTION 46
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. Review the Setup Audit Trail.
B. Create a report for the Login History object.
C. Run the Salesforce Optimizer.
D. Open the Lightning Usage App.

Answer: CD

NEW QUESTION 49
A large company is about to undertake its Initial Sales Cloud implementation. Different people will create features in multiple sandboxes. The consultant has recommended using change sets to move customizations to the full copy sandbox for testing and then move them to production for release
Which two approaches should the consultant recommend to help migrate the customizations from the full copy sandbox to production?
Choose 2 answers

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

Answer: BC

NEW QUESTION 53
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 support agent should contact the customer success manager to update the Account.
C. The customer success manager should change the owner of the Account to the support agent.
D. The customer success manager should include the support agent on the default Account team with Edit permissions.

Answer: D

NEW QUESTION 57
During the requirements gathering workshops at Cloud Kicks, the project team and subject matter experts bring up new ideas to incorporate4 into the current project.
Which best practice should the consultant use to refocus the meeting and stay on topic?

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

Answer: B

NEW QUESTION 61
A consultant has been tasked with analyzing the way sates reps use Salesforce to work a deal from inception to close, and then presenting this information to management.
What should the consultant utilize to present the information?

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

Answer: B

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

NEW QUESTION 66
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. Conduct a requirements workshop to gather user stories.
C. Create a report to track the login rate over the last 7 days.
D. Create a Slack channel to gather and discuss feedback from users.

Answer: C

NEW QUESTION 71
The Universal Containers sales team wants to easily show Account relationships to its sales reps and report on these relationship.
Which two considerations should the consultant take into account? Choose 2 answers

A. Account relationships are visible from Person Account records.
B. A Person Account can be either a parent or child in the Account Hierarchy.
C. Account Hierarchy displays only the Amounts users have Read permission to view.
D. Accounts can be organized into different divisions based on specific criteria.

Answer: CD

NEW QUESTION 74
A consultant is implementing a new Sales Cloud instance for Cloud Kicks (CK) that has a public sharing model for Accounts. Different sales reps own local Accounts that create a multi-level Account Hierarchy. CK needs to see the total number of closed won opportunities and the revenue value for all Accounts in the hierarchy when viewing 2 Parent Account. Which recommendation meets this requirement?

A. Configure an after-save flow to update a custom field on the parent Account with the total value of opportunities from the child Accounts.
B. Create a Roll-Up Summary field on the parent Account with the total value of won Opportunities from the child Accounts
C. Create a workflow rule to update the custom field on the parent Account with the total value of won Opportunities from the child Accounts
D. Use the View Account Hierarchy option and include a custom Roll-Up Summary field with the total value of won Opportunities in the displayed columns.

Answer: A

NEW QUESTION 77
A Cloud Kicks sales team based in the U.S. wants to grow market share in Australia. The company has multicurrency enabled and has added the Australian Dollar as an available currency.
How should the consultant allow the sales team to report on Australian deal values in U.S. Dollars (USO)?

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

Answer: B

NEW QUESTION 80
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. Remove the related Product from all Opportunities and Quotes.
B. Archive the Product or Price Book and each related Price Book entry.
C. Edit the Product record and uncheck the Active field.
D. Create a Flow to automatically delete the Product from the Price Book.

Answer: A

NEW QUESTION 85
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. Set obtainable metrics, goals, and milestones for the deadline.
B. Deploy the Salesforce mobile app to the team prior to the event.
C. Reschedule the event to ensure functionality is complete.
D. Implement additional features to make the team more productive

Answer: A

NEW QUESTION 90
Northern Trails Outfitters (NTO) is ready to start the next phase of its Salesforce implementation. A consultant recommends using Universal Process Notation (UPN) to document the business process maps NTO will use as its guide.
As NTO maps out its processes, which two key principals of UPN should the team keep in mind? Choose 2 answers

A. Attach supporting information at the detail level.
B. Use symbols of different colors, arrows, and swim lanes for clarity.
C. Limit the number of activity boxes on the screen to 8 to 10.
D. Keep version control and change history at the diagram level.

Answer: CD

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. Files sync
B. Salesforce Files
C. Document lists
D. Salesforce Knowledge

Answer: B

NEW QUESTION 94
During the Discovery phase of a project, which three steps should a consultant complete to prepare for a successful engagement? Choose 3 answers

A. Create implementation plan.
B. Establish project goals.
C. Define sales processes.
D. Define success metrics.
E. Set project milestones.

Answer: ADE

NEW QUESTION 98
Cloud Kicks wants to send a notification to sales reps when their opportunities remain open past the close date. Which two solutions should the consultant recommend to meet the requirement?
Choose 2 answers

A. Add sales reps to the Opportunity Team.
B. Instruct sales reps to follow their opportunities.
C. Enable Einstein Opportunity Insights.

D. Use Flow with a scheduled action and an email alert.

Answer: CD

NEW QUESTION 101
Universal Containers (UC) wants to make it easier for sales reps to log their customer interactions, such as emails and events, directly from their email and calender applications. UC wants to report on these activities in Salesforce.
Which two actions should the consultant recommend? Choose 2 answers

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

Answer: AB

NEW QUESTION 104
Cloud Kicks requires its sales associates to record all customer interactions within Salesforce. Which sales metric can a sales manager at Cloud Kicks use to monitor and reinforce
its sales strategy?

A. Close Rate
B. Renewal Rate
C. Forecast Accuracy
D. Activity Tracking

Answer: D

NEW QUESTION 107
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. Plan
B. Document
C. Test
D. Design

Answer: D

NEW QUESTION 110
The sales director of retail products at Cloud Kicks wants to allow cloning of orders to help sales reps process repetitive orders.
What are two guidelines to consider when cloning an order with products? Choose 2 answers

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

Answer: AD

NEW QUESTION 111
A consultant is beginning a new project with Cloud Kicks to implement collaborative forecasting. What should the consultant use to gather requirements using an Agile methodology?

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

Answer: D

NEW QUESTION 114
The sales director at Cloud Kicks wants to enable Person Accounts in its org. The sales director asked a consultant to evaluate the solution and present it to the sales team.
What should the consultant consider when evaluating Person Accounts?

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

Answer: A

NEW QUESTION 115
Cloud Kicks (CK) has an external enterprise resource planning (ERP) system that stores product order information. CK wants to view those orders as a related list on the account record in real time.
Which best practice should the consultant recommend?

A. Implement Salesforce Connect and an external object to get real-time product order information, and add the external object as a related fist on the Account.
B. Create a Lightning component, and get the real-time product order information from ERP using REST integration.
C. Create external object product onto" information in Salesforce, run a nightly batch to get details from ERP, and add the external object as a related fist on the Account.
D. Implement Salesforce-to-Salesforce to get real-time product order information, and add it as a related list on the Account.

Answer: A

NEW QUESTION 116
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. Use Contact roles on the Opportunity object.
B. Add a contact lookup Meld to the Opportunity.
C. Add a multi-select picklist field on the Opportunity object.
D. Use a junction object between the Opportunity and Contact.

Answer: A

NEW QUESTION 118
An executive at Cloud Kicks (CK) has asked its admin to create a diagram to show the high-level process areas within the business. CK plans to use the diagram to show the context of a new area of the business within the overall business. What should the admin create to meet this requirement?

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

Answer: A

NEW QUESTION 122
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. Prioritize executive requests.
B. Train end users after deployment.
C. Communicate updates to end user.
D. Create an org development model.
E. Collect input from stakeholders.

Answer: ACD

NEW QUESTION 125
Cloud Kicks' sales productivity is on the decline, while its competitors are more successful. The consultant has suggested Einstein Opportunity Insights.
Which three insights can this provide? Choose 3 answers

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

Answer: CDE

NEW QUESTION 127
The Cloud Kicks sales team can create leads for both business and individual customers. Person Accounts have been enabled in its Salesforce org.
Which action should be taken to convert a lead into a Person Account?

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

Answer: D

NEW QUESTION 132
Cloud Kicks requires its sales reps to 90 through an internal certification process on myTrallhead before they add specific groups of Products to Opportunities.
Which two solutions should be used to validate that sales reps have completed the myTrailhead badge? Choose 2 answers

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

Answer: AB

NEW QUESTION 134
Cloud Kicks is implementing Territory Management for its retail sales unit. The sales director is requesting a detailed roll-up forecast for territories.
Which two recommendations should the consultant make? Choose 2 answers

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

Answer: CD

NEW QUESTION 139
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. Explain the types of object relationships in Salesforce
B. Review the Object Manager tab in Setup with the customer.
C. Use Schema Builder to show a visual of related objects.
D. Obtain an export of object data from the current system.

Answer: AB

NEW QUESTION 142
Sales managers at Cloud Kicks have noticed that information in some opportunity reports is incomplete. A consultant has performed an analysis and determined that opportunity stage reports often lack key information that sales managers expect at each stage because sales reps have yet to enter the data.
What should the consultant recommend so opportunity stage reports always contain the data managers expect?

A. Create an Auto launched flow to determine if required fields are missing.
B. Mark the fields as required on the Page layout.
C. Customize Path and create validation rules dependent on stages.
D. Configure Path by checking the Key Field Required checkbox.

Answer: C

NEW QUESTION 146
Cloud Kicks (CK) plans to implement Advanced Currency Management for its Salesforce implementation. CK has Roll-up Summary fields on the Account and Opportunity.
What should CK consider when enabling Advanced Currency Management in its Salesforce org?

A. Dated exchange rates are used in Opportunity forecasting or currency fields in other types of reports.
B. Opportunity Roll-up Summary fields will update from the Opportunity Line Item object.
C. Account Roll-up Summary fields will update from the Opportunity object.
D. Account cross-object formulas always use the dynamic conversion rate for currency conversion.

Answer: B

NEW QUESTION 148
A customer notices a large increase in leads created overnight which exceed the daily limits. Upon examination, the leads appear to be created by bots. The Customer uses a standard web-to-lead from without safeguards in place to limit spam on forms.
What should the consultant recommend as the first line of defense before republishing the form?

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

Answer: A

NEW QUESTION 149
Sales operations managers are reporting a higher number of Activities than is accurate for their teams When viewing reports, managers see Activities related to Opportunities and Accounts only for their team. However, Activity records related to Campaigns appear m all of the reports, regardless of which sales team should get credit for them. Enterprise Territory Management and role hierarchies are used.
Why are Campaign Activities for all teams visible m reports viewed by sales operations managers?

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

Answer: B

NEW QUESTION 150
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. Add the products to a product family.
B. Activate the products
C. Add the products to the price book.
D. Share the products with sales reps.

Answer: BC

NEW QUESTION 152
A sales manager for one of Cloud Kicks" sales territories is unable to see a forecast for the current quarter. How should the consultant resolve this issue?

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

Answer: C

NEW QUESTION 156
Prospects at Cloud Kicks are exposed to many different marketing activities. In most cases, a combination of several different activities result in a successful sale.
How should the consultant configure Salesforce to track which marketing activities influenced the customer to make a purchase?

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

Answer: B

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

NEW QUESTION 160
Cloud Kicks has an integration between the data warehouse and Salesforce. The VP of operations wants to synchronize customer data between the systems.
What should the consultant recommend to ensure data integrity?

A. Set up a Process Builder process on the Account object to check for unique values on a monthly basis.
B. Set up an encrypted field on the Account object with Read Only on the field security settings for all profiles except the admin profile.
C. Set up an External ID field on the Account object with Read Only on the field security settings for all profiles except the admin profile.
D. Set up an import of the data from the data warehouse on a monthly basis using Data Loader

Answer: B

NEW QUESTION 164
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 products with monthly product Schedules
B. Opportunity products with formula fields for each month's value
C. Opportunity dashboard showing opportunities closed each month
D. Opportunity dashboard showing products sold each month

Answer: A

NEW QUESTION 169
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. Construct Opportunity Reports with custom formulas to show attainment.
B. Build automation to aggregate and report on revenue attainment from the User object.
C. Configure custom objects and use automation to calculate and stone attainment.
D. Configure sales quotas and compare quota attainment on the forecast.

Answer: D

NEW QUESTION 171
Cloud Kicks has enabled territory forecasts to see how expected revenue compares between sales territories, and to determine which territory has dosed the most deals in a month. The territory hierarchy has three branches with child territories, where forecast managers may be assigned to a few of them.
Which two actions can forecast managers perform? Choose 2 answers

A. Add territory forecast to the hierarchy.
B. Add a Forecasts tab to the Sales app.
C. View the territory forecasts as a single-page summary.

D. Share the forecast with any Salesforce user.

Answer: CD

NEW QUESTION 174
After a project deployment, several bugs are identified by end users and prioritized by the project team. What are two ways a consultant should resolve these issues?
Choose 2 answers

A. Build out issue resolution release in the appropriate development sandbox.
B. Build out issue resolution release in the production environment.
C. Perform user acceptance testing (UAT) m the appropriate development sandbox.
D. Perform user acceptance testing (UAT) m a Full sandbox.

Answer: AD

NEW QUESTION 177
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. Access to a territory model is controlled through profiles or permission sets.
B. Territories can inherit assignment rules from other territories higher in the model.
C. Only one territory model can be active at any given time.
D. Territory user assignments are migrated to the new model.

Answer: AC

NEW QUESTION 179
Cloud Kicks (CK) operates in multiple countries and wants to track historical exchange rates. The consultant at CX has implemented dated exchange rates by using Advanced Currency Management. How is the converted currency amount calculation on Opportunities determined?

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

Answer: A

NEW QUESTION 181
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 Spats and add the Opportunity Splits related list to Opportunity page layouts.
D. Enable Opportunity Team Selling and create a report grouped by Opportunity team member.

Answer: C

NEW QUESTION 184
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. Configure a new Forecast Type on Opportunity Product grouped by Product Family.
B. Configure a new Forecast Type on Opportunity grouped by Product Family.
C. Use Flow to populate custom Formal and Athletic currency totals, then forecast by these Fields.
D. Make separate stages and sales processes for each Product Family.

Answer: A

NEW QUESTION 189
Cloud Kicks needs to implement a group of Campaigns that are related to a specific marketing initiative to report on success.
What should a consultant recommend to meet the requirement?

A. Create a custom Campaign Purpose field.
B. Create a custom Campaign Group object.
C. Use the existing Parent Campaign field.
D. Use a Marketing dashboard from the AppExchange.

Answer: D

NEW QUESTION 193
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 connect offline feature in Salesforce.
B. Enable the system permission to store offline data in Salesforce.
C. Enable caching in Salesforce.
D. Enable offline create, edit, and delete in Salesforce.

Answer: CD

NEW QUESTION 194
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 the Campaigns related list on the Lead page layout, and associate new leads with a Campaign.
B. Create a mufti-select picklist, and ask representatives to select which conference (s) influence the lead.
C. Create industry events as Campaigns, add leads as Campaign Members, and utilize Customizable Campaign influence.
D. Create a Slack channel for each industry conference and mention this channel on all new leads.

Answer: B

NEW QUESTION 195
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. Create a field update with Flow to update the forecast category based on the opportunity stage
B. Edit the probability percentage on opportunity stage picklist values.
C. Map opportunity stages to the appropriate forecast categories.
D. Update the opportunity stage picklist value labels to match the category to which they should be assigned

Answer: C

NEW QUESTION 198
The Discovery phase with Cloud Kicks (CK) has just ended. CK wants a visual way to see how the new processes will work. CK's process is complex and requires multiple slides.
What should the consultant design to give CK this high-level view?

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

Answer: C

NEW QUESTION 201
Which two considerations should be made when deploying dynamic dashboards? Choose 2 answers

A. Dynamic dashboards must be manually refreshed.
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 require users to follow each component.

Answer: BD

NEW QUESTION 204
The VP of sales at Cloud Kicks wants to provide options to sales reps for changing account or contract details for a created order.
Which two conditions should the consultant consider to meet this requirement' Choose 2 answers

A. The order associated with the account should be in draft status.
B. The price book associated with the order is associated with the new account.
C. The currency associated with the order can be different from the new contract.
D. The contract associated with the order is associated with the new account.

Answer: AD

NEW QUESTION 207
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 Contact structure that links all Contacts with one global Account

C. Location-specific Account structure without Account Hierarchies
D. Global Account structure that links all Contacts with one global Account

Answer: A

NEW QUESTION 210
Cloud Kicks (CK) uses Collaborative Forecasts and has a custom currency field, Discount, on Opportunity that allows sales reps to record when they give a discount on an opportunity. CK just added a new business unit to Salesforce. Managers in the new business unit report that their forecasts are accurate but they are unable to see the discount amount in the Opportunity list in Collaborative Forecasting.
What should a consultant do to resolve the issue?

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

Answer: B

NEW QUESTION 215
A sales rep notices they can edit some opportunities associated with accounts they own, but is unable to edit other opportunities, although these are associated with accounts they own. Which three reasons could explain the sales rep's experience?
Choose 3 answers

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

Answer: BCE

NEW QUESTION 218
Cloud Kicks (CK) uses a custom object named GumShoe__c. GumShoe__c is the child in a master-detail relationship with the Opportunity object. Staff members use this object to create requests for supporting research. CK wants to easily generate new GumShow__c records from staff phones by using the Salesforce mobile app.
What should a consultant recommend to meet the requirements?

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

Answer: A

NEW QUESTION 219
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 from version control before the Salesforce Platform upgrade window.
B. Deploy changes from the sandbox to production this weekend.
C. Deploy the changes from the sandbox to production once both environments are on the same version.
D. Deploy the changes from me sandbox to production concurrently with the Salesforce Platform upgrade.

Answer: A

NEW QUESTION 220
Good Kicks has the goal of generating high-quality leads by implementing Sales Cloud. Which metrics should the consultant analyze to determine the success of this goal?

A. Total number of Leads created by a Sales Rep
B. Lead to Opportunity Conversion Rate
C. Lead to Quote Conversion Rate
D. Total number of Leads by source

Answer: B

NEW QUESTION 222
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. Ask clients to share their Outlook calendars.
D. Create a site that clients can access to schedule meetings.

Answer: B

NEW QUESTION 227
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. Use in-line editing to update the forecast amount for records.
B. Modify many opportunities at one time in a list view.
C. Only review non-committed opportunities during the meetings.
D. Have reps use the Kanban view to move opportunities between stages.

Answer: D

NEW QUESTION 228
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. Create Opportunity Teams to manage Tasks.
B. Leave the Task's Assigned To held bank
C. Use workflows to create a Task for each team member.
D. Assign Tasks to a queue to share work efficiently.

Answer: D

NEW QUESTION 231
A consultant has conducted Discovery sessions with Cloud Kicks stakeholders and is ready to start gathering user cases for Sales Processes.
Which two groups should provide content for the use cases? Choose 2 answers

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

Answer: AD

NEW QUESTION 235
Cloud Kicks is migrating from its current CRM application to Salesforce in phases across various regions. The current CRM application manages customer and pipeline information that resides in a legacy back-end application which needs to be migrated to Salesforce.
Which approach should the consultant use for the source data migration?

A. Migrate all Contacts, then Opportunities, and then Accounts from the legacy back-end application.
B. Migrate all Accounts, then Contacts, and then Opportunities from the legacy back-end application.
C. Migrate all Opportunities, and then associate Accounts and Contacts from the current CRM application.
D. Migrate all Contacts, then Accounts, and then Opportunities from the current CRM application.

Answer: B

NEW QUESTION 238
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. Place the fictitious owner in a separate role at the top of the role hierarchy.
B. Keep the fictitious owner out of public groups that could be used in sharing rules.
C. Assign the Modify All Data system permission to the fictitious owner.
D. Add the fictitious owner to a role at the lowest level of the role hierarchy.

Answer: AB

NEW QUESTION 239
Universal Containers continues to see substantial growth year-over-year. Outside sales reps think the* territories are too dense to cover adequately. Leadership has decided to modify the existing safes territories and hire additional staff to make the account allocations more manageable. So the states win change from one territory to two or more smaller territories. In these instances, accounts will need to be reassigned to new territories.
Sales operations wants to review the territory account assignments and verify the accuracy before the changes are reflected m Sales Cloud.
How should the consultant show sales operations what the data will look like after the change?

A. Use Tableau to geocode account addresses and display on a territory map.
B. Install the Territory Management Reporting Pack from the AppExchange.
C. Run the updated assignment rules in Planning State and view the accounts on the territory detail page.
D. Use Data Loader to export the accounts and make updates in Google Sheets.

Answer: D

NEW QUESTION 240
Cloud Kicks wants the sales operations team to be able to process customer credit card payments within Salesforce.
Which approach should the consultant recommend to meet this requirement?

A. Schedule a nightly batch job to find and post daily charges
B. Create a flow to alert the finance team to manually charge the account.
C. Utilize an application from the AppExchange
D. Develop Apex to connect with the Authorized.net API.

Answer: C

NEW QUESTION 245
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. Change Account 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: BD

NEW QUESTION 249
Cloud Kicks has enabled Orders to track and manage customer requests for products. The sates team has requested a process to return or reduce the quantity of activated Orders.
Which two Salesforce features should a consultant recommend to meet this requirement Choose 2 answers

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

Answer: BD

NEW QUESTION 254
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. Add the Lead Score field to the Lead List View.
B. Add the Lead Score field to the Lead Page layout.
C. Assign the Einstein Lead Scoring permission set.
D. Assign the Sales Cloud Einstein permission set.

Answer: AB

NEW QUESTION 256
During the last requirements meeting. Cloud Kicks team members said they will be taking the next week off to attend a conference.
What should a consultant do in response to this news?

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

Answer: D

NEW QUESTION 258
At Cloud Kicks (CK), each sales rep is assigned a sales ops specialist and a sales engineer. CK wants to ensure that the assigned sales ops specialist and sales engineer have access to the correct Accounts. The organization wide defaults (OWO) for Contact are set to 'Controlled by Parent',
Which solution should the consultant recommend to meet this requirement?

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

Answer: B

NEW QUESTION 263
Cloud Kicks has organization-wide defaults set to Private for Account. With the rollout of Opportunity Teams, what should a consultant consider?

A. The Opportunity will be implicitly Write for the team,
B. Opportunity should be set to Public Read/Write first.

C. Account should be set to Public Read first.
D. The Opportunity's Account will be implicitly Read for the team.

Answer: D

NEW QUESTION 266
Cloud Kicks (CK) is migrating Account and Contact information from a legacy CRM system into Salesforce using Data Loader. Accounts in the legacy system have a unique ID field that is used to related Contacts to Accounts in the legacy system, CK wants to automatically match these Contacts to the relevant Accounts when loading Contacts into Salesforce.
What should a consultant recommend to meet the requirement?

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

Answer: D

NEW QUESTION 268
Cloud Kicks sales reps want to see all of their current opportunities, and the full details, with a minimal amount of navigation or dicks to cycle through them.
Which functionality should the consultant recommend?

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

Answer: D

NEW QUESTION 270
Users at Cloud Kicks (CK) say the global search is returning too many results when searching for contacts. CK's admin confirmed that users have the correct permissions and record access to the contacts they want to see.
What should a consultant recommend to yield better search results?

A. Use quotation marks operator around contact's first and last name.
B. Add company name next to contacts full name in the search window.
C. Add LIKE keyword next to contact's full name in the search window.
D. Use parentheses operator to limit search to the Contacts object.

Answer: A

NEW QUESTION 272
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. Check Sales Cloud Einstein permission set assignments.
B. Validate the Connected App Details.
C. Verify Integration User Profile Details
D. Reconfigure the Einstein Lead Scoring app.

Answer: BC

NEW QUESTION 277
Cloud Kicks' (CK) marketing department is migrating from its email campaign and management system to Salesforce. The marketing admin wants to ensure that CK's email templates are retained.
Which two solutions should a consultant recommend for a successful migration? Choose 2 answers

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

Answer: AB

NEW QUESTION 281
Cloud Kicks manages contacts for lead generation in a marketing application. Following a new Salesforce implementation, inbound leads will be reviewed in the marketing application and then migrated to Salesforce.
Which contacts should the consultant migrate from the marketing application to leads in Salesforce?

A. New contacts
B. Active contacts
C. Qualified contacts
D. All contacts

Answer: C

NEW QUESTION 283
Cloud Kicks has requested a Statement of Work (SOW) that dearly states who will train users on new features and how the training will be delivered.
Which two sections of a SOW should the consultant discuss further with Cloud Kicks to meet the requirement?
Choose 2 answers

A. Approach
B. Scope
C. Background
D. Terms and Conditions

Answer: AB

NEW QUESTION 284
Universal Containers continues to see substantial growth year-over-year. Outside sales reps think their territories are too dense to cover adequately. Leadership has decided to modify the existing sales territories and hire additional staff to make the account allocations more manageable. Some states will change from one territory to two or more smaller territories. In these instances, accounts will need to be reassigned to new territories.
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D. Use Data Loader to export the accounts and make updates in Google Sheets.

Answer: C

NEW QUESTION 289
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