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NEW QUESTION: 1
After a successful implementation of Sales Cloud at Universal Containers, sales management wants to add a Negotiation stage immediately prior to the Closed stage. After adding the stage, a user reports that some Opportunities are missing from quarterly forecasts.
How should the consultant resolve this issue?
A. Edit the Forecast Category field to reflect the proper category for the new stage.
B. Create a report to track Opportunities In the Negotiation stage.
C. Use forecast adjustments to correct the forecast.
D. Create a new forecast and Include the new sales stage.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 2
Which statements about the Salesforce Classic Mobile application are true? (Select all that apply)
A. It works only when a smart phone is connected to a wireless network
B. It is a server application
C. It downloads relevant data for standard Salesforce objects and custom objects
D. It provides mobile access to data, tasks, and calendar
Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 3
CORRECT TEXT
What are key benefits of using content delivery?
Answer:
1. You can track how often the content you issued is viewed

2.Youcan control how long the delivery is available to viewers
3.You cancontrol if a viewer can download a file or view online only

NEW QUESTION: 4
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. Download and install a Salesforce universal connector for their smartphones and computers.
B. Download and install the Salesforce for Outlook connector on their smartphones and computers.
C. Copy and paste emails manually to the customer record in Salesforce from their smartphones and computers.
D. Forward emails using their Email-to-Salesforce email address from their smartphones and computers.
Answer: D ([LEAVE A REPLY])

NEW QUESTION: 5
CORRECT TEXT
Are roll up summary fields supported if you are using Advanced Currency Management?
Answer:
Yes
. Organizations with advanced currency management support roll-up summary fields between two advanced currency managementobjects. For example, roll-up summary fields are supported from anopportunity line object to its opportunity object, because both are advanced currency management enabled. The fields must howevermust be from advanced currency management objects.

NEW QUESTION: 6
Universal Containers is preparing for the launch of its new sales cloud implementation to a global user base.
With previous sales automation application, the company had slow adoption of the new solution. What factor
should be considered with the sales cloud deployment to help ensure the adoption?
Choose 3 answers
A. Maintenance release schedule
B. Management communications
C. Training in local language
D. Type of training delivered
Answer: ([SHOW ANSWER])

NEW QUESTION: 7

The Marketing Director at Cloud Kicks has requested that a form be added to the company website to capture new lead contact information and the Primary Product they are interested in. Once submitted, a lead should receive an email tailored to the Primary Product they selected. The lead record should also be assigned to the correct owner for that Primary Product. Which three steps are required to create an efficient solution?

Choose 3 answers

A. Create email templates for each Primary Product with corresponding email response rules.

B. Leverage a Lightning Component that collects the information and routes it

C. Generate a web-to-lead form that includes both standard and custom fields.

D. Configure lead assignment rules to route leads to the correct owner.

E. Create a lead owner field on the product record to use for assignment.

F. Create a Visualforce page that includes both standard and custom fields.

Answer: (SHOW ANSWER)

NEW QUESTION: 8

CORRECT TEXT

What are the key benefits of Territory Management?

Answer:

The

ability to use account criteria to expand a private sharing model Provide support for complex and frequently changed sales organization structures Provide support for transferring users between territories, with the option to retainopportunitiesEnablemultiple forecasts per user,based on territory membership Enable territory-based sales reports

NEW QUESTION: 9

If the Marketing team want to track transactions related to a new product launch, what is the best way to do this?

Answer:

Create a workflow that sends an email each time an opportunity is created that is associated with that product.

NEW QUESTION: 10

How many additions do you use to clean a record with Data.com?

A. 0

B. 5

C. 12

D. 1

Answer: (SHOW ANSWER)

NEW QUESTION: 11
Northern Trail Outfitters uses Products in Salesforce and has a private security model. What should a consultant recommend to allow product management employees the ability track the performance of a newly launched products if they do NOT have access to all opportunities?
A. Create a criteria-based sharing rule to add the product management team to relevant opportunities.
B. Create a trigger to add the product management team to the sales team of relevant opportunities.
C. Create a trigger to set the product manager as owner for opportunities on the new product.
D. Create a new product and add it to the price book with the product manager as an owner.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 12
Cloud Kicks (CK) has just started selling its products internationally. Management wants Salesforce Opportunities and forecasting to reflect the respective currency of CK's prospects which include the U.S. dollar, euro, British pound, and Japanese yen.
In which two ways will this impact the existing CK price book?
Choose 2 answers
A. Opportunities to multinationals can induce more than one currency.
B. Each currency requires its own custom price book
C. Each user can select their personal currency.
D. Every currency price needs to be added to all of the products in the standard price book.
Answer: (SHOW ANSWER)

NEW QUESTION: 13
UC shares specific accounts with its partners and is considering the use of Salesforce to Salesforce to increase
visibility and collaboration for deals managed through its partner channel. The company's key partners also
currently use Salesforce. What should be considered for this implementation? Choose 2 answers
A. Partners will be able to see all Chatter feeds on shared opportunities.
B. Universal Containers can report on shared opportunities managed by partners.
C. Partners can create and share opportunities associated to shared accounts.
D. Partners can see all opportunities created by Universal Containers on shared accounts.
Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 14

UC has set the OWD for accounts to private. Bill owns the Acme account and the General Industries account.
Acme is the parent account for General Industries. Bill needs to collaborate with Mary on his accounts, so he manually shares read access to Acme. What access will Mary have to these accounts?

A. Read-only on Acme and access on General Industries
B. Read-only on Acme and no access on General Industries
C. Read-only on General Industries and read-only on Acme
D. Read-only on General Industries and read-write on Acme

Answer: B (LEAVE A REPLY)

NEW QUESTION: 15

Match this tip with its design consideration. "Users should not do things more than once because it takes time
and may create dirty data"

A. Workflow rules and approvals
B. Reduced clicks
C. Search
D. Minimized redundant data entry
E. Tab and field naming
F. Record types and page layouts

Answer: D (LEAVE A REPLY)

NEW QUESTION: 16

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 an HTML email template.
B. Create it on the Opportunity Product using a visualforce email template.
C. Create it on the Opportunity using an HTML email template.
D. Create it on the Opportunity using a visualforce email template.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 17
Your forecast is available to your manager only after you have clicked the Submit button.
A. True
B. False
Answer: B (LEAVE A REPLY)

NEW QUESTION: 18
There are four steps to managing Products and Price Books. Can you put the steps in order?
A. Set List Price
B. Create Custom PriceBook
C. Defined Standard Price
D. Create Product
Answer: (SHOW ANSWER)

NEW QUESTION: 19
In the last requirements meeting, Cloud Kicks team member mention that they will be taking the next week off for a conference. What should a Consultant do in response to this news?
A. Update the project plan and communicate it to all the stakeholders
B. Have the client sign off on requirements and start the build
C. Update the solution design while they are at the conference
D. Set up two requirements workshops the following week
Answer: A (LEAVE A REPLY)

NEW QUESTION: 20
Universal Containers is devising a separate sales methodology to upsell service contracts to its existing customer base. The company would like to track and report on these deals separately from other deals. What should a consultant recommend to meet this requirement?
A. Create a customer filed on opportunity to flag and report on these deals.
B. Create separate page layout and report to flag and report on these deals
C. Create an opportunity record type and sales process for reporting on these deals
D. Add upsell as a stage and create a summary report by opportunity stage
Answer: C (LEAVE A REPLY)

NEW QUESTION: 21
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. Undergo training.
B. Upgrade to the latest Salesforce release.
C. Sign off on the Statement of Work.
D. Complete a post-mortem.
Answer: D (LEAVE A REPLY)

NEW QUESTION: 22
How is ROI calculated for campaigns?
Answer:
ROI, which is expressed as a percentage, is calculated as the net gain. Calculation is:
Total Value Won Opportunities - Actual Cost/ Actual Cost.

NEW QUESTION: 23
Cloud Kicks has a multi-phase selling process where every sales stage corresponds with a phase in the process.
The first phase is preliminary qualification, where Opportunities should not contribute to Cloud Kicks' forecast.
Which two actions should be taken to ensure that Opportunities do not contribute to Cloud Kicks' forecast during the first stage? Choose 2 answers
A. Configure the first stage with the omitted forecast category.
B. Require sales staff to enter $0 for the Opportunity amount.
C. Require sales staff to enter 0% for the Opportunity probability.
D. Override the forecast to be SO for first stage Opportunities.
E. Assign 0% probability to the first sales stage.
Answer: A,E (LEAVE A REPLY)

NEW QUESTION: 24
Cloud Kicks recently started using Sales Cloud and hosts its business website outsite of Salesforce. On its website, Cloud Kicks has a lead generation web page. The VP of Sales wants the Leads captured in its self-hosted website to be reflected in Salesforce. What should Consultant reccomend?
A. Implement Web-to-Lead to create Leads in Salesforce from the Cloud Kicks website.
B. Implement the SOAP web service API to send Leads from the Cloud Kicks website to Salesforce.
C. Implement Salesforce Connect to create Leads in Salesforce from the Cloud Kics website.

D. Implement the REST web service API to send Leads from the Cloud Kicks website to Salesforce.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 25
Cloud Kicks maintains two lines of business: individual sales and franchise sales. The sales cycle for franchise sales is more complex and involves more stages than the individual sales cycle.
Which three actions should the Consultant recommend to create a solution? (Choose three.)
A. Assign different page layouts to each record type.
B. Configure different sales processes for each line of business.
C. Configure different record types.
D. Configure different sales processes to each page layout.
E. Assign different sales processes to each page layout.
Answer: A,B,C (LEAVE A REPLY)
Explanation/Reference:

NEW QUESTION: 26
Cloud Kicks acquired a shoe distribution partner. The Marketing and Sales Directors want to migrate the existing sales and marketing data into Cloud Kicks' Salesforce instance.
Which three aspects should the Consultant consider before proceeding with the data migration?
Choose 3 answers
A. Classic feature that have been improved by Lightning Experience
B. Criteria to apply to records that should be archived before migration
C. Volume of customer, partner, and prospect data from existing system
D. Total number of records being imported compared to the Salesforce edition
E. Number of marketing campaign licenses required for the migration
Answer: (SHOW ANSWER)

NEW QUESTION: 27
Universal Containers would like to implement Omni-Channel within Service Cloud for their representatives.
What is the first step an Administrator is required to perform in order to configure Omni Channel?
A. Enable Omni-Channel by clicking Settings in Setup
B. Assign Users to Omni-Channel permissions
C. Assign Users to the Omni-Channel Feature License
D. Contact Salesforce to have Omni-Channel enabled
Answer: A (LEAVE A REPLY)

NEW QUESTION: 28

Universal Containers sells three unique products and each product has its own sales process. The company qualifies prospects for the three products in a consistent manner; however, once the customer has shown interest, the sales representatives must follow the relevant product's sales process.

Which two solutions should a consultant recommend to meet these requirements? (Choose two.)

A. Create sales stages that align with opportunity record types.

B. Define the default opportunity teams for each opportunity record type.

C. Configure opportunity record types for each sales process.

D. Define sales processes to map to each opportunity record type.

Answer: (SHOW ANSWER)

Explanation

NEW QUESTION: 29

A manager would like information on the knowledge base searches conducted by customers and call center agents. Which two metrics are useful for identifying knowledge article effectiveness?

Choose 2 answers

A. Knowledge articles with the lowest rating.

B. Number of knowledge articles in each data category.

C. Knowledge articlescreated by call center agents.

D. Knowledge search query with no results.

Answer: (SHOW ANSWER)

NEW QUESTION: 30

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

A. Org-wide defaults

B. Profile

C. Sharing Rules

D. User record

Answer: D (LEAVE A REPLY)

NEW QUESTION: 31

Universal Containers is preparing for the launch of its new Sales Cloud implementation to a global user base.

With previous sales automation application, the company had slow adoption of the new solution. What factors should be considered with the Sales Cloud deployment to help ensure the adoption? Choose 3 answers

A. Type of training delivered

B. Maintenance release schedule

C. Sales rep quota targets

D. Management communications

E. Training in local language

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

NEW QUESTION: 32

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

A. Use a custom field named External ID and map this to the Salesforce record ID value.

B. Use the standard External ID field and map this to the Salesforce record ID value.

C. Use the standard External ID field and map this to the source record ID value.

D. Use a custom External ID field and map this to the source record ID value.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 33

When an Opportunity Stage is marked as Closed Won, Cloud Kicks wants an email to be sent to a team of Executives. This email should include details about the Opportunity along with the related Opportunity Products and Account. Which solution should the Consultant recommend to active this requirement?

A. Develop an Inbound Email Service

B. Use Process Builder and HTML Email Templates

C. Develop a custom Apex Trigger that uses custom email messaging

D. Use Workflow rules and HTML Email Templates

Answer: (SHOW ANSWER)

NEW QUESTION: 34

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

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

B. Create different record types and sales processes for each line of business, and assign different 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: (SHOW ANSWER)

NEW QUESTION: 35

CORRECT TEXT

5 steps to running your campaigns in Salesforce CRM

Answer:

1. Plan campaigns
2.Create campaigns
3.Execute campaigns
4.Track responses
5.Measure campaigns

NEW QUESTION: 36

Which option best identifies with the Chatter Record Page?

A. Everyone can see what you post here. Displays posts from everyone you're following.

B. Everyone can see what you post here. Only displays posts directed to you.

C. Only users with access rights can view or post here.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 37

A Consultant has created a custom formula field on Opportunity that multiplies the Opportunity Amount by the Account's Discount field. Which Currency will the formula field use for its value if the Opportunity and the Account records have different Currencies?

A. The User currency

B. The Opportunity currency

C. The Account currency

D. The Corporate currency
Answer: B (LEAVE A REPLY)

NEW QUESTION: 38
Cloud Kicks is expanding its operations to Europe. The company wants to enable able Advanced Currency Management to support both EUR and USD currencies, and show the total values of open opportunities on account records.
How should the consultant implement a solution to meet the requirement?
A. Use a custom summary formula field on the Opportunity.
B. Create a cross-object formula field on the Account.
C. Use a Roll-up Summary field from the Opportunity to the Account.
D. Install a third-party app from the AppExchange.
Answer: D (LEAVE A REPLY)

NEW QUESTION: 39
Universal Containers is looking to reduce the volume of calls into their Product Contact Center. Which three features should a Consultant recommend? Choose 3 answers
A. Macros
B. Communities
C. Public knowledge
D. Field service
E. Chatter questions
Answer: B,C,E (LEAVE A REPLY)

NEW QUESTION: 40
Insurance policies on accounts. 2 sales teams should not see each other's policies. 2 custom objects, each
w/relationship to account object. Both objects private. What are the design considerations here?
A. Custom report type needs to be created to view all policies in a single report
B. Sales user needs to apply manual sharing rules
Answer: (SHOW ANSWER)

NEW QUESTION: 41
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. Report on lead lifetime by industry
C. Industry performance dash board
D. Report on leads by source.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 42

The members of an opportunity team at Northern Trail Outfitters (NTO) are working together to close an opportunity. The sales engineer on the team is having trouble keeping up with most current quote. How can the sales engineer identify the opportunities latest quote?

A. Reference the synced quote history on the opportunity

B. Reference the last modified date on the quotes

C. Reference the synced quote field on the opportunity record

D. Follow the opportunity's quotes in chatter.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 43

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. Contract Number is a required field on the order page layout.

B. Order line items can be added or removed after an order is activated.

C. Products have to be manually added to a cloned order.

D. Organization-Wide defaults must be set to Controlled by Parent.

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 44

Sales management at Northern Trail Outfitters (NTO) wants product managers to become more involved with sales deals that are being delayed in the negotiation stage of the sales process. Product managers need to understand the details of specific sales deals, and address product capability and roadmap questions with customers. What solution should a consultant recommend to help product managers engage in sales deals? Choose 2 answers

A. Create a chatter group to share product information with sales team, product managers, and customers

B. Use an assignment rule to notify product managers when opportunities are updated

C. @mention product managers in chatter posts on relevant sales deals

D. Add the opportunity team, product managers, and customers to libraries containing files relevant to sales deals

Answer: (SHOW ANSWER)

NEW QUESTION: 45

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

NEW QUESTION: 46
The VP of sales at Cloud Kicks wants the sales team to use the Salesforce mobile app to complete their tasks.
The sales team needs to create and edit leads, contacts, and opportunities with ease.
Which two features should the consultant recommend for the sales team to use?
Choose 2 answers
A. Mobile Smart Actions
B. Quick Actions
C. Einstein Activity Capture
D. Lightning Mobile Component
Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 47
CORRECT TEXT
Multiple quotes on an opportunity - how to sync them.
Answer:
Know
the 'Start Sync' button on opportunity & the 'Syncing' message on quotes

NEW QUESTION: 48
Universal Containers manages its sales pipeline using Salesforce. However, when an opportunity moves to the closed list stage, the company would like to enforce that the expected revenue value be $0 in reports.
Which solution should a consultant recommended to meet this requirement?
A. Define a workflow rule to set the expected revenue field to $0 when the opportunity stage is closed/lost.
B. Define a workflow rule to set the forecast category to omitted when the opportunity stage is closed/lost.
C. Create a dependency between stage and forecast category to enforce the omitted value for closed/lost stages.
D. Create a validation rule to verify that the forecast probability for dosed/lost opportunities is 0%.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 49
Data.com: The checkmark next to records in search results indicates the record is already in Salesforce.
A. False
B. True
Answer: (SHOW ANSWER)

NEW QUESTION: 50
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. Configure Path by checking the Key Field Required checkbox.
B. Customize Path and create validation rules dependent on stages.
C. Mark the fields as required on the Page layout.
D. Create an Auto launched flow to determine if required fields are missing.
Answer: B (LEAVE A REPLY)

NEW QUESTION: 51
Forecast Category "Best Case" can be summarized as:
A. Commit + Best Case + Pipeline
B. Closed
C. Closed + Commit
D. Closed + Commit + Best Case

Answer: D (LEAVE A REPLY)

NEW QUESTION: 52

A consultant is preparing for a Sales Cloud deployment at Universal Containers.
Which two best practices should the consultant follow to make user training effective?
Choose 2 answers

A. Provide user training based on relevant business scenarios.

B. Conduct hands-on training for users in production.

C. Include a user training milestone in the implementation plan.

D. Choose one training modality to simplify the user experience.

Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 53

Describe Forecast.

A. Revenue projection that can be expressed in dollar amounts, units of product family, or both

B. Benchmark of how much should be sold within a certain time frame

C. Consists ofopportunities in various stages of maturity

Answer: (SHOW ANSWER)

NEW QUESTION: 54

CORRECT TEXT

If you are viewing your forecast and drill down to a team membersforecast how will the opportunity display?

Answer:

Drilling

down into a users forecast and opportunities will show theamounts in original currencies.

NEW QUESTION: 55

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. Universal Containers must install and APP Exchange package to access public profile information for its users

B. The information shown is based on the sales representative's social connection with contact

C. The link to the Facebook profile is NOT configured with administrator password to access detailed information

D. The fields configured by Universal Containers' administrator on the contact page layout are missing

Answer: B (LEAVE A REPLY)

NEW QUESTION: 56

Which of the following describes the Probability field?

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

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

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 57

Cloud Kicks wants the sales operations team to be able to process customer credit card payments within Salesforce.

Which approach should the consultant recommend to meet this requirement?

A. Utilize an application from the AppExchange

B. Develop Apex to connect with the Authorized.net API.

C. Create a flow to alert the finance team to manually charge the account.

D. Schedule a nightly batch job to find and post daily charges

Answer: A (LEAVE A REPLY)

NEW QUESTION: 58

CORRECT TEXT

When converting a lead associated with a campaign, will the campaign be associated to the account on conversion?

Answer:

No

. Campaigns are typically associated with Opportunity. 'Primary Campaign Source' is the field that tracks the campaign associated with a lead prior to lead conversion. This value can be manually changed in the lead detail. It provides 100% of the amount revenue credited to the specified campaign.

NEW QUESTION: 59

UC operates in two currencies: EUR and USD. Its corporate currency is USD. When a sales team member

tries to add products to an opportunity for a customer in the Eurozone, they are unable to find EUR prices.

What is the likely cause of this problem? Choose 2 answers:

A. Price book entries are missing EUR prices.

B. Sales users default currency is set to USD.

C. Advanced currency management is deactivated.

D. Opportunity currency is set to USD.

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 60
Sales reps at Cloud Kicks (CK) need to see the Opportunity amount with the Account's discount field. CK sales reps are located in different regions and use different currencies. A consultant creates a custom formula field on the Opportunity.
Which currency will the custom formula use for its value if the opportunity and account records have different currencies?
A. Opportunity Currency
Answer: A (LEAVE A REPLY)

NEW QUESTION: 61
Universal Containers' support management team has noticed an increase in wait times over the last several months when customers call in for support. Which two recommendations should a Consultant suggest to help decrease customer wait times?
Choose 2 answers
A. Set up analytical snapshots to capture key case information and create historical trending reports
B. Set up a Salesforce Customer Community that will allow customers to create cases online
C. Create reports to analyze call data in order to understand peak times and ensure adequate staffing
D. Create case escalation rules to route high-priority cases directly to supervisors for resolution
Answer: (SHOW ANSWER)

NEW QUESTION: 62
CORRECT TEXT
Org wide default (account) = private; Universal Companies account owned by Karen, Universal Storage account & Universal Containers Account child accounts to Universal Containers and both owned by Bob, Universal Monitors account owned by Sue child

account to Universal Storage, Universal Boxes account owned by Mark childaccount of Universal storage.

Answer:

Know

who can see what.

NEW QUESTION: 63

Sales directors at Northern Trail Outfitters (NTO) cannot see or update their teams' forecasts. Sales representatives are constantly asked to provide the directors with their updated forecast information.

Which two methods should NTO use to correct how forecasts are managed? (Choose two.)

A. Configure weekly customized forecast reports and dashboards to be emailed to sales management.

B. Create a forecast hierarchy and assign managers to the forecast manager role.

C. Enable override forecast permission in the Manager's profile.

D. Create forecast Chatter groups where sales representatives can post and share their forecasts.

Answer: (SHOW ANSWER)

NEW QUESTION: 64

Cloud Kicks (CK) has recently implemented Sales Cloud. CK wants to be able to forecast the number of shoes it sells to better coordinate with the logistics department to fulfill orders.

Which three options should a consultant recommend CK implement to accomplish this?

Choose 3 answers

A. A custom field

B. Product Revenue Schedules

C. Forecast Types

D. Opportunity Quantity

E. Collaborative Forecasts

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

NEW QUESTION: 65

CORRECT TEXT

8 steps to unlocking your pipeline with opportunities

Answer:

1. Define your sales stages

2.Establish naming conventions

3.Make key fields mandatory

4.Run your forecast meetings with the pipeline report

5.Create "big deal" alerts
6.Use activities and email templates
7.Use the similar opportunities feature
8.Use Chatter to follow specific opportunities

NEW QUESTION: 66
A Campaign Call-Down report justifies the spend on programs; helps to know who to target for future
campaigns; shows the relations to sales data, lead data, and analysis of campaigns; and reflects how customer
community interacts and how it affects sales. Who would benefit most from the idea that this report justifies
the spend on programs?
A. Marketing Executive
B. BI/Analytics
C. VP Marketing
D. Campaign Manager
Answer: C (LEAVE A REPLY)

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

NEW QUESTION: 68
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 (LEAVE A REPLY)

NEW QUESTION: 69
Universal Containers requires its sales representatives to go through an internal certification process to sell certain groups of products. What could be done to prevent a sales representative from adding these products to opportunities if they are not certified to sell them? Choose 2 answers

A. Use a validation rule on opportunity products to prevent them from adding products marked as requiring certification if they are not certified.
B. Use a criteria-based sharing rule on products marked as requiring certification to only share the products to users who are certified.
C. Use a validation rule on products marked as requiring certification to prevent them from being added to an opportunity.
D. Use a separate price book for the products requiring certification and only share the price book to users who are I-I certified.
Answer: A,B ([LEAVE A REPLY])

NEW QUESTION: 70
CORRECT TEXT
What are some examples of how a dashboard push alert can be used?
Answer:
1. To alert support managers when the number of escalated casesreaches a specified threshold
2. To alert sales managers when the total value of their team's opportunities reaches a specified limit

NEW QUESTION: 71
Universal containers recently completed the implementation of a new sales cloud solution. The stakeholder committee believes that the user adoption is best measured by the number of daily logins. What other measures of sales uses adoption should be considered? Choose 2 answers
A. Overall effectiveness of mass email campaigns
B. Number of neglected opportunities over time by role
C. Number of reports exported to excel for analysis
D. Completeness of records entered into the new system
Answer: ([SHOW ANSWER])

NEW QUESTION: 72
A consultant has conducted Discovery sessions with Cloud Kicks stakeholders and is ready to start gathering use cases for Sales Processes.
Which two groups should provide content for the use cases?
Choose 2 answers
A. Finance team
B. Sales reps
C. Sales operations
D. Executives
Answer: B,C ([LEAVE A REPLY])

NEW QUESTION: 73

Where are Dated Exchange rates not used?

Answer:

Dated exchange rates are not used in forecasting, currency fields in other objects, or currency fields in other types of reports.

NEW QUESTION: 74

Universal Containers is following a traditional waterfall project delivery methodology. The analysis phase is complete with the sign-off of the requirements. What action should a consultant take to minimize changes in scope during the design and build phases? Choose 2 answers

A. Map solution design documents to system test scripts

B. Update requirements based on feedback from key stakeholders

C. Obtain customer sign-off on the solution design

D. Map business requirements to the solution design

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 75

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

Answer:

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

NEW QUESTION: 76

CORRECT TEXT

How can you search foraChatterGroup?

Answer:

Use

Global Search or use the search tools on the Groups tab.

NEW QUESTION: 77

You are setting up security for your client, UCI. UCI has a collaborative sales model and want to make sure all team members work together to meet the customer needs. They are likely to require an open sharing model that will allow them to cross- and up-sell opportunities.

A. False

B. True

Answer: B (LEAVE A REPLY)

NEW QUESTION: 78

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. Number of currencies needed to support each sales territory

D. Attributes needed to segment and categorize customers

Answer: (SHOW ANSWER)

NEW QUESTION: 79

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

A. Prevent importing duplicate records

B. Extract organization and configuration data

C. Export field history data

D. Run one-time or scheduled data loads

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 80

What is the benefit of a Force.com sandbox?

A. It allows for development, testing, and training

B. It allows to createor change buttons, and dynamically route approvals

C. It extends Salesforce functionality

D. It builds new application functionality

Answer: A (LEAVE A REPLY)

NEW QUESTION: 81

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 share their forecast with any Salesforce user.
B. They can share their forecast with any external user.
C. They can share their summary view with any Salesforce user.
D. They can see all of their territory forecast in a single-page summary view.
Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 82
Northern TrailOutfitter 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. The sharing model should be re-evaluated when the Partner Community is enabled.
B. Partner user can own account and opportunity records in salesforce.
C. Partner users CANNOT receive emails generated through workflow actions
D. Partnerusers are associated with the same set of profiles as internal users.
Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 83
Forecast Category "Closed" can be summarized as:
A. Closed + Commit + Best Case
B. Closed + Commit
C. Commit + Best Case + Pipeline
D. Closed
Answer: D (LEAVE A REPLY)

NEW QUESTION: 84
Universal Containers current solution for managing its forecast is cumbersome. The sales managers do not
have visibility into their team's forecasts and are not able to update the forecasts. As a result the managers are
continually asking their sales representatives to provide updated forecast data via email or phone. What
solution should a consultant recommend to help Universal Containers improve the management of their
forecasts? Choose 2 answers
A. Create forecast chatter groups where sales representatives can post and share their forecasts
B. Create a forecast hierarchy and assign managers to the forecast manager role.
C. Configure customizable forecasts to give managers forecast override capabilities.
D. Configure weekly customized forecast reports and dashboards to be emailed to sales management
Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 85

Universal containers has recently started using forecasting in collaboration with sales stages to better understand pipeline. All sales reps have submitted their forecasting numbers for approval. The VP pf sales is reviewing the forecast and sees that the open opportunity pipeline report contains a total of $25,000. The VP of sales then notices that there is $15,000 that is not included in the pipeline forecast summary. What should a consultant suggest as a possible reason for exclusion?

A. The S15,000 is business that is in the commit category, which is excluded from the pipeline forecast summary

B. The 515,000 is business that had already been lost and, therefore, is excluded from the pipeline forecast summary

C. The $15,000 is business that is too new and has been assigned to the Omitted forecast category.

D. The $15,000 is business that is in the Best case category, which is excluded from the pipeline forecast summary

Answer: C (LEAVE A REPLY)

NEW QUESTION: 86

A consultant has successfully deployed Sales Cloud at Cloud Kicks.

What is the final step in completing an engagement?

A. Measure adoption

B. Hand over documentation

C. Perform testing

D. Deploy solution

Answer: (SHOW ANSWER)

NEW QUESTION: 87

Role hierarchy should normally mimic the org structure.

A. False

B. True

Answer: A (LEAVE A REPLY)

NEW QUESTION: 88

Cloud Kicks manages contacts for lead generation in a marketing application. Following a new Salesforce implementation, inbound leads will be reviewed in the marketing application and then migrated to Salesforce.

Which contacts should the consultant migrate from the marketing application to leads in Salesforce?

A. All contacts

B. Qualified contacts

C. Active contacts

D. New contacts

Answer: C (LEAVE A REPLY)

NEW QUESTION: 89

Cloud Kicks is excited about implementing Lightning features during the implementation. The company has rolled out a few groups of Sales Cloud users in Lightning already, but not all are trained on the Sales Cloud Lightning features requested for this implementation. What should the Consultant recommend for a successful deployment?

A. Adjust the project plan and delay the deployment of the sprint.

B. Communicate the information so that they have more staff available for changes

C. Adjust the project plan and communicate that the deployment will now be a week earlier.

D. Deploy all the changes that do not affect the Sales team and deploy the changes in the following sprint

Answer: A (LEAVE A REPLY)

NEW QUESTION: 90

Which task should be included in a business continuity plan for a contact center? (There are three correct answers.)

A. Route cases toagents in an alternate center.

B. Disable the Interactive Voice Response (IVR) system.

C. Monitor service level agreements (SLAs) and notify customers.

D. Deliver training on case handling for contingent staff.

E. Update the case status field values.

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

NEW QUESTION: 91

Universal containers has 1 price book with US dollars & Canadian dollars currency amounts for all products.

Salesperson, when adding products to opportunity, only see CAD. What's wrong?

A. Advanced currency management not enabled for CAD

B. Muli-currency disabled for org

C. Opportunity currency setup as CAD (not sure about this)

D. Sales reps selected wrong price book

Answer: (SHOW ANSWER)

NEW QUESTION: 92
What are the main challenges that marketing faces when trying to align with sales? (Select all that apply)
A. Inefficient handoff from marketing to sales
B. Slowing down of lead velocity
C. Sales cannot keep up with leads from marketing
D. Lack of feedback from marketing to sales
Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 93
Universal Containers wants to prevent sales users from modifying certain opportunity fields when the sales stage has reached Negotiation/Review. However sales directors must able to edit these fields in case last minute updates are required. Which solution should a consultant recommended?
A. Change the field level security for the sales rep to restrict field's access based on the sales stage.
B. Modify the profile for sales directors to enable the "Modify AH" object permission for the opportunities.
C. Create a validation rule to enforce field access based on the sales stage and profile.
D. Create a Workflow rule to enable field access for the sales directors based on sales stage.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 94
The members of an opportunity team at Universal Containers are working together to close an opportunity. The sales engineer on the team is having trouble keeping up with the active quote.
How can the sales engineer identify the opportunity's active quote?
A. Reference the last modified date on the quotes.
B. Reference synced quote history on the opportunity.
C. Follow the opportunity's quotes in Chatter.
D. Reference the synced quote field on the opportunity record.
Answer: D (LEAVE A REPLY)

NEW QUESTION: 95

Universal Containers has a single contact center that handles all service requests including chat, Cases, and web form submissions. It is important that Reps are assigned work evenly so that all requests are handled in the order they are received.
How would a Consultant address this requirement?
A. Configure Omni-Channel withLeast Active Routing
B. Configure Omni-Channel with Most Available Routing
C. Configure Case Assignment Rules
D. Configure Live Agent Skills-based Routing
Answer: B (LEAVE A REPLY)

NEW QUESTION: 96
UC has configured salesforce to store all individual consumer contact under a single account called "Consumer". The consumer business has grown to more than 500,000 Contacts. Mass update are no longer completed within the defined maintenance timeframe and an increased number of errors are being reported. What should consultant recommend to improve system performance? Choose 2 Answers
A. Remove the account assignment for all objects
B. Ensure that no single account has more than 10,000 contacts(Missed)
C. Add an index to the account field on the contact object
D. Enable person account and migrate the data
Answer: (SHOW ANSWER)

NEW QUESTION: 97
The Cloud Kicks sales team collaborates on opportunities which help them close more deals. What should the consultant configure to allow contributing sales team members to share in the revenue from closed opportunities?
A. Create Quick Actions to create child Opportunities.
B. Enable Opportunity Splits from Setup.
C. Add the Opportunities to a Campaign
D. Add the contributors to the Opportunity's Contact role related list.
Answer: B (LEAVE A REPLY)

NEW QUESTION: 98
Universal Containers manages opportunity forecasts using the standard forecast categories in Salesforce customizable forecasting. Each sales stage is aligned with a forecast category. When reviewing the forecast, Universal Containers wants the roll-up of just the opportunities that are in pipeline, best case, and commit.
What number in the forecast would provide Universal Containers with the appropriate information?
A. Pipeline + Best Case
B. Pipeline + Closed/Won

C. Pipeline
D. Pipeline + Commit
Answer: A (LEAVE A REPLY)

NEW QUESTION: 99
CORRECT TEXT
Sales manage travels frequently - how to review pending approvals? Choose 2 answers:
a.Approvals by email
b.Enable mobile
c.Schedule & email dashboard results
d.Schedule & email report results
Answer:
A,
B

NEW QUESTION: 100
Universal Containers has built a custom Visualforce page called "Knowledge" that is used internally to access
Classic Knowledge.
Which two steps must be taken to ensure the Visualforce page continues to work after migrating to Lightning
Knowledge?
Choose 2 answers
A. Rename the Visualforce page to "Lightning Knowledge"
B. Remove Apex code references to the Article RecordType field.
C. Configure the Visualforce page to use the Lightning Design System.
D. Remove Apex code references to the ArticleType field.
Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 101
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 forecast probability to opportunity probability; assign appropriate sales stage.
B. Map appropriate sales stage to opportunity stage; assign accurate forecast probability.
C. Map opportunity stages to forecast categories; assign accurate probability to each stage.
D. Map sales probability values to forecast categories; assign sales stages accurate percentages.
Answer: (SHOW ANSWER)

NEW QUESTION: 102
Match the following loading option to the description of when to use it. "Import Wizard"
A. Bob wants to load a single account record.
B. Berta wants to keep a separate system as her "system of record"
C. Brian wants to consolidate all his accounts from several systems.
D. Bill wants to load 20,000 lead records.
E. Becky wants to load all her 65,000 contact records.
Answer: D (LEAVE A REPLY)

NEW QUESTION: 103
The shipping department at the Universal Containers is responsible for sending product samples as part of the
sales process. When an opportunity moves to the 'Sampling1 stage, Universal Containers an automatic email
sent to the shipping department listing the Products on the opportunity. How can this requirement be met using
a workflow email?
A. Create it on the Opportunity using an HTML email template.
B. Create it on the Opportunity Product using an HTML email template.
C. Create it on the Opportunity using a visualforce email template.
D. Create it on the Opportunity Product using a visualforce email template.
Answer: D (LEAVE A REPLY)

NEW QUESTION: 104
Insurancepolicieson accounts. 2 sales teams should not see eachother's policies. 2 custom objects, each w/relationship to account object.Bothobjects private. What are the design considerations here?
A. Sales user needs to apply manual sharing rules
B. Custom report type needs to be created to view all policies in a single report
Answer: B (LEAVE A REPLY)

NEW QUESTION: 105
The marketing Manager at Universal Containers wants to leverage the power of sales cloud to support the
sales following requirement:
* monitor website traffic
* Email 1200 leads per day
* capture customer satisfaction survey result on a web form
* Understand (report) the case of marketing exercise vs sales activity
What should a consultant recommend to meet this requirement?

A. Use site.com campaign web-to lead opportunity, report, and dashboard
B. Use mass email, campaign, campaign influence, web-to-lead, opportunity and report
C. Use AppExchange marketing app, campaign, web-to-lead, opportunity and report
D. Use community campaign, web-to-lead, opportunity and report and dashboard
Answer: C (LEAVE A REPLY)

NEW QUESTION: 106
Your company has decided they want to track payment and deliveries for their products and services. Place the steps in order:
A. Set up default schedules for any products that involve regular payments or delivery.
B. Enable Scheduling for all products.
C. Do not set up default schedules for products that involve payments or deliveries that are unique to each opportunity.
Answer: A,B,C (LEAVE A REPLY)

NEW QUESTION: 107
Cloud Kicks (CK) recently finished a redeployment of is Lightning pages. CK users report that Lightning pages are loading slowly CK management wants to consider the impact this has on adoption.
Which two toots should the consultant recommend that CK use to evaluate lightning pages?
Choose 2 answers
A. Real-Time Event Monitoring
B. Performance Analysis for App Builder
C. Lightning usage App
D. Guidance for App Butter
Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 108
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. Leave the Company field blank.
B. Enable Contacts to Multiple Accounts.
C. Populate the Company field with 'Person.
D. Create an Individual Lead Record Type.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 109
A consultant is meeting with a new client for the first time to design a rollout strategy for its Sales Cloud implementation.
What should the consultant do during the planning phase to ensure a successful implementation?
A. Define goals, metrics, and sales processes.
B. Design a prototype of the suggested solution.
C. Identify which Salesforce features to use.
D. Build and test the new functionality.
Answer: D (LEAVE A REPLY)

NEW QUESTION: 110
Organization-wide default settings for Account is set to Private at Cloud Kicks- Users are unable to see each others accounts.
When a Salesforce admin assigns User A as the owner of an opportunity related to UserB's account, which additional access will User A gain?
A. User A will have Read-Only access to the opportunity's Account and its related contact records.
B. User A will have Read-Only access to the opportunity's Account record.
C. User A will have Read-Write access only to the opportunity's Account record.
D. User A will have Read-Write access to the opportunity's Account and its related contact records.
Answer: (SHOW ANSWER)

NEW QUESTION: 111
Universal Containers uses a seven-step selling methodology.
Each sales stage corresponds with a step in the methodology.
The first stage is a preliminary qualification step, and opportunities in this stage should not contribute to the forecast.
What should a consultant recommend for this scenario?
Choose 2 answers
A. Configure the first stage with the omitted forecast category.
B. Instruct sales users to enter $0 for the opportunity amount.
C. Assign 0% probability to the first sales stage.

D. Override the forecast to be $0 for first stage opportunities.
Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 112
Cloud Kicks is running a campaign for the Shoe of the Month club. Sales management wants to use Campaign Influence features with Opportunities to attribute a percentage of success to influential campaigns.
Which feature will allow for revenue share with standard and custom attribution models?
A. Use Customizable Campaign Influence for reporting.
B. Create a formula field to track Campaign Influence.
C. Create a reporting snapshot for Campaigns.
D. Use sharing rules to give access to Campaign members.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 113
Universal Containers allows to its Sales Rep to negotiate up to 5% discount for their opportunities. Discount
more than 5% must be send to their Regional Sale Manager (RSM) for the approval. Discount greater than
15% must be able to send to Regional Vice President (RVP) for the approval. What should a consultant
recommended to meet these requirement?
A. Configure a workflow approval task and email to RSM and RVP.
B. Create two approval processes one for RSM and one for RVP.
C. Configure an approval process for the RSM and workflow for the RVP.
D. Create two step approval processes for the RSM and RVP as approvers.
Answer: D (LEAVE A REPLY)

NEW QUESTION: 114
Northern Trail Outfitters (NTO) wants to send out an email promotion on a monthly basis to a list of 50,000 leads. What should a consultant recommend to meet this requirement?
A. Create a lead assignment rule to send the email to the leads monthly
B. Create an email alert workflow rule to send the email to the leads monthly
C. Use the standard salesforce mass email tool located on the leads tab
D. Use an email execution vendor to send emails for marketing campaigns
Answer: D (LEAVE A REPLY)

NEW QUESTION: 115
Sales manage travels frequently - how to review pending approvals? Choose 2 answers:
A. Schedule & email dashboard results
B. Enable mobile

C. Approvals by email
D. Schedule & email report results
Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 116
What is the recommended approach to relate a Person Account to another Account?
A. Add the Person Account to the Account owners default team.
B. Add the Person Account to the Account Team.
C. Add the Person Account to the Contact Roles.
D. Add the Person Account to the Partners Related List.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 117
The management at universal container noticed that the lead conversion ratio has remained the same for the
hospitality industry despite increase in lead creation. What steps can help determine the issue
A. Report on lead by source.
B. Campaign dashboard by industry
C. Report on lead lifetime by industry
D. Industry performance dashboard
Answer: (SHOW ANSWER)

NEW QUESTION: 118
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 2 answers
A. Create a report with newly created Opportunities and have sales management subscribe to the report.
B. Use Process Builder with an Action Type of Follow Chatter when a record is created or edited.
C. Turn on the Chatter feed settings that enables stage notifications to opportunity owners.
D. Turn on the Chatter feed settings that enable users to automatically follow records that they create.
Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 119
Sales rep @ UC collaborates with ABC company on opportunity to sell to XYZ Company. ABC Co has been added to partner related list on the opportunity. What will automatically happen? Choose 2 answers:
A. Sales team membership granted to ABC Co

B. Partner record added to XYX account
C. Partner record added to ABC account
D. Partner portal access granted to ABC Co
Answer: (SHOW ANSWER)

NEW QUESTION: 120
Most common integrations in a marketing organization take place when...
A. Lead Qualification
B. Campaign Management
C. Lead Generation
D. Revenue Management (forecasting)
Answer: C (LEAVE A REPLY)

NEW QUESTION: 121
The admin at uBHMBon tamers has been getting complaints from sales reps about duplicate Leads ... Salesforce. The admin has already set up a matching rule for Leads. What should the consultant recommend to resolve the issue?
A. Change the criteria for the standard Contact matching rule.
B. Confirm the custom matching rule is activated.
C. Confirm the standard matching rule is inactivated.
D. Change the criteria for the standard Lead matching rule.
Answer: B (LEAVE A REPLY)

NEW QUESTION: 122
A company would like to implement a solution that would hold service reps accountable to customer Service Level Agreements.
Which two steps should be completed to meet this request? Choose 2 answers
A. Enable Work Orders.
B. Configure Service Contracts.
C. Set up Milestones.
D. Create an Entitlement Process.

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 123

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. Enable Default Account Teams for each product line.

B. Enable Default Opportunity Teams for the Opportunity.

C. Create criteria-based opportunity sharing rules for each product line.

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

Answer: (SHOW ANSWER)

NEW QUESTION: 124

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

A. Lead assignment, Apex, and opportunity assignment.

B. Workflow, reports, queues, and lead assignment.

C. Apex, workflow, lead assignment, and queues.

Answer: (SHOW ANSWER)

NEW QUESTION: 125

Northern Trail Outfitters has its sales support team enter new prospecting leads for sales representatives. Which three actions should be implemented to enforce data quality and accuracy once the new lead has been qualified and the opportunity has been created to track the deal? Choose 3 answers

A. Map custom fields to corresponding opportunity fields

B. Enable validation rules on the opportunity

C. Create an Apex trigger to perform data quality checks.
D. Enable validation rules on the lead
E. Enable the lead conversion permission
Answer: A,D,E (LEAVE A REPLY)

NEW QUESTION: 126
Which system would a contact center integrate with in order to provide field service agents with information
needed to provide service at customer sites?
A. Marketing
B. Telephony
C. Enterprise Resource Planning (ERP)
D. Order Fulfillment
Answer: C (LEAVE A REPLY)

NEW QUESTION: 127
CORRECT TEXT
How is currency applied where a company is using multi currency?
Answer:
Every
user also has a personal currency, which is used as the default currency in his or her own quotas, forecasts (depending on which forecasting version you use), opportunities, quotes, and reports.Users can also create opportunities and enter amounts using otheractive currencies.

NEW QUESTION: 128
Universal Containers has an extensive distributor and reseller community. To help manage this partner network, the company is implementing a partner portal. What must be considered when setting up partner users? Choose 2.
A. Partner users are associated with the same set of profiles as internal users
B. Partners can own Account and Opportunities
C. The sharing model should be re-evaluated when the partner portal is enabled
D. Partners can't receive workflow emails
Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 129
Cloud Kicks is concerned that the sales team is taking longer to close Opportunities each month is comparison to the same time last year. The VP Sales wants to determine the number of closed deals on a monthly basis and compare the month-over-month results. Which two actions should the Consultant take to create a solution? Choose 2 answers
A. Schedule an analytic snapshot of the Opportunity object to run monthly.

B. Create a dashboard component; schedule the dashboard to refresh monthly.
C. Schedule an analytic snapshot of the Opportunity history object run monthly.
D. Create a custom Opportunity report using custom formula fields for the stage closed/won.
E. Create a report based on the Opportunity snapshot.
Answer: A,E (LEAVE A REPLY)

NEW QUESTION: 130
Universal Containers has implemented Salesforce for all of its sales associates. All Sales associates are required to select the win or loss status every dosed Opportunity. Managers like to measure the win ratio for all of the sales associates.
How should a consultant meet the requirement?
A. Build a custom lightning component to show the win ratio based on won Opportunities.
B. Ensure that all managers have access to the standard Win/Loss report.
C. Build a custom report on Opportunity with custom summary formulas to show win/loss ratio.
D. Create a custom formula held on Opportunity to capture the win ratio for Opportunities.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 131
Can anyone add a team member to an account team?
Answer:
No. You need to either be the owner sharing the record or have read permission on the account.

NEW QUESTION: 132
What can a user with a Chatter Only profile do?
Answer:
The user can only log in to Chatter. They can access all standard Chatter people, profiles, groups, and files.
Additionally, they can:
View Salesforce accounts and contacts
Use Salesforce CRM Content, Salesforce CRM Ideas, and Answers
Modify up to ten custom objects

NEW QUESTION: 133
Universal Containers (UC) has acquired another company that uses Salesforce and is migrating its legacy email alerts, and approval processes.
Which two steps should the consultant perform to maintain data integrity?
Choose 2 answers
A. Enable the Create Audit Fields permission to insert historically accurate records.

B. Merge the legacy Salesforce org into UC's Salesforce org and migrate the approval processes.
C. Use the Salesforce Approval Process clone feature to migrate approval processes.
D. Insert users, and then migrate email alerts and approval processes into UCs Salesforce org.
Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 134
Cloud Kicks needs the ability to determine the effectiveness of a recent marketing campaign on new leads. Which solution should the Consultant recommend?
A. Create a custom object and a record for the campaign, then relate the newly created record to the lead
B. Specify the date range of the leads added to the campaign.
C. Create a custom text field to capture the marketing campaign
D. Enable campaign influence and report on the influence percent and revenue share.
Answer: D (LEAVE A REPLY)

NEW QUESTION: 135
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 after the Salesforce Release.
B. Test new configurations in a preview sandbox
Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 136
Which of the following descriptions best describe Knowledge?
A. A data enrichment tool that maintains updated data
B. A tool for extending pricing proposals to customers
C. A collaboration tool
D. A content management tool for users who seek information
E. A library that allowsaccess to documents
Answer: D (LEAVE A REPLY)

NEW QUESTION: 137
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. Opportunity Representative Score
B. Sentiment Analysis
C. Deal Prediction
D. Follow-up reminders
E. Key Moments
Answer: C,D,E (LEAVE A REPLY)

NEW QUESTION: 138
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. Implement Salesforce-to-Salesforce to get real-time product order information, and add it as a related list on the Account.
D. 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.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 139
CORRECT TEXT
If a lead that has been campaigned to decides to proceed with an opportunity, how is this information tracked through the sales life-cycle?
Answer:
When
you convert a lead that is linked to a campaign, campaign name is automatically inserted into the opportunity Primary CampaignSource field and tracked (via opportunity and report).

NEW QUESTION: 140

Universal Containers needs the ability to associate installed products at an account to specific cases. Those installed products contain information on the account's contracted Service Level Agreement (SLA) as well as the installed product serial number. Which approach should Universal Containers consider implementing to best satisfy these requirements?

A. Create a lookup object to the contract record
B. Use the standard Opportunity relationship
C. Create a lookup to a custom object for the installed product
D. Use the standard Asset relationship
Answer: D (LEAVE A REPLY)

NEW QUESTION: 141
The Cloud Kicks IT team has noticed that there are many duplicate Person Accounts. The team can often easily identify duplicates and wants to merge them.
What should the consultant explain to the team about Person Account merges?
A. Person Accounts can be merged with any type of Account
B. Person Accounts can be merged with contact records.
C. Person Accounts with a redundant relationship can be merged using matching rules.
D. Person Accounts can be merged with other Person Accounts.
Answer: (SHOW ANSWER)

NEW QUESTION: 142
A contact center manager wants to measure improvements to operations after the implementation of a new workforce management system.
Which two metrics can be used to assess the success of the new workforce management system? Choose 2 answers
A. Quality monitoring score
B. Number of calls offered
C. Schedule adherence
D. Agent utilization
Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 143
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. Create a custom lookup from Accounts to Contacts.
B. Create a reverse lookup from Contacts to Accounts.
C. Use a junction object between Accounts and Contacts.
D. Use the Contacts to Multiple Accounts feature.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 144

Universal Containers needs to provide contact center agents with access to a customer's payment history if the call concerns a billing problem. The following considerations need to be taken into account:

* Billing problems account for less than 5% of calls.
* Billing data is stored in an external system containing over 20 million records.
* Agents do not want to maintain separate login sessions for Salesforce and the billing system.

Which two solutions should a consultant recommend? Choose 2 answers

A. Create a custom tab of type URL that displays a search page from the billing system.
B. Use Lightning Connect to connect and access data in real-time from the billing system.
C. Create a Visualforce page that retrieves payment information via a Web Service call-out.
D. Import payment data into Salesforce and add to the contact page layout as a related list.

Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 145

A client's Support Call Center has seen an increase in call volume on a new product line. The agents are having problems resolving issues and have been escalating to Tier 2 forsupport.

Which action should be taken to reduce the call volumes and escalations?

A. Create Knowledge Articles and publish internally and publicly.
B. Configure Omni-channel to assign cases directly to Tier 2.
C. Create a dashboard to track and manage call volumes by type.
D. Configure IVR routing to bypass Tier 1 for the product line.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 146

Universal Containers current solution for managing its forecast is cumbersome. The sales managers do not have visibility into their team's forecasts and are not able to update the forecasts. As a result the managers are continually asking their sales representatives to provide updated forecast data via email or phone. What solution should a consultant recommend to help Universal Containers improve the management of their forecasts?
Choose 2 answers

A. Configure weekly customized forecast reports and dashboards to be emailed to sales management
B. Create forecast chatter groups where sales representatives can post and share their forecasts
C. Configure customizable forecasts to give managers forecast override capabilities.

D. Create a forecast hierarchy and assign managers to the forecast manager role.
Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 147
The sales director at Universal Containers is concerned the percentage of all Opportunities marked Closed Won is lower than expected. The director wonders if sales reps are converting leads before enough information is known about the prospects.
Which two criteria should a consultant recommend to determine if a lead is qualified ?
Choose 2 answers
A. The lead works for a well-known company.
B. The lead needs Universal Container's products and services.
C. The lead has submitted a written agreement to purchase.
D. The sales rep believes there is a strong likelihood of a sale to this lead.
Answer: (SHOW ANSWER)

NEW QUESTION: 148
Universal Containers sells to a customer segment that has dozens of daily order and payment transactions. These customers have low credit limits which are closely monitored. At the time orders are accepted, management wants to check the customers available credit in Salesforce using information sourced from a third-party cloud application.
What approach should a consultant recommend for this credit system Integration?
A. Create a data mapping in Data Loader for periodic manual credit uploads.
B. Create a daily job using the custom object import wizard to retrieve credit balances.
C. Create a scheduled batch using Apex to retrieve credit balances each night.
D. Create a web service using Apex to retrieve credit balances as needed.
Answer: D (LEAVE A REPLY)

NEW QUESTION: 149
Northern Trail Outfitters is migrating from its legacy campaign and email management system to Salesforce and wants to ensure that its email templates are retained. What should be recommended for a successful migration?
A. Enable Email to salesforce before sending email templates to salesforce
B. Enable Email-to-case and use Import Wizard.
C. Create an email template change set or use the Lightning Platform.
D. Manually recreate the email and mail merge templates in salesforce
Answer: D (LEAVE A REPLY)

NEW QUESTION: 150
When an Opportunity Stage is marked as Closed Won, Cloud Kicks wants an email to be sent to a team of Executives. This email should include details about the Opportunity along with the related Opportunity Products and the Account.

Which solution should the Consultant recommend to achieve this requirement?
A. Develop a custom Apex Trigger that uses custom email messaging.
B. Use Workflow rules and HTML Email Templates.
C. Use Process Builder and HTML Email Templates.
D. Develop an Inbound Email Service.
Answer: (SHOW ANSWER)

NEW QUESTION: 151
Your org-wide defaults for Price Books are set to "No Access". What should you do to enable your Sales Reps
to view the South America Price Book and add Products in this Price Book to Opportunities?
A. Change all Custom Price B
B. Grant specific "Use" access rights to Sales Reps for the South America Price Book
C. Set the org-wide defaults to "Use", then manually change all non Sales Reps' access to "No Access"
D. Set the org-wide defaults for all Sales Reps to "Use"
Answer: B (LEAVE A REPLY)

NEW QUESTION: 152
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. Verify Integration User Profile Details
B. Check Sales Cloud Einstein permission set assignments.
C. Validate the Connected App Details.
D. Reconfigure the Einstein Lead Scoring app.
Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 153

CORRECT TEXT
Know quotas as related to individual reps - choose 2 answers:
A. %of quota attained bysalesmen
B. Quarterly forecast summary by rep
Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 154
Universal Containers (UC) does business with a Contact associated with a specific Account with the Contact Role of executive. The Contact is also on the board of a nonprofit that has requested a charitable donation from UC. UC wants to the Contact on both Accounts.
What should the consultant recommend?
A. Create a new Contact record for the Contact related to the nonprofit Account
B. Select Allow users to relate a Contact to multiple Accounts in Account
C. Change the Contact record type to multi-account
D. Create a new lookup field on the Contact record to associate the executive to the nonprofit.
Answer: (SHOW ANSWER)

NEW QUESTION: 155
Why are profiles important when managing security of records? (Select all that apply)
A. When custom applications are installed or created, you can manage access at the profile level. C.
Profiles define a user's permission to perform different functions within Salesforce.
B. Profiles manage data visibility based on where users are placed
C. Profiles allow users Read permission only. To allow Create, Edit, or Delete permissions, an admin must
change the default setting.
Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 156
A client's Support Call Center has seen an increase in call volume on a new product line. The agents are
having problems resolving issues and have been escalating to Tier 2 for support.
Which action should be taken to reduce the call volumes and escalations?
A. Create a dashboard to track and manage call volumes by type.
B. Create Knowledge Articles and publish internally and publicly.
C. Configure Omni-channel to assign cases directly to Tier 2.
D. Configure IVR routing to bypass Tier 1 for the product line.
Answer: B (LEAVE A REPLY)

NEW QUESTION: 157
Universal Containers wants to restrict to access to accounts and contacts. All users should be able to see all accounts, but only edit the accounts they own. Users should be able to edit only the contacts for the accounts they own. To meet requirements, what should be the organization-wide default access for accounts and contacts?
A. Set accounts to private and contacts to controlled by parent.
B. Set accounts to public read-only and contacts to controlled by parent.
C. Set accounts to public read-only and contacts to private.
D. Set accounts to private and contacts to private.
Answer: B (LEAVE A REPLY)

NEW QUESTION: 158
Universal Containers has enabled Social Accounts and contacts. When a sales representative accesses a contact within Salesforce, the representative is unable to see detailed information from the contacts Facebook profile (e.g. contacts wall postings).
What is preventing the sales representative from accessing detailed information on the contacts Facebook page?
A. Universal Containers must purchase the Facebook license to access public information for its users
B. The link to the Facebook profile is not configured with the administrator password to access detailed information
C. The information shown is based on the sales representative's connection level with the contact on Facebook
D. The fields configured by Universal Containers administrator on the contact page layout are missing
Answer: C (LEAVE A REPLY)

NEW QUESTION: 159
Which two capabilities of Lightning Knowledge ensure accurate content in Articles?
Choose 2 answers
A. Approval Process that assigns an Article to a Reviewer Queue.
B. Validation Rules for article record types to verify all fields during creation.
C. Knowledge Action to Publish an Article once the Article is approved.
D. Data Category to assign an article record type to a Reviewer.
Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 160
How many reports should you design for optimal usability?
A. Five to seven reports per role
B. The more the better, as long as you are using a clear naming convention
C. As many as needed per role, without over whelming users

D. Up to 10 reports per role
Answer: C (LEAVE A REPLY)

NEW QUESTION: 161
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. $5,500
B. $2,000
C. $3,500
D. $6,500
Answer: (SHOW ANSWER)

NEW QUESTION: 162
During a Discovery session at Cloud Kicks, a topic is highlighted that
How should the consultant proceed?
A. Conduct another Discovery session.
B. Revise the timeline for the new items.
C. Continue work because it is covered by the warranty.
D. Define and submit a change order for the new items.
Answer: D (LEAVE A REPLY)

NEW QUESTION: 163
Cloud Kicks maintains two lines of business: individual sales and franchise sales. The sales cycle for franchise sales is more complex and involves more stages than the individual sales cycle.
Which three actions should the Consultant recommend to create a solution? (Choose three.)
A. Configure different record types.
B. Configure different sales processes to each page layout.
C. Configure different sales processes for each line of business.
D. Assign different page layouts to each record type.
E. Assign different sales processes to each page layout.
Answer: (SHOW ANSWER)

NEW QUESTION: 164
A company has call centers in Europe, North America and Japan. Cases not closed within four hours should be escalated. Call Center Managers have noticed that some Open

Cases are not being escalated on time. Which two configurations should a Consultant check to try to solve the problem? Choose 2 answer

A. Case Business Hours

B. Milestones and Entitlements

C. Case Assignment Rules

D. Call Center Holidays

Answer: (SHOW ANSWER)

NEW QUESTION: 165

Match this tip with its design consideration. "Show each job functionrelevant information"

A. Reduced clicks

B. Record types and page layouts

C. Search

D. Minimized redundant data entry

E. Workflow rules and approvals

F. Tab and field naming

Answer: B (LEAVE A REPLY)

NEW QUESTION: 166

Universal Containers does not have a direct sales team; its channel partners are responsible for selling and servicing products. Over the past quarter, there 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. Assign all leads to the partner channel manager to validate the lead data and manually assign to partners

C. Create a custom lead score field to assess lead quality and assign the leads that exceed the score 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: 167
Cloud Kicks sales representatives are allowed to negotiate up to a 5% discount for the Shoe of the Month dub.
Regional sales managers (RSMs) must approve discounts greater than 5%. Regional vice presidents (RVPs) also must approve discounts greater than 10%.
Which two steps should a consultant recommend to satisfy these requirements7 Choose 2 answers
A. Use Process Builder to send an approval Task and email to the RSM and RVP.
B. Create two Approval Processes, one with the RSM and one with the RVP.
C. Use Process Builder to automatically submit approvals over a 5% discount.
D. Create a two-step Approval Process with the RSM and RVP as approvers.
Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 168
Northern Trail Outfitters (NTO) customer orders four lanterns. The order is activated in Salesforce, and the products are successfully shipped tothe customer. One week later, the customer returns one lantern. How should NTO record the return in Salesforce?
A. Create a reduction Order under the activated Order
B. Create a new Order Product withquantity set to -1
C. Change the quantity value on the Order Product to 3
D. Create a custom field on the Order Product object
Answer: A (LEAVE A REPLY)

NEW QUESTION: 169
Which Lightning Service Console feature should be used to enable Service Reps to send emails with
attachments to customers based on the Case details?
A. Macros
B. Process Builder
C. Visual Workflow
D. Lightning Knowledge
Answer: B (LEAVE A REPLY)

NEW QUESTION: 170
Universal Containers has a single contact center that handles all service requests including chat, Cases, and

web form submissions. It is important that Reps are assigned work evenly so that all requests are handled in
the order they are received.
How would a Consultant address this requirement?
A. Configure Live Agent Skills-based Routing
B. Configure Omni-Channel with Least Active Routing
C. Configure Omni-Channel with Most Available Routing
D. Configure Case Assignment Rules
Answer: (SHOW ANSWER)

NEW QUESTION: 171
Cloud Kicks has many customers that regularly renew their "shoe of the month" club membership. The sales representatives use an Account type called "shoe of the month" club for these customers. Sales management wants to use Salesforce to automate repeat opportunities. What should a Consultant. recommend to meet this requirement?
A. Develop a lightning Component to set an Opportunity revenue schedule that automatically sets up a new Opportunity for renewal customers when it reaches the closed/won stage.
B. Configure a Process Builder process for renewal customers that sends a reminder task to the sales representative to create a new Opportunity when it reaches the closed/won stage.
C. Configure a workflow rule for renewal customers that inserts a copy of an Opportunity for the sales representative when it reaches the closed/won stage.
D. Develop an Apex trigger for renewal customers that inserts a copy of an Opportunity for the sales representative when it reaches the closed/won stage.
Answer: D (LEAVE A REPLY)

NEW QUESTION: 172
Cloud Kicks has purchased a list of prospects and wants sales representatives to begin to contact and measure the Return Of Investment (ROI) of the people in the purchased list.
Which solution should the Consultant recommend?
A. Import the list as new leads and update the lead source to "Purchased Lead".
B. Create a new custom object for purchased leads.
C. Import the list as new leads using the import wizard.
D. Create a campaign for this list, import the list as leads, and add them to the campaign.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 173
Universal Containers (UC) has implemented Opportunity Teams. As part of the sales process, tasks are used to track all customer interactions. UC wants any available team member to handle these tasks as soon as possible.

Which Salesforce functionality should the consultant recommend to meet the requirement'

A. Task "Assigned To" set to Opportunity Team role

B. Workflows to create a Task for each team member

C. Task queues for each Opportunity Team

D. Assignment rule selected by default

Answer: (SHOW ANSWER)

NEW QUESTION: 174

How can a sales organization address the "lag time" challenge?

A. By offering higher incentives to sales reps

B. By improving alignment with the marketing organization

C. By avoiding the use of leads

D. By optimizing lead assignment and scoring

Answer: D (LEAVE A REPLY)

NEW QUESTION: 175

Universal Containers is devising a separate sales methodology to upsell service contracts to its existing customer base. The company wants to track and report on these deals separately from other deals.

What should a consultant recommend to meet this requirement?

A. Create a separate page layout and report to flag and report on these deals.

B. Create a custom field on opportunity to flag and report on these deals.

C. Add "upsell" as a stage and create a summary report by opportunity stage.

D. Create an opportunity record type and sales process for reporting on these deals.

Answer: D (LEAVE A REPLY)

Explanation/Reference:

NEW QUESTION: 176

What should you do before you enable communities for your organization? Choose 3 answers

A. Check you have the required licenses

B. Turn on the global header for users that need it

C. Choose a domain name

D. Review your security settings

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

NEW QUESTION: 177

Choose the correct statement.

A. Any salesperson can change their quota at any time.

B. Only users with the appropriate permissions can change their quota.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 178

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

How should the consultant meet this requirement?

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

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

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

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

Answer: (SHOW ANSWER)

NEW QUESTION: 179

Arrange the steps to view record related lists in the correct order (using Salesforce Classic).

A. Select the required type of related records from the displayed objects

B. Open the menu to display the group of objects associated with the selected record

C. Open the record or highlight it in the view

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

NEW QUESTION: 180

What can a user with a Chatter Free profile do?

Answer:

The user can only log in to Chatter. They can access all standard Chatter people, profiles, groups, and files.

NEW QUESTION: 181

You have20,000 leads you want to add to Salesforce.

What is the best tool to use?

Answer:

Import Wizard.

NEW QUESTION: 182

CORRECT TEXT

Can you email a dashboard to a non- Salesforce user, and will theybe able to access it?

Answer:

No

. Only Salesforce users can access dashboards.

NEW QUESTION: 183

Cloud Kicks has a multi-phase selling process where every sales stage corresponds with a phase in the process. The first phase is preliminary qualification, where Opportunities should not contribute to Cloud Kicks' forecast.

Which two actions should be taken to ensure that Opportunities do not contribute to Cloud Kicks' forecast during the first stage? (Choose two.)

A. Require sales staff to enter $0 for the Opportunity amount.

B. Require sales staff to enter 0% for the Opportunity amount.

C. Configure the first stage with the omitted forecast category.

D. Assign 0% probability to the first sales stage.

E. Override the forecast to be $0 for first stage Opportunities.

Answer: C,D (LEAVE A REPLY)

Explanation/Reference:

NEW QUESTION: 184

You want to sync a new quote with its opportunity, but an old quote is already syncing.

What should you do

first?

A. Open new quote detail page so you can start syncing process

B. Stop the syncing for the old quote

C. Check the syncing checkbox for new quote in the quote related list on the opportunity

D. Uncheck the syncing checkbox for the old quote

Answer: B (LEAVE A REPLY)

NEW QUESTION: 185

Cloud Kicks recently completed the implementation of a new Sales Cloud solution. The stakeholder committee believes that sales user adoption is best measured by opportunities generated by the sales representatives. What can the Consultant recommend to measure sales user adoption?

A. Create a trend report to determine if there is an increase in deals closed.

B. Provide a report of user logins to show the increase in user adoption

C. Enable sales teams and run an opportunity report with teams to see how many Opportunities have team member on them
D. Refer back to the project plan to see if the goals were met
Answer: B (LEAVE A REPLY)

NEW QUESTION: 186
Which feature should a Consultant configure to allow global Service Reps to call customers from within the Lightning Service Console?
A. Lightning Dialer
B. Open CTI
C. Macros
D. Local Presence
Answer: A (LEAVE A REPLY)

NEW QUESTION: 187
Describe Pipeline.
A. Benchmark of how much should be sold withina certain time frame
B. Revenue projection that can be expressed in dollar amounts, units of product family, or both
C. Consists of opportunities in various stages of maturity
Answer: A (LEAVE A REPLY)

NEW QUESTION: 188
Universal Containers wants to ensure the contracted service level requirements for its clients are being met.
What should be configured to meet this requirement?
A. Entitlement processes, contracts, contract line Items, and entitlements
B. Entitlement processes, contracts, milestones, and milestone actions
C. Entitlement processes, contract line items, milestones, and entitlements
D. Entitlement processes, milestones, milestone actions, and entitlements
Answer: D (LEAVE A REPLY)

NEW QUESTION: 189
The Cloud Kicks Sales Support team manually enters leads into Salesforce throughout the week. It was discovered that many of the leads already exist as Contacts in the system based on matching email address.
This has resulted in high volume of unconverted
leads.
Which solution should be used to identify and block future duplicates from being created?
A. Activate the Standard Lead Duplicate Rule that matches on both Lead and Contact.

B. Create a process builder and flow that emails the user of a potential duplicate Contact when a Lead is created.
C. Build a report that groups leads by email address to identify and merge duplicates
D. Use Dataloader to import the leads each week instead of entering leads individually.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 190
The Cloud Kicks IT team has noticed that there are many duplicate person Accounts. The team can often easily identify duplicates and wants to merge them.
Which consideration should the Consultant convey regarding person Account merges?
A. Person Accounts can be merged with other person Accounts.
B. Person Accounts can be merged with Contact records.
C. Person Accounts with a redundant relationship can be merged with duplicate matching rules.
D. Person Accounts can be merged automatically by enabling the option in Account Setup.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 191
Sales management at Universal Containers needs toprovidechannel partners with easy access to approved product documentation. They also need to notify partners about the material revisions andupdates. How can they achieve these goals in Salesforce?
A. Enable the Document tab in the partner portal andenable email alerts for partner users.
B. Add the Content relatedlist
C. EnableContent in the partner portal and enable Content email alerts for partner users.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 192
Cloud Kicks wants to implement team selling to share differing levels of access to Accounts and associate records, such as opportunities, contracts, and case, based on team member responsibilities.
Which capability should the consultant recommend?
A. Sharing rules
B. Opportunity Teams
C. Account Teams
D. Role hierarchy
Answer: (SHOW ANSWER)