Salesforce

Exam Questions Sales-Cloud-Consultant

Certified Salesforce Sales Cloud Consultant

NEW QUESTION 1
Sales reps at Cloud Kicks (CK) often receive important customer emails they want to record as activities related to contacts in Salesforce. CK has Office 365, as well as a policy that
prevents users from installing anything directly on their computers. Which solution should a consultant recommend meeting this requirement?

A. Salesforce for Outlook
B. Salesforce Console for Sales
C. Einstein Activity Capture
D. Lightning Console for Sales

Answer: C

NEW QUESTION 2
During the Deploy phase at Cloud Kicks, users are finding it difficult to use a new system, which is adoption. How should the consultant avoid this issue in the future?

A. Design a solution during the Build phase.
B. Conduct a Beta review during the Validate phase.
C. Gain buy-in during the Analyze phase.
D. Develop test scripts during the Plan phase.

Answer: B

NEW QUESTION 3
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 with a redundant relationship can be merged using matching rules.
B. Person Accounts can be merged with other Person Accounts.
C. Person Accounts can be merged with contact records.
D. Person Accounts can be merged with any type of Account

Answer: B

NEW QUESTION 4
Cloud Kicks (CK) has recently implemented Sales Cloud. CK wants to be able to forecast the number of shoes it sells to better coordinate with the logistics department to fulfill orders.
Which three options should a consultant recommend CK implement to accomplish this? Choose 3 answers

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

Answer: ADE

NEW QUESTION 5
Cloud Kicks has configured Account Teams and is ready to go live in Production. How should the consultant migrate Account Team configuration to Production?

A. Push with Workbench.
B. import with Data Loader.
C. Create manually.
D. Deploy with Change Sets.

Answer: B

NEW QUESTION 6
Up to this point, two sales have had separate accounts and opportunities. Sales Rep A wants to include Sales Rep B in a few opportunities on one account.
Which two actions can Sales Rep A allow Sales Rep B to do when Account Teams are enabled and used for this account? Choose 2 answers

A. Grant Read access on the account's cases.
B. Edit all opportunities on the account.
C. View the account and keep activities private.
D. View one of the opportunities on the account.

Answer: AB

NEW QUESTION 7
Northern Trail Outfitter has created a Complaints custom object related to Accounts. Due to the sensitive nature of these records, the object's visibility has been set to Private. A dedicated subnet of support users who will work on these items has been added to a Complaints Specialist public group. Only users within the Complaints Specialist public group should be able to view and edit any Compliant record.
Which two options should a consultant recommend to meet the requirements? Choose 2 answers

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

B. Uncheck the Grant Access Using Hierarchies checkbox in Sharing Settings for the Complaints object.
C. Create a catena-based sharing rule that grants Read/Write access to the Complaints Specialist public group.
D. Set the Complaint object's default visibility to allow only the users in the Complaints Specialist group to access the records.

Answer: BC

NEW QUESTION 8
The Cloud Kicks team needs to quickly look up contacts, accounts, and opportunities and easily log calls from their mobile phones. Due to limited coverage in certain geographic areas, the team wants access to customer information while out of the office and when they are without an internet connection.
Which two steps should the consultant recommend? Choose 2 answers

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

Answer: BD

NEW QUESTION 9
Cloud Kicks wants to know how many closed won Opportunities a Campaign has generated over the last 30 days. Which two steps should the consultant take to meet this requirement using standard functionality?
Choose 2 answers

A. Add child Campaigns of the primary Campaign source automatically.
B. Add criteria to the auto-association settings to limit the matches to the past 30 days.
C. Define rules for Campaigns to add Opportunities and then lock after 30 days.
D. Ask the admin to enable Customizable Campaign Influence.

Answer: BD

NEW QUESTION 10
Cloud Kicks just deployed Sales Cloud globally and wants to make sure that all of its users are using Salesforce. How should the consultant determine if all regions are using Salesforce?

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

Answer: D

NEW QUESTION 10
Universal Containers has hired a new employee for the Global Sales Leadership team. The employee is intere in fostering friendly competition between account executives, with emphasis on reinforcing activities that dm sales. Historically, for every four prospect meetings held, one sale was generated.
Which action would help support the sales teams?

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

Answer: B

NEW QUESTION 13
Cloud Kicks has hired a consultant to help with its initial Salesforce implementation.
Which three steps should the consultant take to help Cloud Kicks get Salesforce up and running? Choose 3 answers

A. Define company vision.
B. Finalize integrations.
C. Prioritize goats.
D. Define KPIs.
E. Analyze competitors.

Answer: ACD

NEW QUESTION 14
Universal Containers recently implemented Sales Cloud. Stakeholders want insights into how logging interactions with customers impacts the number of won sales deafs.
Which report should the consultant create to meet the requirement?

A. Closed Won Opportunities by Account
B. Closed Won Opportunities with Activities
C. Closed Won Opportunities by the sales team
D. Closed Won Opportunities with Recommendations

Answer: B

NEW QUESTION 17
Universal Containers' (UC) sales reps have said there are too many reports and dashboards which makes it hard to find what is important to them.
What should a consultant recommend that use to solve this issue?

A. Custom report types
B. Private folders
C. Enhanced Folder Sharing
D. Dashboard Filters

Answer: A

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

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

Answer: C

NEW QUESTION 22
A sales manager at Cloud Kicks wants the sales team to stay informed about the team's progress in Quip. Which approach should a consultant recommend?

A. Use Salesforce Chatter groups and enable access to the sales team.
B. Utilize Salesforce Notes standalone related list in Lightning Experience.
C. Connect a document or spreadsheet to a Slack channel.
D. Use Salesforce Chatter groups and restrict access to the sales team.

Answer: C

NEW QUESTION 23
A Consultant is configuring Einstein Forecasting to help the sales team predict how much they will sell by the end of a forecasting period.
Which two considerations should the consultant keep in mind to ensure that predictions are displayed. Choose 2 answers

A. Predictions are only shown when data sync in Tableau CRM is enable
B. Tableau
C. Predictions are based only on the standard Close Date and Amount fields
D. Predictions are only shown when at least 12 months of Opportunity data exists
E. Predictions are only shown when the user is in the forecasting hierarchy.

Answer: BC

NEW QUESTION 26
At Universal Containers, in addition to the sales team, support reps are sometimes eligible for commissions. When support reps are involved in a deal, they should receive a credit of 15% of the revenue.
What should the consultant consider when designing a revenue sharing solution?

A. Revenue splits are required in order to use overlay splits.
B. Overlay splits Allocated on art Opportunity can total any percentage.
C. Overlay splits can be assigned to any user with the appropriate profile.
D. Revenue splits allocated on an Opportunity can total any percentage.

Answer: D

NEW QUESTION 30
The Cloud Kicks CEO needs to run reports from the sales team's reports folder. The CEO's assistant needs to control access to the reports. Sales managers need to change the reports when necessary.
How should the consultant meet the requirement?

A. Set the CEO access level to View, the CEO's assistant to Manage, and the sales manager to Edit on ACO the folder.
B. Enable Manage Reports in Public Folders and give access to the CEO and their subordinates.
C. Set the CEO access level to View All, the CEO's assistant to Modify All, and the sales manager public group to Create.
D. Enable Manage access for the CEO role and subordinates, and Manage access for the CEO'S assistant profile.

Answer: A

NEW QUESTION 35
Cloud Kicks (CK) needs to determine the effectiveness of a recent marketing campaign on new leads' quality. CK is using Einstein Lead Scoring,
Which solution should the consultant recommend?

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

Answer: B

NEW QUESTION 38
A sales rep owns an opportunity and can view the associated account, but is unable to view contacts on that account.
What should the consultant recommend to allow account owners to selectively share an account's contacts with opportunity owners?

A. Add opportunity owners to the Opportunity Team and configure contact sharing.
B. Transfer account ownership from themselves to the opportunity owner.
C. Transfer contact ownership from themselves to the opportunity owner.
D. Add opportunity owners to the Account Team and configure contact sharing.

Answer: D

NEW QUESTION 43
Cloud Kicks (CK) sells online subscriptions for its leading Shoe of the Month club. Customers can make a single payment or pay weekly, monthly, or quarterly. CK wants to use Opportunities to track and report on these subscription deals.
What should a consultant recommend to meet this requirement?

A. Activate schedules on the Opportunity object.
B. Enable schedules on the Product object.
C. Configure assets with a look up to the Opportunity object.
D. Implement contracts with a look up to the Opportunity object.

Answer: B

NEW QUESTION 44
Cloud Kicks is concerned that the sales team is taking longer to dose opportunities in comparison to the same time last year. The VP of sales wants to determine the number of closed deals on a monthly basis and compare the month-over-month results.
Which two actions should the consultant take to meet the requirement? Choose 2 answers

A. Create a report based on the Opportunity reporting snapshot.
B. Create a dashboard component and schedule the dashboard to refresh monthly.
C. Schedule a reporting snapshot of the Opportunity History object to run monthly.
D. Schedule a reporting snapshot of the Opportunity object to run monthly.

Answer: AD

NEW QUESTION 47
Cloud Kicks (CK) maintains products and price books on an external platform due to the high frequency of pricing changes to products. CK has a B2B license.
Sales managers want to monitor pipeline by sales rep and territory, report on team revenue to goal, and view order status «n Salesforce.
What are two actions the consultant should take to meet the requirements? Choose 2 answers

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

Answer: AB

NEW QUESTION 50
Cloud Kicks (CK) is just kicking off its project. The consultant wants to dive deeper into CK's process and pain points. Which three approaches should a consultant use to learn about and empathize with the customer?
Choose 3 answers

A. Embodying
B. Shadowing
C. Interviewing
D. Role Playing
E. Leading Workshops

Answer: ABC

NEW QUESTION 52
Cloud Kicks needs to associate some Contacts with many Accounts. Which solution should a consultant recommend meeting this requirement?

A. Use the Contact roles related list on Accounts.
B. Add a custom Account lookup field on the Contact.
C. Use the Contact to Multiple Accounts feature.
D. Add Contact to the partners related list on other Accounts.

Answer: C

NEW QUESTION 56
Universal Containers has configured the Account organization-wide default (OWD) sharing as Public Read Only. All customer Accounts are owned by the customer successmanager. When a customer calls support to update their contact information, the support agent on their Account team is unable to edit the

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

A. The support agent should add themselves to the customer's Account team to grant Edit permissions.
B. The support agent should contact the customer success manager to update the Account.
C. The customer success manager should change the owner of the Account to the support agent.
D. The customer success manager should include the support agent on the default Account team with Edit permissions.

Answer: D

NEW QUESTION 61
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. Create two Approval Processes, one with the RSM and one with the RVP.
B. Use Process Builder to send an approval Task and email to the RSM and 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: AD

NEW QUESTION 65
Universal Containers is migrating data from a legacy system into Salesforce.
Which two considerations should a consultant take into account when importing Campaign Members? Choose 2 answers

A. Leads, Contacts, and Business Accounts can be Campaign Members.
B. The Marketing User feature license must be assigned.
C. The Campaign ID is required in the import file.
D. The Status of the Campaign Member is optional.

Answer: BC

NEW QUESTION 67
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. Confirm the standard matching rule is inactivated.
B. Change the criteria for the standard Lead matching rule.
C. Change the criteria for the standard Contact matching rule.
D. Confirm the custom matching rule is activated.

Answer: D

NEW QUESTION 69
A consultant has been tasked with analyzing the way sates reps use Salesforce to work a deal from inception to close, and then presenting this information to management.
What should the consultant utilize to present the information?

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

Answer: B

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

NEW QUESTION 74
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. Sales reps
B. Finance team
C. Sales operations
D. Executives

Answer: AC

NEW QUESTION 78
The Universal Containers sales team wants to easily show Account relationships to its sales reps and report on these relationship.
Which two considerations should the consultant take into account? Choose 2 answers

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

Answer: CD

NEW QUESTION 81
A consultant is implementing a new Sales Cloud instance for Cloud Kicks (CK) that has a public sharing model for Accounts. Different sales reps own local Accounts that create a multi-level Account Hierarchy. CK needs to see the total number of closed won opportunities and the revenue value for all Accounts in the hierarchy when viewing 2 Parent Account. Which recommendation meets this requirement?

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

Answer: A

NEW QUESTION 84
A Cloud Kicks sales team based in the U.S. wants to grow market share in Australia. The company has multicurrency enabled and has added the Australian Dollar as an available currency.
How should the consultant allow the sales team to report on Australian deal values in U.S. Dollars (USO)?

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

Answer: B

NEW QUESTION 85
Cloud Kicks wants to improve its return on investment (ROI) by creating intelligent processes built on trusted, targeted data.
What are two justifications for using third-party data enrichment tools? Choose 2 answers

A. To survey customers to update their data
B. To enhance prospect data signaling intent to purchase
C. To find new prospects who match the selling segment
D. To create customer segments with personas and scoring

Answer: BC

NEW QUESTION 86
Cloud Kicks noticed its data quality has degraded since its initial Sales 'Cloud Hs ion and is working with a co to ip a data management plan. The consultant suggested some best practices for creating, processing, and maintaining data.
Which two areas could be improved by using third-party data enrichment tools? Choose 2 answers

A. Roles and record ownership
B. Validation rules
C. Monitoring changes and updates
D. Naming and formatting

Answer: BC

NEW QUESTION 89
The consultant at Cloud Kicks has successfully implemented the Einstein Lead Scoring feature, and now wants to measure its effectiveness and track lead conversion rates.
Which three standard dashboards are available? Choose 3 answers

A. Conversion Rate by Lead Score
B. Conversion Rate by Lead Source
C. Lead Scores by Created Date
D. Average Lead Score by Lead Source
E. Lead Score Distribution

Answer: ABE

NEW QUESTION 93
A consultant it working with Cloud Kicks (CK) on its initial Sales Could implementation. CK wants its sales reps to be able to use Sales Cloud to track accounts, contacts, and opportunities before its global conference in 4 months.
What should the consultant recommend to meet the requirement?

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

Answer: A

NEW QUESTION 96
Northern Trails Outfitters (NTO) is ready to start the next phase of its Salesforce implementation. A consultant recommends using Universal Process Notation (UPN) to document the business process maps NTO will use as its guide.
As NTO maps out its processes, which two key principals of UPN should the team keep in mind? Choose 2 answers

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

Answer: CD

NEW QUESTION 99
During the Discovery phase of a project, which three steps should a consultant complete to prepare for a successful engagement? Choose 3 answers

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

Answer: ADE

NEW QUESTION 101
Cloud Kicks wants to send a notification to sales reps when their opportunities remain open past the close date. Which two solutions should the consultant recommend to meet the requirement?
Choose 2 answers

A. Add sales reps to the Opportunity Team.
B. Instruct sales reps to follow their opportunities.
C. Enable Einstein Opportunity Insights.
D. Use Flow with a scheduled action and an email alert.

Answer: CD

NEW QUESTION 105
Universal Containers (UC) wants to make it easier for sales reps to log their customer interactions, such as emails and events, directly from their email and calender applications. UC wants to report on these activities in Salesforce.
Which two actions should the consultant recommend? Choose 2 answers

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

Answer: AB

NEW QUESTION 109
The sales team at Cloud Kicks has been late meeting deadlines on a specific project and has missed multiple project meetings.
What should the consultant recommend to the project manager?

A. Revisit the communication plan and set up more frequent touch points with the customer.
B. Setup a requirements workshop and get sign-off.
C. Write a solution design and get sign-off so the build phase can start.
D. Ask what the customer would like the solution to be and demo it to them at the end of the build phase.

Answer: A

NEW QUESTION 114
Cloud Kicks is implementing Sales Cloud and has asked a consultant to create an architecture diagram of the system.
Which stage of the project lifecycle does this fall under?

A. Plan
B. Document
C. Test
D. Design

Answer: D

NEW QUESTION 119
The Cloud Kicks marketing team wants to view and report in Lightning on any opportunities created as a result of 2 Campaign. Which two choices should a consultant recommend meeting the requirement?
Choose 2 answers

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

B. Enable Customizable Campaign Influence in Setup.
C. Add the Campaign Influence related list to the Opportunity page layouts.
D. Create a joined report between Opportunity and Campaign to show influence.

Answer: AC

NEW QUESTION 122
Cloud Kicks' global sales operations team has to export reports from Salesforce and manipulate them in Excel to convert regional deals to the correct currency conversion. What are two use cases for enabling Advanced Currency Management that will allow the company to generate accurate reporting directly in Salesforce?
Choose 2 answers

A. Adjust currency conversion dynamically based on a given date range.
B. Adjust currency rates on a set schedule.
C. Show deal value in a user's default currency.
D. Implement org-wide reporting that displays deal values appropriately.

Answer: AB

NEW QUESTION 125
Cloud Kicks (CK) has two sales divisions: a franchise sales division and a public sales division. The sales reps for each division have different user profiles. The sales reps for the franchise sales division should only be able to set up Business Accounts. What should the consultant recommend meeting this requirement?

A. Remove Person Account Record Types from the franchise sales user profile.
B. Ensure there are a minimum of two Record Types for Person Accounts.
C. Use sharing rules to share Accounts between franchise and public divisions.
D. Ask Salesforce Support to disable Person Accounts in CK's org.

Answer: A

NEW QUESTION 127
The sales director of retail products at Cloud Kicks wants to allow cloning of orders to help sales reps process repetitive orders.
What are two guidelines to consider when cloning an order with products? Choose 2 answers

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

Answer: AD

NEW QUESTION 128
A consultant is beginning a new project with Cloud Kicks to implement collaborative forecasting. What should the consultant use to gather requirements using an Agile methodology?

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

Answer: D

NEW QUESTION 131
The sales director at Cloud Kicks wants to enable Person Accounts in its org. The sales director asked a consultant to evaluate the solution and present it to the sales team.
What should the consultant consider when evaluating Person Accounts?

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

Answer: A

NEW QUESTION 132
Cloud Kicks (CK) has an external enterprise resource planning (ERP) system that stores product order information. CK wants to view those orders as a related list on the account record in real time.
Which best practice should the consultant recommend?

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

Answer: A

NEW QUESTION 136
The sales department at cloud kicks is growing quickly. New sales executives should prioritize interacting with existing contacts who are decision makers and influencers to further the business relationship.
Which solution should the consultant recommend?

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

Answer: A

NEW QUESTION 141
Universal Containers is planning to migrate two million account records and 10 million contact records from its existing legacy CRM application to sales cloud.
Which solution should the consultant recommend?

A. Batch Apex
B. Data Import Wizard
C. Data Loader
D. Third-party tool

Answer: D

NEW QUESTION 144
Cloud Kicks (CK) frequently has multiple sales reps who collaborate on an opportunity. CK needs Salesforce to allocate credit to each sales rep to track against a sales quota.
Which Salesforce feature should the consultant use to meet this requirement?

A. Opportunity Splits
B. Sales Analytics
C. Custom Metadata
D. Collaborative Forecasting

Answer: A

NEW QUESTION 146
A customer notices a large increase in leads created overnight which exceed the daily limits. Upon examination, the leads appear to be created by bots. The Customer uses a standard web-to-lead from without safeguards in place to limit spam on forms.
What should the consultant recommend as the first line of defense before republishing the form?

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

Answer: A

NEW QUESTION 148
Cloud Kicks is expanding to international markets. Sales reps are unable to find specific products in the international price book.
Which two steps should the consultant take to resolve this issue? Choose 2 answers

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

Answer: BC

NEW QUESTION 150
The sales director at Cloud Kicks wants to prevent users from viewing each other's Opportunities but wants them to check to see that the Account already exists prior to creating a new Account. Which organization-wide default should the consultant recommend?

A. Set Account to Public Read Only and use a criteria-based sharing rule on Opportunity.
B. Set Account and Opportunity to Public Read Only.
C. Set Account to Public Read Only, and Opportunity to Private.
D. Set Account and Opportunity to Private.

Answer: C

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

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

Answer: C

NEW QUESTION 156
The Cloud Kicks global sales teams are distributed across regions. Sales leadership wants to give access to dashboards based on region. For example, users within the region should have access to regional dashboards while the leadership team should have access to global dashboards.
What should the consultant recommend meeting this requirement?

A. Create Dashboard folders for each regional sales team and one Dashboard folder for the leadership and team.
B. Create one Dashboard folder for all regional sales teams and one Dashboard folder for the leadership team.
C. Create one Dashboard folder for all regions for sales and leadership teams with View access.
D. Create region-based sales groups, one leadership group, and one Dashboard folder with View access.

Answer: A

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

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

Answer: B

NEW QUESTION 164
Sales reps at Universal Containers (UC) want to know when a customer or prospect Contact opens an email, they sent so they can follow up with the Contact shortly afterward. Which tool should a consultant recommend to meet the requirement?

A. Outlook Desktop Integration
B. Einstein Activity Capture
C. High Velocity Sales
D. Salesforce Inbox

Answer: B

NEW QUESTION 167
Cloud Kicks wants to implement team selling to share differing levels of access to Accounts and associate records, such as opportunities, contracts, and case, based on team member responsibilities.
Which capability should the consultant recommend?

A. Opportunity Teams
B. Role hierarchy
C. Account Teams
D. Sharing rules

Answer: C

NEW QUESTION 172
After a project deployment, several bugs are identified by end users and prioritized by the project team. What are two ways a consultant should resolve these issues?
Choose 2 answers

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

Answer: AD

NEW QUESTION 177
Cloud Kicks has 300,000 account records and 16 million invoices In a custom object with a master-detail relationship to the Account. Each account record takes a long time to display due to the rendering time of the invoice related list.
What should the consultant do to solve this issue?

A. Enable Collapsible Sections for the Invoice related list
B. Move the invoice related list to a separate tab on the Lightning page.
C. Convert the Invoice object into a lookup relationship.
D. Enable indexing on all visible fields on the invoice related list.

Answer: D

NEW QUESTION 180
Cloud Kicks (OC) sells Formal and Athletic footwear hoes. CK is using Product Families on Products to associate each product to its corresponding line. CK currently forecasts an Expected Revenue amount that combines all products together.

A consultant is assessing how CK can divide its forecasts by footwear line. Which solution should the consultant recommend to improve CK's forecasts?

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

Answer: A

NEW QUESTION 184
Universal Containers is creating a new program to allow customers to pay for large orders over the course of 1 to 3 years in monthly installments beginning in the month the products are sold. The admin needs to configure Sales Good to accommodate the new pricing term and to help the finance department forecast easily. What should the consultant recommend to meet the requirement?

A. Use Revenue Schedules to capture installment payment plan details for each Product.
B. Add a custom field to the Quotes object to capture the number of installments,
C. Set the default quantities to 12, 24, and 36 in a new Price Book for installment sales.
D. Create a Process Builder to create an Order for each installment payment.

Answer: B

NEW QUESTION 186
Which two considerations should be made when deploying dynamic dashboards? Choose 2 answers

A. Dynamic dashboards must be manually refreshed.
B. Dynamic dashboards allow all users to view data as any user.
C. Dynamic dashboards must be saved in public or shared folders.
D. Dynamic dashboards require users to follow each component.

Answer: BD

NEW QUESTION 188
The sales director at Universal Containers wants to ensure that a custom field on the Lead object is excluded from Einstein Lead Scoring.
How should the consultant meet the requirement?

A. Exclude the custom field from all page layouts.
B. Omit the custom field from the scoring model.
C. Clear the custom field's values on all records.
D. Make the custom field Read-Only on all profiles.

Answer: B

NEW QUESTION 192
Cloud Kicks has enabled multi-Currency in its organization. All the rates are set. What will happen if the exchange rates are adjusted?

A. All newly closed opportunities will use the new conversion rate.
B. Opportunities created this month will use the new conversion rate and old opportunities will remain the same.
C. New opportunities will use the new conversion rate and old opportunities will remain the same.
D. All opportunities with conversion rates will use the new rate.

Answer: C

NEW QUESTION 197
Cloud Kicks (CK) uses Collaborative Forecasts and has a custom currency field, Discount, on Opportunity that allows sales reps to record when they give a discount on an opportunity. CK just added a new business unit to Salesforce. Managers in the new business unit report that their forecasts are accurate but they are unable to see the discount amount in the Opportunity list in Collaborative Forecasting.
What should a consultant do to resolve the issue?

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

Answer: B

NEW QUESTION 202
A consultant has successfully deployed Sales Cloud at Cloud Kicks. What is the final step in completing an engagement?

A. Measure adoption
B. Perform testing
C. Deploy solution
D. Hand over documentation

Answer: A

NEW QUESTION 203

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

A. Install the Chat (Live Agent) Dashboard package from the AppExchang
B. Add a chart to the dashboard to show the number of agent chats associated to new leads compared to the total number of agent chats for the period.
C. Add a custom field on the Chat Transcript object so agents can check a checkbox when a conversation results in a new lea
D. Create a report using the custom field.
E. Create a lead report that identifies the number of new leads with the lead source "Chat".
F. Ask the marketing department to provide the program with Google Analytics data for the commercialcontainers web pages.

Answer: B

NEW QUESTION 204
The consultant at Cloud Kicks has noticed that sales data is quickly outdated and wants to keep Account data current.
What should the consultant recommend to maintain current Account information?

A. Build a weekly data update from in-house systems to refresh data in Salesforce.
B. Email the contacts and leads to obtain their current information.
C. Enable Automated Account Fields in Setup.
D. Use third-party data to update and add records to Salesforce.

Answer: D

NEW QUESTION 205
Sales reps at Cloud Kicks are spending too much time coordinating meetings with prospective clients. Which solution should a consultant recommend to schedule meetings more efficiently?

A. Share the sales reps' Salesforce calendar wrth clients.
B. Utilize the Insert Availability feature in Salesforce Inbox.
C. Ask clients to share their Outlook calendars.
D. Create a site that clients can access to schedule meetings.

Answer: B

NEW QUESTION 209
Cloud Kicks is in the process of implementing Salesforce for its sales teams. Senior management has concerns about adoption.
What should a consultant recommend to encourage adoption?

A. Establish goals and key metrics.
B. Give users access to a Sandbox environment.
C. Define the sales process.
D. Plan a first release with minimum features

Answer: A

NEW QUESTION 211
Universal Containers is realigning sales territories and needs to update ownership across its 400,000 accounts. The organization-wide default for Accounts is Private.
Which two factors should the consultant consider when updating the sales territories and Account owners? Choose 2 answers

A. The organization-wide default should be set to Public before the update can be performed.
B. The Salesforce Platform can update up to 200 accounts at a time.
C. The data update will cause sharing recalculations and should be completed during off-peak hours.
D. The team can defer sharing calculations to decrease the risk of lock errors during the data update.

Answer: AD

NEW QUESTION 213
Universal Containers (UC) has established Sales Ops teams. As part of the sales process, Tasks are used to track all customer interactions. UC wants any available Sales Ops team member to handle these Tasks as soon as possible.
Which Salesforce functionality should the consultant recommend to meet the requirement?

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

Answer: D

NEW QUESTION 215
A consultant has conducted Discovery sessions with Cloud Kicks stakeholders and is ready to start gathering user cases for Sales Processes.
Which two groups should provide content for the use cases? Choose 2 answers

A. Sales reps
B. Executives

C. Finance team
D. Sales operations

Answer: AD

NEW QUESTION 217
Cloud Kicks is migrating from its current CRM application to Salesforce in phases across various regions. The current CRM application manages customer and pipeline information that resides in a legacy back-end application which needs to be migrated to Salesforce.
Which approach should the consultant use for the source data migration?

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

Answer: B

NEW QUESTION 219
Cloud Kicks (CK) acquired a company. The VP of technology wants to migrate all the sales data into CK's Salesforce instance.
Which data migration sequence should the consultant recommend for the objects?

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

Answer: A

NEW QUESTION 222
Cloud Kicks needs to set sales quotas for all sales reps. Which three solutions should the consultant consider? Choose 3 answers

A. Use the Data Import Wizard.
B. Enable Forecast Quotas from Setup.
C. Use the API.
D. Assign Quota values by profile.
E. Use Data Loader.

Answer: CDE

NEW QUESTION 223
Cloud Kicks (CK) uses a sales model where pre defined groups of reps work collaboratively on Accounts. Each group is also responsible for specific Accounts. CK has organization wide default access set to Public Read/1 for Accounts. CK discovered this caused issues with data quality where reps edited Accounts outside their scope responsibility. CK wants to allow reps to view any Account, but restrict editing to only reps who are responsible for those specific Accounts.
Which two steps should a consultant recommend to allow reps to continue to collaborate while eliminating incorrect edits?
Choose 2 answers

A. Change Account organization-wide defaults to Private.
B. Enable Account Teams to allow owners to grant Read/Write access.
C. Create an Account sharing rule to grant Read/Write access to all Accounts.
D. Change Account organization-wide defaults to Public/Read-Only.

Answer: BD

NEW QUESTION 224
Cloud Kicks has enabled Orders to track and manage customer requests for products. The sates team has requested a process to return or reduce the quantity of activated Orders.
Which two Salesforce features should a consultant recommend to meet this requirement Choose 2 answers

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

Answer: BD

NEW QUESTION 225
At Cloud Kicks (CK), each sales rep is assigned a sales ops specialist and a sales engineer. CK wants to ensure that the assigned sales ops specialist and sales engineer have access to the correct Accounts. The organization wide defaults (OWO) for Contact are set to 'Controlled by Parent',
Which solution should the consultant recommend to meet this requirement?

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

Answer: B

NEW QUESTION 227
Cloud Kicks (CK) is migrating Account and Contact information from a legacy CRM system into Salesforce using Data Loader. Accounts in the legacy system have a unique ID field that is used to related Contacts to Accounts in the legacy system, CK wants to automatically match these Contacts to the relevant Accounts when loading Contacts into Salesforce.
What should a consultant recommend to meet the requirement?

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

Answer: D

NEW QUESTION 231
A consultant for Cloud Kicks is migrating data from an on-premise system to Salesforce. The consultant has imported.
Account records, and is attempting to import the associated Contacts using Data Loader, but the import has failed records. The error messages all read UNABLE TO LOCK ROW,
What could be causing these records to fail?

A. Updates to child records that have the same parent records are being processed simultaneously.
B. Contact records should be imposed in the same data batch as Account records.
C. An Apex Trigger on the Account object is firing on insert and causing the Contact import to fail.
D. The consultant has incorrect permissions to import data using Data Loader.

Answer: A

Explanation:
The most likely cause of the records failing is that updates to child records that have the same parent record are being processed simultaneously. This can cause the records to fail because child records must be imported after the parent records have been imported, and if the parent record is being updated at the same time as the child records, the import will fail. The other options are not likely to be the cause of the failed import.

NEW QUESTION 232
Sometimes, sales reps need to create contacts without accounts based on business processes. What should the consultant take into consideration about these contacts?

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

Answer: C

NEW QUESTION 233
Cloud Kicks sales reps want to see all of their current opportunities, and the full details, with a minimal amount of navigation or dicks to cycle through them.
Which functionality should the consultant recommend?

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

Answer: D

NEW QUESTION 237
Cloud Kicks has enabled Quotas in forecasts. In which three ways can Quotas be managed for all users in the forecast hierarchy?
Choose 3 answers

A. Insert Quotas using API.
B. Add/update Quotas using the Data Import Wizard.
C. Assign Quotas to a forecast period.
D. Add/update Quotas using Data Loader.
E. Configure Forecast Quotas.

Answer: ACD

NEW QUESTION 240
A couple of users at Cloud Kicks (CK) own more than 10,000 records. The CK admin has noticed that making changes to the sharing model is taking increasingly more time.
What are two solutions the consultant should implement to resolve the Issue? Choose 2 answers

A. Move the users to the top of the role hierarchy.
B. Move the users to the bottom of the role hierarchy.
C. Mass transfer the records to another role in the role hierarchy.
D. Remove the users from the role hierarchy.

Answer: AC

NEW QUESTION 242
The Cloud Kicks (CK) IT team wants to enable Person Accounts in its Salesforce org. Which three prerequisites must be met before the consultant can enable Person Accounts? Choose 3 answers

A. User Profiles with Read access to Accounts must also have Read access to Contacts.
B. At least one Record Type should be created for Accounts.
C. The CK customer portal must be disabled to allow Person Account self-registration in the future.
D. The organization-wide default sharing is set so either Contact is Controlled by Parent or both Account and Contact are Private.
E. The organization-wide default for both Accounts and Contacts should be set to Public Read/Write.

Answer: ABC

Explanation:
According to the Salesforce Sales Cloud Consultant Study Guide, it is important to ensure that the organization-wide default sharing is set correctly in order to ensure that Person Accounts can be enabled in the future. It is not necessary to disable the CK customer portal in order to enable Person Accounts. Finally, it is not recommended to set the organization-wide default for both Accounts and Contacts to Public Read/Write.

NEW QUESTION 247
Which two use cases will protect the integrity of order data with activation limitations? Choose 2 answers

A. New Products can be added to active orders.
B. Products can be removed from active reduction orders.
C. Orders can be activated only if they include a Product.
D. Multiple reduction orders can be created for a single order.

Answer: CD

NEW QUESTION 252
Sales reps want to review pricing on historical contracts when working on new opportunities at Cloud Kicks. Contracts are created from the Account page. Sales reps need to view all contracts for the Account on the Opportunity record.
What should a consultant Implement to meet the requirement?

A. Build a custom Opportunity lookup field to Contracts with an Account dependency filter and make it editable.
B. Add the Contracts related list to each of the Opportunity page layouts used In the sales record types.
C. use the Related List - Single component to display the Account's Contracts on the Opportunity Lightning page.
D. Create an object-specific action to create a Contract record from the Opportunity page layouts used by sales.

Answer: C

NEW QUESTION 257
Cloud Kicks has configured Einstein Activity Capture (EAC) for email and is waiting to deploy it. In the meantime, a consultant is preparing training to help end users get up to speed on the product.
Which two points should the consultant include in the training information? Choose 2 answers

A. Users can choose to show emails added via EAC in the Related Lists activities view.
B. Users must connect an email account to Salesforce and agree to terms before they can send emails in Lightning.
C. Users can set their Excluded Addresses list which takes priority over the global Excluded Addresses list.
D. Users can share individual emails or make them private.

Answer: AB

Explanation:
Einstein Activity Capture (EAC) allows users to store emails and attachments in Salesforce and have them visible in the Activity Timeline and Related Lists. Users can choose to show emails added via EAC in the Related Lists activities view.
To use Einstein Activity Capture, users must connect their email accounts to Salesforce. They must also agree to the terms of the service provider before they can send emails in Lightning.

NEW QUESTION 261
Cloud Kicks has a private sharing model on Accounts. Account executives need to
ensure that specific users can qualify marketing Opportunities on their Accounts. There can be different users for a given Opportunity. Sales management needs to report on which users are assigned to Opportunities.
What should the consultant recommend to the account executives?

A. Share Opportunities with specific users by granting Read access to Opportunities in their portfolio
B. Add specific users as Account team members with a role that grants Modify All access.
C. Add specific users as Opportunity team members with a role that grants Read/Write access
D. Share Accounts with specific users and their respective teams.

Answer: C

NEW QUESTION 265
Sales managers at Cloud Kicks need to visualize all open opportunities based on the location of the related Account.
Which solution should a consultant recommend?

A. Using Tableau CRM, import a data lens with the State and City for all opportunities.
B. Enable Location Services and add the Account Address field to the Opportunity page layout.
C. Create a dashboard that uses a report grouping opportunities by Account.
D. Using Salesforce Maps, configure a Data Layer showing open opportunities.

Answer: D

NEW QUESTION 268
......

Thank You for Trying Our Product

We offer two products:

1st - We have Practice Tests Software with Actual Exam Questions

2nd - Questons and Answers in PDF Format

Sales-Cloud-Consultant Practice Exam Features:

* Sales-Cloud-Consultant Questions and Answers Updated Frequently

* Sales-Cloud-Consultant Practice Questions Verified by Expert Senior Certified Staff

* Sales-Cloud-Consultant Most Realistic Questions that Guarantee you a Pass on Your FirstTry

* Sales-Cloud-Consultant Practice Test Questions in Multiple Choice Formats and Updatesfor 1 Year

100% Actual & Verified — Instant Download, Please Click
[Order The Sales-Cloud-Consultant Practice Test Here](https://www.certshared.com/exam/Sales-Cloud-Consultant/)