# Exam Questions Sales-Cloud-Consultant

Certified Salesforce Sales Cloud Consultant

**https://www.2passeasy.com/dumps/Sales-Cloud-Consultant/**

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

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

**Answer:** AD

**NEW QUESTION 3**
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 4**
Northern Trail Outfitters (NTO) has completed its annual planning and wants to update the territory assignments for all sales reps in its enterprise. NTO understands this can impact the current year closing due by the end of the quarter. The IT team is also planning a release of the new incentive management package that will be used by sales reps.
Which two considerations should the consultant consider when deciding on the timing of the release? Choose 2 answers

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

**Answer:** AC

**NEW QUESTION 5**
Which data migration sequence should consultant recommend for the objects?

A. Opportunities, Products, pe Line toe Cases, Leads, Campaigns, Accounts, Contacts:
B. Accounts, Opportunities, Contacts, Products, Product Line Items, Cases, Leads, Campaigns
C. Contacts, Accounts, Leads, Campaigns, Opportunities, Products, Product Line Items, Cases.
D. Accounts, Contacts, Opportunities, Products, Product Line Items, Cases, Lead
E. Campaigns

**Answer:** D

**NEW QUESTION 6**
Cloud Kicks has a requirement to measure end user adoption and data quality in Salesforce. Which solution should the consultant recommend?

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

**Answer:** C

**NEW QUESTION 7**
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 8**
Cloud Kicks (CK) wants to implement sharing rules. Which three considerations should the consultant explain to CK?
Choose 3 answers

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

**Answer:** ABE

**NEW QUESTION 9**
Cloud Kicks is preparing to deploy its configurations. The chosen release date is during a Salesforce Release window. The current configuration is in Non-Preview Sandbox. Which two strategies should a consultant recommend?
Choose 2 answers

A. Deploy before the Salesforce Release
B. Test new configurations in a Non-preview Sandbox
C. Deploy after the Salesforce Release.
D. Test new configurations in a Preview Sandbox.

**Answer:** CD

**NEW QUESTION 10**
Cloud Kicks wants to sell to both consumers and businesses. The consumer sales team and business sales team will use different Stages.
Which two Salesforce functions will allow the consultant to meet this requirement? Choose 2 answers

A. Sales Processes
B. Pipeline Inspection
C. Opportunity Splits
D. Record Types

**Answer:** AD

**NEW QUESTION 10**
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. Install a third-party app from the AppExchange.
C. Use a Roll-up Summary field from the Opportunity to the Account.
D. Create a cross-object formula field on the Account.

**Answer:** B

**NEW QUESTION 15**
The marketing team is using a separate platform for managing prospects and wants to hand off qualified prospects to the sales team.
How should the consultant meet this requirement?

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

**Answer:** B

**NEW QUESTION 20**
Cloud Kicks (CK) wants to migrate a data file containing 8,000 leads from a legacy system into Salesforce. Many of the lead owners have left the company, so CK wants to populate the Lead Owner field for these records using the active assignment rule.
Which two tools should a consultant recommend to meet the requirement? Choose 2 answers

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

**Answer:** AB

**NEW QUESTION 21**

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

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

**Answer:** D

**NEW QUESTION 23**
Universal Containers (UC) deployed Sales Cloud three months ago to the North American sales teams. One of the reasons UC selected sales cloud is its mobile support which provides flexibility for account executive.
How should the consultant assure UC s management that Sales Cloud is being successfully adopted on mobile de devices?

A. Create a report to show the volume of opportunities created in the last three months compared to a year ago.
B. Create a custom report type to show the use of mobile devices by users in the last three months.
C. Track sales results month-over-month for the last three months to show an increase m the average order site.
D. Leverage visualforce to show the use of mobile devices by users during the last three months.

**Answer:** D

**NEW QUESTION 24**
The sales team at Cloud kicks Cloud has roughly 100 members. The sales director has requested that newly created reports be shared with the sales team.
How should the consultant efficiently share these reports?

A. Create a report folder, add members in a specific profile, and share the Report folder.
B. Create a report folder, add members in a specific Role, and share the Report folder.
C. Create a report folder, add members to a Private Group, and share the Report folder.
D. Create a report folder, add members in a specific Queue, and share the Report folder.

**Answer:** B

**NEW QUESTION 26**
Universal Containers is analyzing data to identify gaps, and wants to know which Accounts with
...opportunities are missing Contacts.
Which feature should a consultant recommend to build this report?

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

**Answer:** C

**NEW QUESTION 30**
Universal Containers wants to minimize the need for sales reps to manually create meetings and events that are stored on their calendars.
Which two Einstein Activity Capture (EAC) capabilities should the consultant consider? Choose 2 answers

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

**Answer:** AD

**NEW QUESTION 32**
Northern Trail Outfitters (WTO) wants to share revenue from opportunities with multiple reps. A consultant recommends using opportunity splits.
Which two prerequisites should be considered before splits are enabled? Choose 2 answers

A. Add customized split types before enabling splits.
B. Resolve any inactive currencies prior to enabling splits.
C. Transfer opportunities owned by Inactive users to active users.
D. Enable opportunity teams and add the opportunity owner as a team member.

**Answer:** AC

**NEW QUESTION 37**
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 42**
The admin at Cloud Kicks needs to understand the adoption of Salesforce Files and multi-factor authentication.
What should a consultant recommend analysing adoption?

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

**Answer:** CD

**NEW QUESTION 43**
A large company is about to undertake its Initial Sales Cloud implementation. Different people will create features in multiple sandboxes. The consultant has recommended using change sets to move customizations to the full copy sandbox for testing and then move them to production for release
Which two approaches should the consultant recommend to help migrate the customizations from the full copy sandbox to production?
Choose 2 answers

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

**Answer:** BC

**NEW QUESTION 48**
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 50**
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 54**
During the requirements gathering workshops at Cloud Kicks, the project team and subject matter experts bring up new ideas to incorporate4 into the current project.
Which best practice should the consultant use to refocus the meeting and stay on topic?

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

**Answer:** B

**NEW QUESTION 57**
Cloud Kicks wants to enable representatives to view the individual team member's split percentage, where the split percentage is less than 100% of the revenue amount.
Which attribution method should the consultant recommend?

A. Opportunity Percent field
B. Opportunity Overlay Split
C. Opportunity Currency field
D. Opportunity Revenue Split

**Answer:** A

**NEW QUESTION 60**
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 62**
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 64**
Cloud Kicks (CK) has just completed its initial Sales Cloud implementation. The leadership team at CK wants to improve the rate of user adoption,
What should the consultant recommend?

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

**Answer:** C

**NEW QUESTION 67**
The sales managers at Universal Containers (UC) believe that many of the sales reps' deals that are being lost to competitors are getting less attention than deals that are won.
What should a consultant build so management can assess whether its belief is correct and monitor it going forward?

A. Create formula fields on Opportunity and Activity.
B. Install an AppExchange app for tracking Lead conversion.
C. Build a report on Opportunities and Activities.
D. Build a report on Leads and Activities.

**Answer:** B

**NEW QUESTION 69**
Universal Containers' sales operations team needs to provide visibility on sales pipeline changes on a monthly basis.
How should the consultant meet this requirement?

A. Create an Opportunity History report for open pipeline Opportunities in a given date range.
B. Create a custom pipeline date range field and display it on the Forecasting tab.
C. Create 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:** C

**NEW QUESTION 72**
The VP of sales at Good Kicks wants to know the percentage of opportunities in a certain stage that were eventually closed won.
Which two steps should a consultant take to create a solution? Choose 2 answers

A. Enable Feed Tracking.
B. Create a roll-up summary formula.
C. Update a custom field using automation.
D. Create a report and dashboard.

**Answer:** BD

**NEW QUESTION 77**
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 82**
The admin at Universal Containers is attempting to retire a Product, but they are receiving an error because the Product is associated to an Opportunity.
What should the consultant recommend to resolve the issue most efficiently'

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

**Answer:** A

**NEW QUESTION 85**
Cloud Kicks uses .pdf documents in Sales Cloud to help the sales team learn about new products. Which feature should a consultant recommend to store these documents?

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

**Answer:** B

**NEW QUESTION 87**
‘Cloud Kicks (CK) needs to comply with GDPR requirements. Personal information is limited to only users who need access to a company's:
Account. CK has a private Account model.
How should the consultant provide specific Account access to the renewals and sales operations teams?

A. Build renewals and sales operations Account team member roles and allocate them to the appropriate users,
B. Create a criteria-based sharing rule to share Accounts with the sales operations and renewals public groups.
C. Change the roles of renewals and sales operations team members in the default Opportunity team.
D. Create a role-based sharing rule to share all Accounts with the sales operations and renewals roles.

**Answer:** B

**NEW QUESTION 90**
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 95**
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 96**
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 100**

Cloud Kicks uses Salesforce in Lightning Experience to manage business Accounts and Person Accounts. The sales director wants to associate Person Accounts to business Accounts and/or Contacts.
Which Salesforce feature should the consultant recommend to meet these requirements?

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

**Answer:** B

**NEW QUESTION 104**
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 107**
Cloud Kicks rtants its sales operations team to place orders for United States customers in Sales Ootid. The sales ops team needs to calculate sates tax on the orders. Sales tax is a complex calculation based on tax law that may change at any time.
What should the consultant recommend to meet the requirement3

A. A formula field on the Order object
B. An app from the AppExchange
C. A screen flow for orders
D. A spreadsheet with formulas

**Answer:** B

**NEW QUESTION 110**
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 113**
Universal Containers is creating a new program to allow customers to pay for large orders over the course of 1 to 3 years in monthly instalments beginning in the month the products are sold. The admin needs to configure Sales Cloud to accommodate the new pricing terms and to help the finance department forecast easily.
What should the consultant recommend meeting the requirement?

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

**Answer:** A

**NEW QUESTION 114**
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 117**
Universal Containers wants to divide the revenue of the closed Opportunities between sales reps that worked on the deal. Additionally, on some deals, the sales reps work with technical sales managers and want a way to credit them for their support.
How should the consultant meet this requirement?

A. Enable Opportunity Teams and ask Opportunity owners to add technical sales managers.
B. Use adjustments in Collaborative Forecasting to attribute Opportunity revenue to each technical sales manager

C. Enable Opportunity splits, revenue splits for sales reps, and overlay splits for technical sales managers.
D. Create 2 formula field on the Opportunity to track revenue attributed to technical sales managers.

**Answer:** D

**NEW QUESTION 120**
Cloud Kicks is implementing Territory Management for its retail sales unit. The sales director is requesting a detailed roll-up forecast for territories.
Which two recommendations should the consultant make? Choose 2 answers

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

**Answer:** CD

**NEW QUESTION 121**
Cloud Kicks has a complicated sales process. Sales reps often have difficulty deciding when to move opportunities through various stages.
Which solution should the consultant recommend?

A. Use automation to send emails to sales reps with Guidance for Success
B. Configure a dashboard that shows opportunities that have remained in the same stage for 30 days
C. Activate Path and add up to five key fields and Guidance for Success
D. Advise sales reps to collaborate on Slack to move opportunities along the pipeline.

**Answer:** C

**NEW QUESTION 123**
Cloud Kicks (CK) wants to ensure Opportunity are associated with the relevant marketing Campaign In the past, CK has struggled to evaluate marketing Campaign ROI.
Which process improvement should the consultant recommend?

A. Validate that the Primary Campaign Source field on Opportunity records is populated.
B. Leverage the Probability(%) field on Opportunities to forecast revenue.
C. Ensure the Opportunity is associated with an Account record.
D. Ensure the Type field on Opportunities reflects the Campaign source.

**Answer:** B

**NEW QUESTION 125**
The enterprise architect for cloud Kicks wants to understand how objects in sales cloud are connected to one another.
Which two approaches should a consultant use to help the architect? Choose 2 answers

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

**Answer:** AB

**NEW QUESTION 128**
Cloud Kicks (CK) plans to implement Advanced Currency Management for its Salesforce implementation. CK has Roll-up Summary fields on the Account and Opportunity.
What should CK consider when enabling Advanced Currency Management in its Salesforce org?

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

**Answer:** B

**NEW QUESTION 132**
Sales operations managers are reporting a higher number of Activities than is accurate for their teams When viewing reports, managers see Activities related to Opportunities and Accounts only for their team. However, Activity records related to Campaigns appear m all of the reports, regardless of which sales team should get credit for them. Enterprise Territory Management and role hierarchies are used.
Why are Campaign Activities for all teams visible m reports viewed by sales operations managers?

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

**Answer:** B

**NEW QUESTION 136**

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 141**
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 146**
Cloud Kicks (CK) has implemented different sales stages across its varied product lines. CK wants to deploy Collaborative Forecasting to all sales users.
Which two statements should a consultant consider when enabling forecasting? Choose 2 answers

A. Opportunity Splits must be enabled at the same time.
B. Multiple Forecast Types must be created and activated.
C. A Single Category or Cumulative Forecast Rollup should be defined.
D. The Forecast tab should be visible to easily view the forecasts.

**Answer:** CD

**NEW QUESTION 148**
To properly plan for company growth, Cloud Kicks needs to forecast monthly revenue projections from the sales of its annual subscription service.
What should the consultant configure to meet this requirement?

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

**Answer:** A

**NEW QUESTION 152**
Cloud Kicks wants to utilize Opportunities to report and track subscriptions to its Shoe of the Month club. Subscribers can make a single payment or pay weekly, monthly, or quarterly.
Which solution should the consultant recommend to meet the requirement?

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

**Answer:** A

**NEW QUESTION 155**
Cloud Kicks' (CK) high-value opportunities are delayed in the approval process because sales managers' approval requests go unnoticed for various reasons. CK wants to streamline the approval process and give sales managers more ways to approve opportunities in a timely manner.
Which two strategies should the consultant recommend to improve the approval process? Choose 2 answers

A. Enable approvals by email for the approval process for high-value opportunities.
B. Allow managers to approve or reject requests via the Approval Requests tab.
C. Build an automation to approve high-value opportunities.
D. Create a dashboard of pending approvals and add it to the Chatter feed.

**Answer:** AB

**NEW QUESTION 158**
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 162**
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 166**
The sales manager at Cloud Kicks has asked a consultant to create a report to track when opportunities reach a certain stage with an amount equal to $100,000. The consultant saves the report to the Big Deals folder, which is a subfolder of the Sales Team folder. The Sales Manager role has View access to the Sales Team folder. The sales manager wants to subscribe to the report.
Which permission does the sales manager need to subscribe to the report created by the consultant?

A. Subscribe to Reports permission
B. Subscribe to Reports: Set Running User permission
C. Subscribe to Reports: Add Recipients permission
D. Subscribe to Reports: Run Reports permission

**Answer:** A

**NEW QUESTION 171**
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. Use the Salesforce Approval Process clone feature to migrate approval processes.
C. Merge the legacy Salesforce org into UC's Salesforce org and migrate the approval processes.
D. Insert users, and then migrate email alerts and approval processes into UCs Salesforce org.

**Answer:** AD

**NEW QUESTION 172**
The consultant at Universal Containers recently enabled forecasts. A sales manager is concerned that all open opportunities appear in the Pipeline forecast category. Opportunities in Perception Analysis and Proposal/Price Quote stages should appear in the Best-Case category. Opportunities in the Negotiation/Review stage should appear in the Commit category.
How should the consultant ensure opportunities appear in the correct forecast categories?

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

**Answer:** C

**NEW QUESTION 174**
The Discovery phase with Cloud Kicks (CK) has just ended. CK wants a visual way to see how the new processes will work. CK's process is complex and requires multiple slides.
What should the consultant design to give CK this high-level view?

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

**Answer:** C

**NEW QUESTION 177**
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 179**
The VP of sales at Cloud Kicks wants to provide options to sales reps for changing account or contract details for a created order.
Which two conditions should the consultant consider to meet this requirement' Choose 2 answers

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

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

**Answer:** AD

**NEW QUESTION 181**
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 185**
A sales rep notices they can edit some opportunities associated with accounts they own, but is unable to edit other opportunities, although these are associated with accounts they own. Which three reasons could explain the sales rep’s experience?
Choose 3 answers

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

**Answer:** BCE

**NEW QUESTION 188**
Cloud Kicks (CK) uses a custom object named GumShoe__c. GumShoe__c is the child in a master-detail relationship with the Opportunity object. Staff members use this object to create requests for supporting research. CK wants to easily generate new GumShow__c records from staff phones by using the Salesforce mobile app.
What should a consultant recommend to meet the requirements?

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

**Answer:** A

**NEW QUESTION 192**
The Cloud Kicks team has made a correction in a sandbox environment that needs to be deployed to production as soon as possible. The sandbox and production environments are on two different versions of Salesforce. The fix requires functionality in the sandbox version.
Which action should the consultant recommend?

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

**Answer:** A

**NEW QUESTION 194**
Cloud Kicks has purchased a list of leads and wants sales reps to contact and measure the return on investment (ROI) of the purchased list.
Which solution should the consultant recommend?

A. Create a Campaign, import the list as Leads, and add them to the Campaign.
B. Import the list as new Leads and update the Lead Source to “Purchased Lead.
C. Create a new custom object to import purchased Leads,
D. Import the list as new Leads using the Data Import Wizard.

**Answer:** A

**NEW QUESTION 195**
The project is almost finished, and now it’s time to test the changes and updates that have been made before go-five. Cloud Kicks does not have a Partial or Full Sandbox. How should the consultant recommend testing be conducted?

A. Create a new Sandbox, populate it with data, and ask volunteers to test it with use cases.
B. Create test Accounts and Opportunities in Production and ask volunteers to test it with use cases.
C. Create a new Developer Edition org, populate it with data, and ask volunteers to test it with use cases.
D. Create a new Sandbox and ask volunteers to test it with use cases.

**Answer:** A

**NEW QUESTION 199**
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 201**
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 203**
Cloud Kicks (CK) is implementing Sales Cloud and expects hundreds of new Accounts will be added into Salesforce on a daily basis. CK has an automated process to assign the Account owners. If no assignment can be made for an Account, it will be assigned to a fictitious owner and a person will manually review and re-assign it at a later date. At any given time, a fictitious owner may have more than 10,000 Account records assigned to it. Which two solutions should the consultant recommend when CK sets up the new Account process?
Choose 2 answers

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

**Answer:** AB

**NEW QUESTION 205**
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 207**
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 208**
Universal Containers continues to see substantial growth year-over-year. Outside sales reps think the* territories are too dense to cover adequately. Leadership has decided to modify the existing safes territories and hire additional staff to make the account allocations more manageable. So the states win change from one territory to two or more smaller territories. In these instances, accounts will need to be reassigned to new territories.
Sales operations wants to review the territory account assignments and verify the accuracy before the changes are reflected m Sales Cloud.
How should the consultant show sales operations what the data will look like after the change?

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

**Answer:** D

**NEW QUESTION 213**

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

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

**Answer:** C

**NEW QUESTION 217**
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 221**
During the last requirements meeting. Cloud Kicks team members said they will be taking the next week off to attend a conference.
What should a consultant do in response to this news?

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

**Answer:** D

**NEW QUESTION 222**
Universal Containers is growing its international business. Domestic account executives believe that the standard price book has become difficult to use because there are too many records reflecting different currencies and country-specific product variations.
What should the consultant recommend to improve usability for account executives?

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

**Answer:** B

**NEW QUESTION 224**
Cloud Kicks has organization-wide defaults set to Private for Account. With the rollout of Opportunity Teams, what should a consultant consider?

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

**Answer:** D

**NEW QUESTION 225**
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 227**
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 229**
Cloud Kicks has decided to implement Sales Cloud Einstein. After setting up Sales Cloud Einstein, a consultant finds some of the features are not enabled.
What are two steps the consultant can take to troubleshoot the issue? Choose 2 answers

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

**Answer:** BC

**NEW QUESTION 231**
Cloud Kicks' (CK) marketing department is migrating from its email campaign and management system to Salesforce. The marketing admin wants to ensure that CK's email templates are retained.
Which two solutions should a consultant recommend for a successful migration? Choose 2 answers

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

**Answer:** AB

**NEW QUESTION 234**
Cloud Kicks manages contacts for lead generation in a marketing application. Following a new Salesforce implementation, inbound leads will be reviewed in the marketing application and then migrated to Salesforce.
Which contacts should the consultant migrate from the marketing application to leads in Salesforce?

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

**Answer:** C

**NEW QUESTION 238**
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 242**
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. Account currency
B. Corporate currency
C. Opportunity currency
D. User currency

**Answer:** C

**NEW QUESTION 247**
Cloud Kicks (CK) frequently works with contractors for marketing focus groups.
These contractors change companies often, and CK wants to retain its company history through Accounts.
What should the consultant recommend?

A. Implement the Contacts to Multiple Accounts feature.
B. Implement Person Accounts to represent the relationship.
C. Use a junction object to represent the previous companies
D. Use Account Teams associated with the previous companies.

**Answer:** A

**NEW QUESTION 251**
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 255**
Cloud Kicks is running a campaign for the Shoe of the Month club. Sales management wants to use Campaign Influence features with Opportunities to attribute a percentage of success to influential campaigns.
Which feature will allow for revenue share with standard and custom attribution models?

A. Create a reporting snapshot for Campaigns.
B. Use sharing rules to give access to Campaign members.
C. Create a formula field to track Campaign Influence.
D. Use Customizable Campaign Influence for reporting.

**Answer:** D

**NEW QUESTION 259**
Universal Containers continues to see substantial growth year-over-year. Outside sales reps think their territories are too dense to cover adequately. Leadership has decided to modify the existing sales territories and hire additional staff to make the account allocations more manageable. Some states will change from one territory to two or more smaller territories. In these instances, accounts will need to be reassigned to new territories.
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B. Install the Territory Management Reporting Pack from the AppExchange.
C. Run the updated assignment rules in planning State and view the accounts on the territory detail page.
D. Use Data Loader to export the accounts and make updates in Google Sheets.

**Answer:** C

**NEW QUESTION 264**
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