Question #1 *Topic 1*

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

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

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

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

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

Suggested Answer: *B*

Community vote distribution

B (75%) C (25%)

[Removed] 8 months, 1 week ago

Selected Answer: C

Considering the monthly requirement is usually at a fixed day (last day of the month) the weekly solution would not cover for this

upvoted 1 times

Prexa 1 year, 4 months ago

Selected Answer: B

b its ok

upvoted 1 times

Chris1984_1 1 year, 6 months ago

Selected Answer: B

b its ok

upvoted 1 times

Cheshires72 1 year, 9 months ago

Selected Answer: B

B is ok

upvoted 1 times

110981Patra 2 years, 10 months ago

B is the right answer.

upvoted 3 times

Nigel42898 2 years, 11 months ago

B is correct

upvoted 2 times

Question #2 *Topic 1*

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

A. Create a custom field on the Lead and Account objects and configure mapping of these two fields for conversion. Create a custom formula field on the Account object to pull the value from the Contact object.

B. Create a custom field on the Lead and Account objects. Create a custom formula field on the Contact object to pull the value from the Account object.

C. Create a custom field on the Lead, Account, and Contact objects and configure mapping of these two fields for conversion. Use a trigger to update the Contact field with the Account value.

D. Create a custom field on the Lead and Account objects and configure mapping of these two fields for conversion. Create a custom formula field on the Contact object to pull the value from the Account object.

Suggested Answer: *D*

Community vote distribution

D (100%)

Prexa 10 months, 2 weeks ago

Selected Answer: D

D is correct.

upvoted 1 times

Nigel42898 2 years, 5 months ago

D is correct

upvoted 2 times

Question #3 *Topic 1*

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

A. Maintenance release schedule

B. Management communications

C. Sales rep quota targets

D. Type of training delivered

E. Training in local language

Suggested Answer: *BDE*

Community vote distribution

BDE (100%)

Sunhiz 10 months, 1 week ago

Selected Answer: BDE

BDE correct

upvoted 1 times

Prexa 10 months, 2 weeks ago

Selected Answer: BDE

BDE is correct.

upvoted 1 times

Question #4 *Topic 1*

Sales management at Universal Containers wants product managers to become more involved with sales deals that are being delayed in the negotiation stage of the sales process. Product managers need to understand the details of specific sales deals, and address product capability and roadmap questions with customers.
Which two solutions should a consultant recommend to help product managers engage in sales deals? (Choose two.)

A. Use Process Builder to create a chatter post.

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

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

D. Create a Chatter group to share product information with the sales team, product managers, and customers.

Suggested Answer: *AD*

Community vote distribution

CD (100%)

Yaja4u Highly Voted 3 years, 4 months ago

C & D may be right answers

upvoted 15 times

maricarmengarciaramiro Most Recent 3 months, 3 weeks ago

Selected Answer: CD

Process Builder is going to disappear, why is this question here yet?

upvoted 1 times

Michael_J28 4 months ago

Selected Answer: AD

Agree that A and D are probably correct, even though Process Builders are being retired. With this being a Salesforce exam question, it is what is the best answer, and you need to ignore that there may be a better way of doing it.

upvoted 1 times

Mony_Warr 4 months, 3 weeks ago

Selected Answer: AD

A & D. Why not C-While helpful for sharing documents, it does not actively notify product managers of delayed deals. Why not B ?- Assignment rules primarily work for case or lead routing, not opportunity updates.

upvoted 1 times

FriedConsole2000 10 months ago

Selected Answer: CD

C & D look the best.

upvoted 1 times

Sunhiz 1 year, 4 months ago

I selected CD but it seems to be wrong

upvoted 1 times

Prexa 1 year, 4 months ago

A,D is correct.

upvoted 1 times

gvijay32 1 year, 10 months ago

C&D may be right answers

upvoted 2 times

kaiRoMa 2 years, 6 months ago

Flow would be the better answer if available

upvoted 2 times

Question #5 *Topic 1*

Universal Containers wants to implement a website for a new product launch. The site should be publicly available, allow visitors to submit requests for information, and be managed by the non-technical marketing team.
Which solution should the consultant recommend?

A. Customer Community

B. Lightning Platform

C. Lightning Components

D. Salesforce Mobile Sites

Suggested Answer: *A*

Community vote distribution

A (100%)

maricarmengarciaramiro 3 months, 3 weeks ago

Selected Answer: A

The answer should be Experience Cloud or Salesforce Self-Service Experience

upvoted 1 times

Prexa 10 months, 2 weeks ago

Selected Answer: A

A is correct.

upvoted 1 times

semio 1 year, 8 months ago

Selected Answer: A

A is correct

https://www.salesforce.com/eu/products/service-cloud/communities/

upvoted 3 times

Question #6 *Topic 1*

The sales management team of Universal Containers has noticed that opportunities are taking longer to close.
Historically, it has taken 30 days for a new opportunity to be moved to closed/won. Recently, this time period has increased to 45 days.
Which two reporting tools can the sales management team leverage to help determine the cause? (Choose two.)

A. Dashboard of month-over-month trend of lead conversions

B. Report on campaign return on investment (ROI)

C. Report on the discount approval time for quotes

D. Dashboard of opportunity stage duration

Suggested Answer: *CD*

Community vote distribution

CD (100%)

Sunhiz 10 months, 1 week ago

Selected Answer: CD

CD should work

upvoted 1 times

Prexa 10 months, 2 weeks ago

Selected Answer: CD

C,D is correct.

upvoted 1 times

semio 1 year, 8 months ago

Selected Answer: CD

C & D should be correct

upvoted 2 times

Question #7 *Topic 1*

A consultant is recommending Salesforce Console for Sales to Northern Trail Outfitters to improve sales productivity in inside sales.
Which two use cases support this recommendation? (Choose two.)

A. Need to chat with customers in real time with Chatter

B. Need to prioritize search results for contacts and opportunities

C. Need to view the caller ID on screen and quickly make calls with one click

D. Need to add notes quickly while talking to the client

Suggested Answer: *CD*

Community vote distribution

CD (100%)

CRMJobs 5 months, 1 week ago

Selected Answer: CD

only c,d because others are not for Sales cloud.

upvoted 1 times

Prexa 10 months, 2 weeks ago

Selected Answer: CD

C,D is correct.

upvoted 1 times

Stunts 1 year ago

Selected Answer: CD

C ; D

is correct

upvoted 1 times

yayayatest 1 year, 5 months ago

Selected Answer: CD

cd makes most sense, the other two are not achieved with salescloud

upvoted 1 times

Question #8 *Topic 1*

Northern Trail Outfitters has Advanced Currency Management enabled and needs reports that span time periods when the exchange rate was different.
What is the converted amount based on in this scenario?

A. On exchange rates that use the oldest entry

B. On the exchange rates entered in the opportunity

C. On exchange rates that use the most current entry

D. On the historical exchange rate associated with the close date

Suggested Answer: *D*

Community vote distribution

D (100%)

Sunhiz 10 months, 1 week ago

Selected Answer: D

answer is D

upvoted 1 times

Stunts 1 year ago

Selected Answer: D

Correct: D

upvoted 1 times

semio 1 year, 8 months ago

Selected Answer: D

D is correct

upvoted 3 times

Question #9 *Topic 1*

Northern Trail Outfitters uses a third-party application for credit ratings. An external web-based credit application has to be launched from a customer's account record in Salesforce. The application uses a credit ID on the account object.
What should be created to meet this requirement?

A. A workflow rule to launch the product fulfillment application and pass the credit ID

B. A custom button that calls an Apex trigger to launch the credit application and pass the credit ID

C. A custom credit ID field as an external ID on the account to launch the credit application and pass the credit ID

D. A formula field that uses the hyperlink function to launch the credit application and pass the credit ID

Suggested Answer: *D*

Community vote distribution

D (75%) C (25%)

882359f 8 months, 2 weeks ago

D or B

A formula field using the HYPERLINK function can be used to launch an external credit application and pass the credit ID in Salesforce, so an Apex trigger is not strictly required in this scenario; however, depending on the complexity of the credit application launch process and the desired functionality, an Apex trigger might be necessary for more advanced actions or data manipulation.

upvoted 1 times

zwb 1 year ago

Selected Answer: D

Web-based application is the key.

upvoted 1 times

Zebra_24 1 year, 2 months ago

Option B is correct

upvoted 3 times

Tabbz 1 year, 3 months ago

B should be the answer, third party tool is an external app, you need apex trigger to launch any event.

upvoted 3 times

FriedConsole2000 1 year, 4 months ago

Selected Answer: D

I believe "D" as a formula field hyperlink. A field by itself won't do anything to send to an external system.

upvoted 1 times

gtram 1 year, 10 months ago

Option C is the Correct Ans

upvoted 1 times

Sunhiz 1 year, 10 months ago

Selected Answer: C

Probably C

upvoted 1 times

Stunts 2 years ago

Selected Answer: D

Correct: D

upvoted 1 times

Question #10 *Topic 1*

Universal Containers is planning to implement Salesforce Sales Cloud to support its professional services division. The Universal Containers sales team wants to easily see customer purchasing activity on account, contact, and contract detail pages.
What should a consultant recommend to meet this requirement?

A. Enable Salesforce Console for Sales to see customer purchasing activity.

B. Create a custom object related to the account, contact, and contract objects.

C. Enable the Orders object in Salesforce to track customer purchases.

D. Create a global publisher action to view all customer purchasing activity.

Suggested Answer: *C*

Community vote distribution

C (100%)

gtram 10 months ago

Option C is the Correct Ans

upvoted 1 times

Vanthanh 10 months, 1 week ago

Selected Answer: C

Order to track purchasing

upvoted 2 times

Stunts 1 year ago

Selected Answer: C

Correct: C

upvoted 1 times

Question #11 *Topic 1*

Management at Northern Trail Outfitters wants to see forecast numbers by all sales representatives and by multiple product groups.
Which two actions should a consultant recommend to meet these requirements? (Choose two.)

A. Build a custom forecast report showing product groups.

B. Implement Collaborative Forecasting with quota attainment.

C. Build a forecast list view by product family group.

D. Implement Collaborative Forecasting with product family.

Suggested Answer: *BD*

TraceSplice 7 months, 1 week ago

Collaborative Forecasts Concepts: https://help.salesforce.com/s/articleView?id=sf.forecasts3_overview.htm&type=5

upvoted 4 times

Question #12 *Topic 1*

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

A. Extract organization and configuration data

B. Prevent importing duplicate records

C. Run one-time or scheduled data loads

D. Export field history data

Suggested Answer: *CD*

Community vote distribution

CD (75%) BC (25%)

FriedConsole2000 Highly Voted 10 months ago

Selected Answer: CD

"C" and "D". You can extract history data.
https://help.salesforce.com/s/articleView?id=000383373&type=1

Data Loader doesn't do anything about duplication unless you count it erroring on Duplication Rules.

upvoted 5 times

Zebra_24 Most Recent 8 months, 2 weeks ago

"B" and "C" are correct.

upvoted 1 times

Plohia 1 year, 1 month ago

Selected Answer: BC

Data loader migration tool will prevent duplicates as well as allow Schedule or run one-time data loads

upvoted 1 times

fu_chan 1 year, 10 months ago

Use the Data Loader export process to extract data older than 18 months from your field history.
https://help.salesforce.com/s/articleView?id=000383373&type=1

You want to schedule regular data loads, such as nightly imports.
https://developer.salesforce.com/docs/atlas.en-us.dataLoader.meta/dataLoader/when_to_use_the_data_loader.htm

upvoted 4 times

Question #13 *Topic 1*

Northern Trail Outfitters gains sales leads at its annual trade show. Duplicate leads are generated when they are imported and already exist in the system.
What should be done to address the issue with duplicate leads?

A. Upload the leads to Data.com to remove the duplicates and select the option to have them automatically imported.

B. Upload the leads and click the "Find Duplicates" button for each of the leads to identify potential duplicate lead records.

C. Upload the leads using Data Loader and enable the "Find Duplicates" setting to prevent duplicate records.

D. Upload the leads using the Data Import Wizard and select the appropriate field to match duplicates against existing records.

Suggested Answer: *D*

Community vote distribution

D (75%) C (25%)

Razesh1987 6 months, 4 weeks ago

Selected Answer: D

D. Data Import Wizard in setup can be used to identify duplicate Lead based on Name or email

upvoted 1 times

FriedConsole2000 1 year, 4 months ago

Selected Answer: D

The answer is "D". Data Loader doesn't dedupe.

upvoted 4 times

Plohia 1 year, 7 months ago

Selected Answer: C

Data Loader will prevent importing of the duplicate records

upvoted 1 times

ndlp43 1 year, 4 months ago

How, it cannot. Share documentation.

D

upvoted 1 times

Question #14 *Topic 1*

Universal Containers wants to implement a sales methodology that focuses on identifying customer's challenges and addressing them with its offerings.
Which sales methodology is described above?

A. Direct selling

B. Solution selling

C. Target account selling

D. Relationship selling

Suggested Answer: *B*

kaiRoMa 12 months ago
All methodologies do this to a fairly large extent.
upvoted 2 times

Question #15 *Topic 1*

What should a consultant recommend to show a dashboard with forecast by product family with quotas?

A. Build a joined report with closed opportunities, forecasting items, and quotas.

B. Create an analytic snapshot to capture the opportunity forecast.

C. Customize quotas with product report, and add necessary fields.

D. Build a custom report type with forecasting quotas and forecasting items.

Suggested Answer: *D*

Community vote distribution

D (100%)

semio Highly Voted 2 years, 2 months ago

Selected Answer: D

the correct answer is D. You must create a custom report type, report and then you can add the component to the dashboard.

upvoted 10 times

[Removed] Most Recent 8 months, 1 week ago

Selected Answer: D

We do not need snapshots since we do not want forecast evolution

upvoted 3 times

gvijay32 1 year, 10 months ago

I also think it is D

upvoted 3 times

Question #16 *Topic 1*

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

A. Create different record types and sales processes for each line of business, and use workflow field updates to assign stages.

B. Create different record types and sales processes for each line of business, and assign different stages to each page layout.

C. Create different record types and sales processes for each line of business, and assign different page layouts to each record type.

D. Create different record types and sales processes for each line of business, and assign different sales processes to each page layout.

Suggested Answer: *C*

Community vote distribution

C (89%) 11%

TraceSplice Highly Voted 2 years, 1 month ago

Selected Answer: C

C is correct. Need distinct fields (page layout) and process.

upvoted 6 times

FriedConsole2000 Most Recent 10 months ago

Selected Answer: C

C is correct.

upvoted 1 times

Chris1984_1 1 year, 6 months ago

Selected Answer: C

c its ok

upvoted 1 times

Mims22 2 years, 1 month ago

"freight deals is more complex and involves more stages" - D is different sales processes, which means just more stages to one of them.

upvoted 3 times

dkosarev 2 years, 1 month ago

Although your logic is correct, D doesn't work as it says "assign different sales processes to each page layout." and sales process is assigned to a record type, not a layout

upvoted 7 times

semio 2 years, 2 months ago

Selected Answer: B

the correct answer is B.

upvoted 1 times

dkosarev 2 years, 1 month ago

B is incorrect, as stages are part of sales process configuration, not page layouts

upvoted 3 times

Question #17 *Topic 1*

Sales representatives at Northern Trail Outfitters are creating opportunities after they are closed/won. Sales management is concerned that pipeline and forecasting reports are inaccurate because of this.
Which two solutions should resolve this issue? (Choose two.)

A. Create a report that displays opportunities that have a closed date less than or equal to the created date.

B. Create a workflow rule that automatically updates the opportunity to the first stage in the sales process.

C. Use a workflow rule to email sales management when the opportunity is created in the closed/won stage.

D. Run the opportunity pipeline standard report to view the upcoming opportunities by stage.

Suggested Answer: *AC*

Community vote distribution

AC (50%) C (50%)

FriedConsole2000 10 months ago

Selected Answer: AC

A and C

upvoted 2 times

Sunhiz 1 year, 4 months ago

Selected Answer: C

C is correct?

upvoted 1 times

Sunhiz 1 year, 4 months ago

A and C

upvoted 1 times

Chris1984_1 1 year, 6 months ago

How its possible to create opportunity after they are closed/won. I didn't get it the question

upvoted 1 times

NastyHard 8 months, 2 weeks ago

You sell (or try to sell) the product. After finishing the process, you add to Salesforce as Win/Loss

upvoted 1 times

Question #18 *Topic 1*

Sales directors at Northern Trail Outfitters (NTO) cannot see or update their teams' forecasts. Sales representatives are constantly asked to provide the directors with their updated forecast information.
Which two methods should NTO use to correct how forecasts are managed? (Choose two.)

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

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

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

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

Suggested Answer: *BD*

Community vote distribution

BD (85%) CD (15%)

Vanthanh Highly Voted 1 year, 4 months ago

Selected Answer: BD

for me

upvoted 5 times

Mony_Warr Most Recent 4 months, 3 weeks ago

Selected Answer: CD

c. The question mentions updates as well. This will allow sales directors (who are likely in manager roles) to have the necessary permissions to override or access the forecast information for their teams.

upvoted 1 times

[Removed] 8 months, 1 week ago

Selected Answer: BD

Also agree with BD option, if hierarchy is implemented for record access this means the manager can already update the amounts if needed

upvoted 2 times

FriedConsole2000 10 months ago

Selected Answer: BD

Override forecast just allows them to change the generated values. "B" & "D"

upvoted 2 times

Plohia 1 year, 1 month ago

Selected Answer: CD

Enabling override forecast permission in the Manager's profile will allow sales directors to view and update their teams' forecasts. This will give them the visibility and control they need to manage their teams' forecasts effectively.

Creating a forecast hierarchy and assigning managers to the forecast manager role will allow sales directors to roll up their teams' forecasts and view them at a higher level. This will help them to identify trends and make better decisions about how to allocate resources.

upvoted 2 times

FriedConsole2000 10 months ago

Override forecast just allows them to change the generated values. "B" & "D"

upvoted 1 times

Chris1984_1 1 year, 6 months ago

Selected Answer: BD

for me

upvoted 2 times

Question #19 *Topic 1*

Northern Trail Outfitters is migrating from its legacy campaign and email management system to Salesforce and wants to ensure that its email templates are retained.
What should be recommended for a successful migration?

A. Create an email template change set or use the Lightning Platform.

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

C. Enable Email to Salesforce before sending email templates to Salesforce.

D. Enable Email-to-Case and use the Import Wizard.

Suggested Answer: *A*

Community vote distribution

A (78%) B (22%)

xzmassimo21 Highly Voted 3 years ago

Selected Answer: A

https://trailhead.salesforce.com/users/strailhead/trailmixes/prepare-for-your-salesforce-sales-cloud-consultant-credential

Whenever there is a migration from a legacy system to Salesforce or there is deployment in Salesforce we always need to use "Changeset".

We can create an email template changeset and migrate it to Salesforce.

Actually, this question is half cooked. what kind of legacy campaign and email management system exists in the unknown.

So, as per the given option best solution is "Create an email template changeset or use the Lightning Platform."

upvoted 13 times

FriedConsole2000 Most Recent 10 months ago

Selected Answer: B

B. We cannot import templates

upvoted 2 times

Plohia 1 year, 1 month ago

Selected Answer: B

the best recommendation is to create an email template change set or use the Lightning Platform.

upvoted 1 times

Sunhiz 1 year, 4 months ago

Selected Answer: B

B. We cannot import templates

upvoted 2 times

Prexa 1 year, 4 months ago

Selected Answer: A

A is correct.

upvoted 1 times

Kimfox 2 years, 3 months ago

Seems it became available since Spring'21 Release.

https://help.salesforce.com/s/articleView?id=release-notes.rn_sales_productivity_email_templates_packaging.htm&type=5&release=230

upvoted 2 times

FriedConsole2000 10 months ago

That doesn't migrate from legacy systems.

upvoted 1 times

auauauau 2 years, 5 months ago

Selected Answer: A

It should be A as per comment below

upvoted 4 times

Question #20 *Topic 1*

Universal Containers has automated the process of creating new account records in Salesforce. All account records created through this process are owned by a generic user. There are now two million account records that have been created in this manner. Universal Containers is now seeing performance issues when it makes any changes to account sharing rules.
What can Universal Containers do to address the issue without changing its integration?

A. Ensure that the generic user has NOT been assigned to a role.

B. Ensure that the generic user has the Modify All Data permission.

C. Contact Salesforce support to add an index to the account object.

D. Set the organization-wide defaults for accounts to public read/write.

Suggested Answer: *A*

Community vote distribution

A (100%)

Sunhiz 10 months, 1 week ago

Selected Answer: A

A is correct

upvoted 1 times

Prexa 10 months, 2 weeks ago

Selected Answer: A

A is correct.

upvoted 1 times

dkosarev 1 year, 7 months ago

Selected Answer: A

A because it excludes the user from the hierarchy-based access recalculations

upvoted 3 times

semio 1 year, 8 months ago

Selected Answer: A

A is correct.

upvoted 2 times

Question #21 *Topic 1*

Universal Containers uses a custom object named `Analysis`, which is the child in a master-detail relationship with the Opportunity object. Sales teams use this object to create requests for supporting research. Sales teams use the Salesforce Mobile App and want to easily create new Analysis records from their phones.
What should a consultant recommend to meet this requirement?

A. Create a custom object tab.

B. Create an Action.

C. Create a Visualforce page.

D. Create a related list button.

Suggested Answer: *B*

Community vote distribution

B (100%)

Plohia 7 months, 3 weeks ago

Selected Answer: B

Quick Actions are used to create records, update records, or log calls and tasks directly from a record detail page, list view, or related list in Salesforce Mobile and Lightning Experience. In this case, creating a Quick Action associated with the Analysis object would provide a user-friendly way for sales teams to create new records from their phones.

upvoted 3 times

Sunhiz 10 months, 1 week ago

Selected Answer: B

B - create quick action

upvoted 3 times

Prexa 10 months, 2 weeks ago

Selected Answer: B

B is correct ans. Beacuse it's easily create new Analysis records from the Salesforce Mobile App, a consultant should recommend creating an Action. Actions provide a quick and convenient way to perform specific tasks directly from records, including creating related records like new Analysis records in this case. This would allow sales teams to efficiently initiate requests for supporting research while using the mobile app.

upvoted 3 times

Question #22 *Topic 1*

Universal Containers is moving from a legacy customer relationship management (CRM) system to Salesforce Sales Cloud.
What should a consultant recommend to ensure a successful implementation?

A. Review the current system with all levels of users to understand their requirements.

B. Review the current system with IT management to understand their requirements.

C. Review the current system with executive management to understand their requirements.

D. Review the current system and configure Sales Cloud to work in the same way.

Suggested Answer: *A*

Community vote distribution

A (90%) 10%

semio Highly Voted 1 year, 8 months ago

Selected Answer: A

A is correct.

upvoted 7 times

CrystalTran Most Recent 4 months, 3 weeks ago

Selected Answer: C

I've done some projects and none of them using A. It's really unrealistic.

upvoted 1 times

Prexa 10 months, 2 weeks ago

Selected Answer: A

A is correct.

upvoted 1 times

Prasannarama 1 year, 2 months ago

Selected Answer: A

A is Correct

upvoted 1 times

jhownfs 1 year, 4 months ago

Selected Answer: C

C is the correct

upvoted 1 times

mexes 9 months, 4 weeks ago

A is correct, unfortunately in real life - C is happening :)

upvoted 2 times

Question #23 *Topic 1*

Universal Containers sells two product lines that each use a distinct selling methodology. Additionally, each product line captures different information that is used to sell the products.
What should a consultant recommend to support selling the two product lines?

A. Create two page layouts and two sales processes; assign them to the respective product lines to collect relevant information.

B. Create one page layout, two sales processes, and validation rules to capture relevant opportunity information.

C. Create two sales processes and two page layouts; assign them to two different opportunity record types for each product line.

D. Create two page layouts, one opportunity record type, and one workflow rule to assign the correct page layout to the record type.

Suggested Answer: *C*

Community vote distribution

C (100%)

Prexa 10 months, 2 weeks ago

Selected Answer: C

C is correct.

upvoted 1 times

semio 1 year, 8 months ago

Selected Answer: C

C is correct.

upvoted 3 times

Question #24 *Topic 1*

Which two solutions should a consultant recommend if a sales process requires opportunities to have associated product line items before moving the opportunity to the negotiation stage? (Choose two.)

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

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

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

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

Suggested Answer: *AB*

Community vote distribution

AB (80%) AD (20%)

FriedConsole2000 10 months ago

Selected Answer: AB

"B" is needed but doesn't address the problem. "D" can't be right as you don't configure record types to have validations.

upvoted 3 times

Plohia 1 year, 1 month ago

Selected Answer: AD

A validation rule can be set up to ensure that opportunities must have associated product line items before moving to the negotiation stage. The validation rule can check if the Has Line Item field is true and if the Stage field is set to negotiation.

Configuring the opportunity record types to enforce product line item entry before selecting the negotiation stage is also a valid solution. By associating specific record types with each sales stage, you can enforce different entry criteria, including the requirement to have product line items, at different stages of the sales process.

upvoted 1 times

Prexa 1 year, 4 months ago

Selected Answer: AB

A,B is correct.

upvoted 1 times

Question #25 *Topic 1*

How is the campaign influence for opportunities impacted when a contact is associated to an opportunity in a contact role, if the influence timeframe for a campaign is 60 days?

A. All campaigns created within the last 60 days will be added to the campaign influence related list.

B. Sales reps can choose which campaigns created within the last 60 days should be added to the campaign influence related list.

C. All contacts associated with campaigns will be added to the campaign influence related list.

D. Campaigns in which a contact became a member within the last 60 days will be associated and displayed in Campaigns with Influenced Opportunities Report.

Suggested Answer: *D*

RichardKim 10 months, 2 weeks ago

Correct Answer: D

upvoted 3 times

Question #26 *Topic 1*

The members of an opportunity team at Universal Containers are working together to close an opportunity. The sales engineer on the team is having trouble keeping up with the active quote.
How can the sales engineer identify the opportunity's active quote?

A. Reference the last modified date on the quotes.

B. Reference the synced quote field on the opportunity record.

C. Reference synced quote history on the opportunity.

D. Follow the opportunity's quotes in Chatter.

Suggested Answer: *B*

Community vote distribution

B (100%)

erreiwan 8 months, 3 weeks ago

Selected Answer: B

B is correct

upvoted 4 times

Question #27 *Topic 1*

Northern Trail Outfitters (NTO) wants the ability to share documents related to an opportunity, such as contracts and proposals, with the field sales team. NTO currently has a private sharing model.
How should the documents be shared efficiently and securely?

A. Emailed to the sales team on the opportunity record

B. Uploaded to a library that is shared with the field sales organization

C. Uploaded to Salesforce Files and shared with the field sales organization

D. Uploaded to Salesforce Files from the opportunity record

Suggested Answer: *C*

Community vote distribution

C (100%)

Prexa 10 months, 2 weeks ago

Selected Answer: C

C is correct.

upvoted 3 times

Question #28 *Topic 1*

A lead sharing rule has been defined so that leads owned by the record owner are shared with the public group called `Sales team.`
Who will have access to these records, assuming that a private sharing model is in place on these objects and there are no sharing rules defined for those objects, when the lead is converted to an account, contact, and opportunity?

A. The record owner, all members of the public group, a public group called ג€Sales team,ג€ and anyone above any group member in the role hierarchy will be able to access the three records.

B. The record owner, all members of the public group, and a group called ג€Sales teamג€ will be able to access the three records.

C. The record owner will be the only person who is able to access the account, contact, and opportunity records.

D. The record owner and anyone above the record owner in the role hierarchy will be able to access the three records.

Suggested Answer: *B*

Community vote distribution

B (80%) D (20%)

Mony_Warr 3 months, 1 week ago

Selected Answer: D

Public group will not have access to converted records which have private sharing model

upvoted 1 times

882359f 7 months, 2 weeks ago

D

B is incorrect. If a lead is shared with a group in Salesforce and then converted to an account, the group will not automatically retain access to the converted account unless specific sharing rules are set up to explicitly grant them access to the account object after conversion; the sharing settings are not automatically carried over from the lead to the account stage.

upvoted 2 times

FriedConsole2000 1 year, 4 months ago

Selected Answer: D

"D" Ownership rules don't transfer.

upvoted 4 times

Mims22 2 years, 7 months ago

D is correct: the default sharing setting for standard objects is always with grand access using hierarchies on. Also, lead might be shared with the public group, but after the conversion the objects are contact, opportunity and account and these objects are not shared with that group.

upvoted 4 times

semio 2 years, 8 months ago

The correct answer is C with grant access using hierarchy not checked or D with grant access using hierarchy checked

upvoted 3 times

nibbler 2 years, 8 months ago

Selected Answer: B

should be B

upvoted 4 times

VictorVelez 3 years ago

If the question had mentioned the "grant access using hierarchy" permission was enabled, then I can see why D was picked as the correct answer. But I believe the correct answer is B as it mentions the Sales Team Public . Would love feedback if you agree. Terrible question...

upvoted 3 times

Question #29 *Topic 1*

Resellers for Universal Containers need access to reports in the Partner Communities to help manage their opportunities.
How should Salesforce be configured to give resellers the correct level of access to reports?

A. Create the appropriate list views and report folders, and share with all partner users.

B. Create a Chatter group that allows partners to post links to appropriate list views and reports.

C. Create the appropriate list views and report folders in the Partner Communities for all partner users.

D. Create a new tab in the Partner Communities to display the appropriate list views and report folders.

Suggested Answer: *A*

Community vote distribution

A (90%) 10%

Colibri 10 months ago

A is the correct answer

upvoted 1 times

FriedConsole2000 1 year, 4 months ago

Selected Answer: A

"A" There is no "Partner" reporting list.

upvoted 2 times

Plohia 1 year, 7 months ago

Selected Answer: C

This will allow resellers to easily access the reports they need without having to grant them access to reports in the main Salesforce environment.

upvoted 1 times

edencohen 1 year, 10 months ago

Selected Answer: A

I think A. you cant create report folder IN THE COMMUNITY

upvoted 2 times

ndlp43 1 year, 4 months ago

With the new Report Builder page, external users can create, edit, and delete reports directly from their Experience Cloud site.

https://help.salesforce.com/s/articleView?id=sf.networks_report_builder_page.htm&type=5

upvoted 1 times

edencohen 1 year, 10 months ago

I thikn A

upvoted 1 times

Chris1984_1 2 years ago

i think its A

upvoted 1 times

jhownfs 2 years, 4 months ago

Selected Answer: A

A should be correct

upvoted 4 times

Phille 2 years, 5 months ago

Selected Answer: A

Should be A

upvoted 1 times

josemmi 3 years ago

The correct answer is A

upvoted 1 times

Question #30 *Topic 1*

Channel sales representatives at Northern Trail Outfitters (NTO) need to push pre-qualified leads to their partners. Partners need the ability to access and update the leads assigned to them. To meet this requirement, NTO plans to implement lead management functionality.
Which solution should a consultant recommend?

A. Create a customized site where partners can self-register and access their leads.

B. Create a task for a partner when a new lead is created and assign the task to the partner in the Partner Community.

C. Configure a separate lead record type and page layout for the Partner Community.

D. Add the leads tab to the Partner Community and configure partner profiles to access leads.

Suggested Answer: *D*

Colibri 10 months ago

D is correct

upvoted 1 times

Question #31 *Topic 1*

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

A. Number of reports exported to Excel for analysis

B. Number of neglected opportunities over time by role

C. Completeness of records entered into the new system

D. Overall effectiveness of mass email campaigns

Suggested Answer: *BC*

Colibri 10 months ago

Correct options are B & C

upvoted 2 times

Question #32 *Topic 1*

Universal Containers sells products that require frequent collaboration with the same team of individuals who play a key role in closing deals. The lead sales representative determines the level of access for each of the collaborating team members on an opportunity.
Which solution should a consultant recommend to facilitate the collaboration of the lead sales representative and team members?

A. Enable Chatter to have the lead sales representative facilitate collaboration through sales team swarming.

B. Configure default opportunity teams for all lead sales representatives with team selling enabled.

C. Define a sharing rule for each lead sales representative to assign appropriate access for all extended team members.

D. Create public groups for extended team members and allow the sales representative to assign manual sharing on their opportunities.

Correct Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Question #33 *Topic 1*

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

A. My team's opportunities

B. My team-selling and my opportunities

C. My collaborative opportunities

D. My team-selling shared opportunities

Suggested Answer: *B*

AR_360 Highly Voted 2 years ago
Choice that affects the scope of your search:

My Opportunities: Searches ONLY the opportunities you OWN.
My Team-Selling Opportunities: Searches ONLY the opportunities where you are on the SALES TEAM.
My Team-Selling and My Own Opportunities: Searches BOTH the opportunities you OWN and the opportunities where you are on the SALES TEAM.
My Team's Opportunities: Searches ONLY the opportunities OWNED by you and the users who report to you in the role hierarchy.
My Team's Team-Selling and Their Opportunities: Searches the opportunities OWNED by you and the users that report to you in the role hierarchy, as well as opportunities where you or the users who report to you in the role hierarchy are on the SALES TEAM.
All Opportunities: Searches ALL visible opportunities.
upvoted 8 times

SFer28 Most Recent 11 months, 3 weeks ago
B is correct

https://help.salesforce.com/s/articleView?id=000385141&type=1
upvoted 3 times

Question #34 *Topic 1*

Northern Trail Outfitters (NTO) has a multi-step selling process; every sales stage coincides with a step in this process. The first step is preliminary qualification in which opportunities should not contribute to NTO's forecast.
Which two methods should be used to ensure these conditions are met? (Choose two.)

A. Instruct sales users to enter $0 for the opportunity amount.

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

C. Override the forecast to be $0 for first stage opportunities.

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

Correct Answer: *BD*

Currently there are no comments in this discussion, be the first to comment!

Question #35 *Topic 1*

Universal Containers sells three unique products and each product has its own sales process. The company qualifies prospects for the three products in a consistent manner; however, once the customer has shown interest, the sales representatives must follow the relevant product's sales process.
Which two solutions should a consultant recommend to meet these requirements? (Choose two.)

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

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

C. Configure opportunity record types for each sales process.

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

Suggested Answer: *CD*

Community vote distribution

CD (55%) AD (27%) AC (18%)

[Removed] Highly Voted 3 years, 4 months ago

should the answer be C and D?

upvoted 7 times

FriedConsole2000 Most Recent 10 months ago

Selected Answer: CD

A- Stages arern't directly to record types. Stages are to sales processes.

B- Nothing to do with the problem.

Answer C & D.

upvoted 2 times

Prexa 1 year, 4 months ago

Selected Answer: AC

A,C is correct.

upvoted 3 times

Chris1984_1 1 year, 6 months ago

Selected Answer: CD

first process and then record types

upvoted 1 times

BlackHorse 1 year, 6 months ago

Correct answer should be C & D.

upvoted 1 times

Vision12 1 year, 8 months ago

C & D are the correct answer

upvoted 2 times

jhownfs 1 year, 10 months ago

Selected Answer: AD

AD is correct, because you need create sales process first, then after created recordtype.

upvoted 1 times

AR_360 2 years ago

Selected Answer: AD

A - because you must have all stages values across all record types

D - then you create a sales process by selecting/ removing some of the values

upvoted 1 times

cajsel 2 years ago

Selected Answer: CD

The sales process is clarified when creating a record type.

upvoted 1 times

dkosarev 2 years, 1 month ago

Selected Answer: CD

"A" is incorrect as sales stages are not directly assigned to record types. It is done via configuration of the sales process

upvoted 2 times

dkosarev 2 years, 1 month ago

Stages -> Sales Process -> Record Type <- Page layout

upvoted 4 times

Begsy 2 years, 1 month ago

These questions really needed to be worded better..AD is fine as is CD..so which combo is correct?

upvoted 1 times

nibbler 2 years, 2 months ago

correction: CD

upvoted 1 times

nibbler 2 years, 2 months ago

Selected Answer: AD

AD should be right

upvoted 1 times

Maryamog 2 years, 9 months ago

I believe it should be A & D.

upvoted 1 times

costansin 2 years, 11 months ago

I agree C and D makes more sense

upvoted 2 times

Question #36 *Topic 1*

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

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

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

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

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

Correct Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Question #37 *Topic 1*

The shipping department at Universal Containers is responsible for sending product samples as part of the sales process. When an opportunity moves to the
`sampling` stage, Universal Containers wants an automatic email sent to the shipping department listing the products on the opportunity.
How can this requirement be met using a workflow email?

A. Create it on the opportunity using a Visualforce email template.

B. Create it on the opportunity product using a Visualforce email template.

C. Create it on the opportunity product using an HTML email template.

D. Create it on the opportunity using an HTML email template.

Suggested Answer: *D*

Community vote distribution

D (100%)

Plohia 7 months, 3 weeks ago

Selected Answer: D

The best way to meet Universal Containers' requirement using a workflow email is to create it on the opportunity using an HTML email template.

upvoted 4 times

Question #38 *Topic 1*

A salesperson at Northern Trail Outfitters (NTO) cannot view a contact's information from social profiles.
NTO has Social Accounts and Contacts turned on in its account.
Why is the salesperson unable to access the information?

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

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

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

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

Suggested Answer: *C*

Community vote distribution

C (100%)

Prexa 10 months, 2 weeks ago

Selected Answer: C

C is correct.

upvoted 2 times

Question #39 *Topic 1*

Northern Trail Outfitters (NTO) has over 20,000 Accounts and 75,000 Contacts. NTO wants to ensure the customer data is accurate and that the customers are still currently at their respective companies.
How can this be confirmed?

A. Use a data enrichment tool to verify account and contact data is up-to-date.

B. Create a workflow rule to mass email the contacts and capture any email bounces.

C. Create a workflow rule for the account and contact owner to confirm contact data.

D. Use a data cleansing tool and the Stay-in-Touch feature of Salesforce to email contacts.

Suggested Answer: *A*

Community vote distribution

A (89%) 11%

Plohia 7 months, 3 weeks ago

Selected Answer: A

Data enrichment tools can help businesses to improve the accuracy and completeness of their customer data by collecting and integrating data from a variety of sources, such as public records, social media, and industry databases. This data can then be used to verify existing customer information and to identify new leads and opportunities.

upvoted 1 times

Prexa 10 months, 2 weeks ago

Selected Answer: A

A is correct because Stay-in-Touch feature is RETIRED after sum17 release

upvoted 3 times

dapz 1 year, 1 month ago

Selected Answer: A

Should be A

upvoted 1 times

AR_360 1 year, 6 months ago

Selected Answer: B

The question is - "... the customers are still currently at their respective companies."
In that case, if they are not with their current organization, their email address will not be active and the sent email will bounce back.

upvoted 1 times

Maryamog 2 years, 3 months ago

The answer should be A. Refer to Q3 in this help article. https://help.salesforce.com/s/articleView?id=000314089&type=1

3. What is the replacement and what are the key differences between the legacy product and the replacement?

Salesforce has not created a replacement for Stay-in-Touch Request.

Third-party apps with similar features are available in the AppExchange, including Contact Update Request. However, Contact Update Request only sends an email to request contact updates, and does not allow you to accept or reject the new information received by the Contact, which the Salesforce Stay-in-Touch feature allowed for.

Other marketing automations tools available from the AppExchange may allow Salesforce users to manage and track additional features.

upvoted 2 times

YaCQ 2 years, 6 months ago

Selected Answer: A

Stay-in-touch decomissioned in 2017 - https://help.salesforce.com/s/articleView?id=000314089&type=1

upvoted 3 times

YaCQ 2 years, 6 months ago

isn't Stay-in-touch decomissioned in 2017? IMHO A

upvoted 2 times

sajjankrgupta 2 years, 6 months ago

Yes, Answer should be A, eg Apollo

upvoted 2 times

[Removed] 2 years, 10 months ago

should the correct answer be A?

upvoted 2 times

Question #40 *Topic 1*

Northern Trail Outfitters (NTO) uses channel partners for selling and servicing its products. As volume of leads has increased, NTO has noticed a decrease in satisfaction from partners on the quality of leads and a noticeable decrease in the lead conversion rate.
What should the consultant suggest in order to increase partner satisfaction with the leads being shared?

A. Use the lead score on the Find Duplicates button and assign the leads with a score in the high category.

B. Create a custom lead score field to assess lead quality and assign the leads that exceed this score to partners.

C. Create multiple validation rules to ensure that all fields on the lead record are populated with data.

D. Assign all leads to the partner channel manager to validate the lead data and manually assign to partners.

Suggested Answer: *B*

Community vote distribution

B (83%) C (17%)

jhownfs Highly Voted 1 year, 4 months ago

Selected Answer: B

B is more correct.

upvoted 5 times

Michael_J28 Most Recent 3 months, 1 week ago

Selected Answer: C

Validation rules are not seen as user-friendly. The quality of the lead is poor, so adding a custom scoring field may help weed out the poor leads; however, the validation rules will increase the quality of the leads.

upvoted 1 times

Prexa 10 months, 2 weeks ago

C is correct.

upvoted 1 times

Maryamog 2 years, 3 months ago

The problem with option C though is that making fields required can be done in other ways. It doesn't need multiple validation rules created.

upvoted 1 times

costansin 2 years, 5 months ago

The answer could as told be B because it's possible, but difficult, to do this. There's a blogpost (https://clearbit.com/blog/simple-lead-scoring-and-qualification-in-salesforce) about doing it but they're using a bunch of newly created (and probably asynchronously calculated) custom fields. Seems a bit much. Even if you do it a bit simplified.

Meanwhile C is natural and should always be done. So I'd guess C.

upvoted 1 times

dkosarev 1 year, 7 months ago

Also many similar questions have the option to install an AppExchange package for lead scoring which is considered the right answer

upvoted 2 times

tani588 2 years, 5 months ago

Selected Answer: C

Should be answer C?

upvoted 1 times

Question #41 *Topic 1*

A sales representative at Northern Trail Outfitters needs to securely send confidential product roadmap information to a premier customer.
Which two steps should be taken to send this information using content delivery? (Choose two.)

A. Require the customer to enter a security token to download the content.

B. Remove access to the content after a specified date.

C. Require the recipient to log into Salesforce to access the content.

D. Require the customer to enter a password to view the content.

Suggested Answer: *BD*

Community vote distribution

BD (100%)

Prexa 10 months, 2 weeks ago

Selected Answer: BD

B,D is correct.

upvoted 1 times

Question #42 *Topic 1*

Which two actions can a consultant take during the project planning phase to ensure client stakeholder goals are met? (Choose two.)

A. Create scheduled dashboard to be sent weekly to all stakeholders.

B. Establish a stakeholder committee and meeting schedule.

C. Ensure the project key performance indicators are profitable.

D. Acquire the client stakeholder's key performance indicators.

Suggested Answer: *BD*

Community vote distribution

BD (100%)

Prexa 10 months, 2 weeks ago

Selected Answer: BD

B,D is correct.

upvoted 1 times

Question #43 *Topic 1*

Universal Containers has set the organization-wide default to public read-only for accounts, contacts, and opportunities. Activities are set to be controlled by the parent. The ABC Corporation account is owned by a sales user whose profile grants create, read, edit, and delete access to accounts, contacts, and opportunities.
Which two actions does the owner of the ABC Corporation account have the right to take? (Choose two.)

A. Transfer ownership of related contacts and opportunities owned by other users.

B. View, edit, and delete activities owned by other users directly related to the account.

C. Share the account with other users through manual sharing and account teams.

D. View, edit, and delete related contacts and opportunities owned by other users.

Suggested Answer: *BC*

erreiwan 8 months, 3 weeks ago

BC is correct

upvoted 1 times

Question #44 *Topic 1*

Northern Trail Outfitters allows its sales representatives to negotiate up to a 10% discount for their opportunities. Discounts greater than 10% must be sent to their
Regional Sales Manager (RSM) for approval. Discounts greater than 15% must also be sent to the Regional Vice President (RVP) for approval.
Which approach would satisfy these requirements?

A. Configure an approval process for the RSM and a workflow rule for the RVP.

B. Configure a workflow approval task and email to notify the RSM and RVP.

C. Create a two-step approval process for the RSM and RVP as approvers.

D. Create two approval processes, one for the RSM and one for the RVP.

Suggested Answer: *C*

Community vote distribution

C (100%)

Michael_J28 3 months, 1 week ago

Selected Answer: C

C is the best answer

upvoted 1 times

erreiwan 8 months, 3 weeks ago

Selected Answer: C

C is correct

upvoted 1 times

Question #45 *Topic 1*

Sales directors at Northern Trail Outfitters (NTO) need access to edit opportunity fields in the case of last minute updates once the sales stage reaches
Negotiation/Review; however, sales representatives should not have editing rights at that stage.
Which solution should the consultant advise?

A. Create a workflow rule to enable field access for sales directors based on the sales stage.

B. Change the field-level security for sales representatives to restrict field access based on the sales stage.

C. Create a validation rule to enforce field access based on the sales stage and a custom permission.

D. Modify the profile for sales directors to enable the ג€Modify Allג€ object permission for opportunities.

Correct Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Question #46 *Topic 1*

Northern Trail Outfitters' sales representatives have to be certified to sell items in its Professional catalog.
Which two ways should Salesforce be set up to prevent those who are NOT certified from adding these items to opportunities? (Choose two.)

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

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

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

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

Suggested Answer: *AB*

gvijay32 1 year, 3 months ago
Can some one please explain this...I do not understand why "B" should be the answer
upvoted 1 times

pgsf 1 year, 3 months ago
Process of elimination. D will not be applicable as having validation rule on products does not prevent you from adding it to an Opportunity. For C, sharing rule will only allow for read of products not necessarily prevent from adding to an opportunity. So A & B are the only logical choices.
upvoted 2 times

Vanthanh 10 months, 1 week ago
When you add Product into an Opportunity, it creates an Opportunity Product Record. Therefore, you create validation rule on Opportunity Product to prevent user without certification from creating a new Opportunity Product related to Product which requires certification
upvoted 3 times

Question #47 *Topic 1*

Universal Containers has a public sharing model for accounts and uses the parent account field to create a multi-level account hierarchy. When viewing a parent account, the company wants to see the total value of open opportunities for all accounts in the hierarchy.
Which solution should a consultant recommend to meet this requirement?

A. Create a roll-up summary field on the parent account showing the total value of open opportunities from the child accounts.

B. Define a workflow rule to update the custom field on the parent account with the total value of open opportunities from the child accounts.

C. Create a link on the account that opens a report showing the total value of open opportunities for all accounts in the hierarchy.

D. Use Apex to update a custom field on the parent account with the total value of open opportunities from the child accounts.

Suggested Answer: *D*

zwb 12 months ago
The keyword here is "Multi-Level". You can create roll up summary with related opportunties to sum up fields like Amount, Budget, but that's the only 1 level you can get.
upvoted 2 times

OldViking 1 year, 8 months ago
D for me. Option A comes very close but the role-up summary field on the Account for Opportunity value doesn't role-up the opportunity values of the opportunities of the child accounts.
upvoted 3 times

Question #48 — *Topic 1*

Northern Trail Outfitters (NTO) is hiring additional sales representatives due to rapid sales growth. The NTO sales management team wants to develop more structure around sales territory.
Which two data points should be considered? (Choose two.)

A. Number of currencies needed to support each sales territory

B. Attributes needed to segment and categorize customers

C. Distance between customer headquarters and their sales representatives

D. Average number of customers managed by a sales representative

Suggested Answer: *BD*

Community vote distribution

BD (100%)

YaCQ Highly Voted 2 years, 6 months ago

Selected Answer: BD

in my opinion B&D are the correct one

upvoted 5 times

Plohia Most Recent 7 months, 3 weeks ago

Selected Answer: BD

B. Attributes needed to segment and categorize customers: Understanding customer attributes such as industry, location, size, and purchasing behavior can help segment and categorize customers effectively.
D. Average number of customers managed by a sales representative: Determining the optimal number of customers managed by each sales representative ensures that the workload is distributed evenly.

upvoted 2 times

OldViking 8 months, 1 week ago

There is no mention of global sales, hence multicurrency option(A) is irrelevant. B,D for me.

upvoted 2 times

Prexa 10 months, 2 weeks ago

Selected Answer: BD

B,D is correct.

upvoted 1 times

dapz 1 year, 1 month ago

Selected Answer: BD

BD is correct

upvoted 1 times

JCForce 1 year, 3 months ago

This is not a global scenario for NTO. Currencies in this case are irrelevant. B&D are the correct answers

upvoted 1 times

gvijay32 1 year, 3 months ago

I also think B&D are correct ones

upvoted 1 times

jhownfs 1 year, 4 months ago

Selected Answer: BD

BD is correct

upvoted 1 times

tani588 2 years, 5 months ago

Selected Answer: BD

For me the same, B&D are the correct

upvoted 3 times

Question #49 *Topic 1*

Northern Trail Outfitters uses Products in Salesforce and has a private security model.
What should a consultant recommend to allow product management employees the ability track the performance of a newly launched products if they do NOT have access to all opportunities?

A. Create a new product and add it to the price book with the product manager as an owner.

B. Create a criteria-based sharing rule to add the product management team to relevant opportunities.

C. Create a trigger to add the product management team to the sales team of relevant opportunities.

D. Create a trigger to set the product manager as owner for opportunities on the new product.

Correct Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Question #50 *Topic 1*

Northern Trail Outfitters' sales manager noticed the lead conversion ratio stayed the same for the healthcare industry even though the lead creation increased.
Which reporting tool should resolve the issue?

A. Report on lead lifetime by industry

B. Industry performance dashboard

C. Report on leads by source

D. Campaign dashboard by industry

Correct Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Question #51 *Topic 1*

Northern Trail Outfitters wants to link contacts with more than one account.
What solution should be recommended if a contact is an employee in one account, and on the boards of three additional accounts?

A. Enable contacts to multiple accounts feature.

B. Associate the contact to other accounts using a custom lookup field.

C. Clone the contact record and add it to the second account.

D. Add the contact to the partners related list on the second account.

Suggested Answer: *A*

Community vote distribution

A (100%)

zwb 12 months ago

A is correct
To be extract, the feature name is called: Account Contact Relationship

upvoted 1 times

OldViking 1 year, 8 months ago

A is correct. The feature is Contract Roles

upvoted 1 times

erreiwan 1 year, 8 months ago

Selected Answer: A

A is correct

upvoted 1 times

Prexa 1 year, 10 months ago

Selected Answer: A

A is correct.

upvoted 1 times

jhownfs 2 years, 4 months ago

Selected Answer: A

A is correct

upvoted 3 times

MondayCat_Lady 2 years, 6 months ago

A is the correct answer, a partner is another company not a contact.

upvoted 1 times

dkosarev 2 years, 7 months ago

Selected Answer: A

A is correct

upvoted 2 times

Mims22 2 years, 7 months ago

A is correct because for D we need accounts, not contacts: Partners are the companies with which you collaborate to close your sales deals. For each opportunity or account you create, the Partners related list allows you to store information about your partners and the roles they play in the opportunity or account. A partner must be an existing account within Salesforce.

upvoted 3 times

semio 2 years, 8 months ago

Selected Answer: A

the correct answer is A.

upvoted 1 times

tani588 3 years, 5 months ago

Selected Answer: A

The answer should be A

upvoted 4 times

sajjankrgupta 3 years, 6 months ago

Definitely A, implemented this feature for a client.

upvoted 4 times

[Removed] 3 years, 10 months ago

the correct answer should be A

upvoted 4 times

Question #52 | *Topic 1*

Universal Containers has a customer base that includes both individual consumers and businesses. The company has implemented Person Accounts in
Salesforce and has a custom object for `Policies` that needs to relate to both Person Accounts and business accounts.
What is the minimum configuration on the policy custom object needed to meet this requirement?

A. Create a contact lookup field and an account lookup field.

B. Create a master-detail contact relationship.

C. Create a master-detail account relationship.

D. Create a custom contact lookup field.

Suggested Answer: *A*

Community vote distribution

A (100%)

SFer28 Highly Voted 11 months, 2 weeks ago

Selected Answer: A

To relate a custom object (Policies) to both Person Accounts and business accounts, you would need to establish relationships with both the Contact and Account objects.

Option A, creating a contact lookup field and an account lookup field on the Policies custom object, is the most suitable approach. This allows you to link a policy to both an individual consumer (Person Account) through the Contact lookup and a business account through the Account lookup.

upvoted 7 times

[Removed] Most Recent 8 months, 1 week ago

Selected Answer: A

Also would go with A

upvoted 1 times

Question #53 *Topic 1*

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

A. Download and install a Salesforce universal connector for their smartphones and computers.

B. Copy and paste emails manually to the customer record in Salesforce from their smartphones and computers.

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

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

Suggested Answer: *C*

Community vote distribution

C (75%) A (25%)

FriedConsole2000 10 months ago

Selected Answer: C

Key here is "they use various email tools". So not "D". "C" is the answer. There is no "universal connector".

upvoted 1 times

SFer28 11 months, 2 weeks ago

Selected Answer: C

Email-to-Salesforce: Salesforce provides an Email-to-Salesforce feature that allows users to forward emails to a special email address provided by Salesforce. These forwarded emails are then associated with the relevant records in Salesforce (e.g., contacts, leads, opportunities) based on the email address used for forwarding.

upvoted 1 times

Plohia 1 year, 1 month ago

Selected Answer: A

This connector will allow the sales representatives to automatically log emails related to customers and opportunities directly into Salesforce. This will ensure that all important email communication is captured and stored in a centralized location, and it will also make it easier for sales representatives to track their communications with customers.

upvoted 1 times

OldViking 1 year, 2 months ago

Selected Answer: C

C is correct as all other options indicate that the user will work over holidays

upvoted 1 times

Question #54 *Topic 1*

Which three considerations should be addressed when implementing Advanced Currency Management? (Choose three.)

A. Currency roll-up summary fields from opportunity products to an opportunity use the dated exchange rate.

B. Advanced Currency Management can be enabled or disabled in the organization under the company profile, if needed.

C. Advanced Currency Management dated exchange rates are automatically updated on a monthly basis.

D. The converted amount of an opportunity uses dated exchange rates based on the close date of the opportunity.

E. Currency roll-up summary fields from opportunities to an account use the static conversion rate.

Suggested Answer: *ABD*

Community vote distribution

ABD (100%)

Mony_Warr 4 months, 3 weeks ago

Selected Answer: ADE

This is only partially true. Advanced Currency Management can be enabled in the company profile, but once it's enabled and records have been created, it cannot be disabled. If no records have been created yet, it can be disabled.

upvoted 1 times

Mony_Warr 4 months, 3 weeks ago

to correct the above statement.. seems that we can disable the ACM even with inflight records. But leads to inconsistent data. If there are existing Opportunity, Quote, or other currency-related records that were created or modified while ACM was enabled, the values on those records will remain based on the exchange rates at the time they were created or modified.

Disabling ACM will stop Salesforce from applying different exchange rates for records created or updated after the change.

upvoted 1 times

Colibri 10 months ago

ADE is the correct answer, B is not correct because once Advanced Currency Management is enabled, it cannot be disabled. This is a critical consideration when deciding to implement it, as it has a lasting impact on how currency data is managed.

upvoted 2 times

882359f 8 months, 2 weeks ago

Only multiple currencies feature cannot be disabled once enabled. Advance Current management feature can be enabled or disabled.

upvoted 1 times

Mony_Warr 4 months, 3 weeks ago

This is only partially true. Advanced Currency Management can be enabled in the company profile, but once it's enabled and records have been created, it cannot be disabled. If no records have been created yet, it can be disabled.

upvoted 1 times

erreiwan 1 year, 8 months ago

ABD is correct

upvoted 2 times

Prexa 1 year, 10 months ago

Selected Answer: ABD

ABD is correct.

upvoted 2 times

Pricha 2 years, 5 months ago

https://help.salesforce.com/s/articleView?id=sf.administration_enable_advanced_currency_management.htm&type=5 - can be disabled

upvoted 1 times

carrie1223 2 years, 7 months ago

I dont' think B is correct. I remember advanced currency is not able to be disabled once enabled.

upvoted 2 times

dkosarev 2 years, 7 months ago

It can be disabled, just checked in my org

upvoted 2 times

erreiwan 1 year, 8 months ago

Maybe it is a misunderstanding with Multicurrency feature

upvoted 1 times

Question #55 *Topic 1*

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

A. Create an Apex trigger to perform data quality checks.

B. Enable validation rules on the lead.

C. Map custom lead fields to corresponding custom opportunity fields.

D. Enable the lead conversion permission.

E. Enable validation rules on the opportunity.

Suggested Answer: *BCE*

Community vote distribution

BCE (88%) 13%

dkosarev Highly Voted 1 year, 7 months ago

Selected Answer: BCE

Assuming the question implies maintaining data quality across both Lead and Opportunity. D looks incorrect, as permission to convert leads does not impact data quality

upvoted 5 times

Plohia Most Recent 7 months, 3 weeks ago

Selected Answer: BCE

B. Enable validation rules on the lead: Validation rules on the lead ensure that the data entered meets specific criteria and business requirements, maintaining data quality at the lead level.

C. Map custom lead fields to corresponding custom opportunity fields: By mapping custom lead fields to corresponding custom opportunity fields, you ensure that the data entered in the lead is accurately transferred to the opportunity, preventing discrepancies and ensuring consistency.

E. Enable validation rules on the opportunity: Similar to validation rules on leads, validation rules on opportunities help maintain data accuracy and integrity by enforcing specific criteria for the opportunity records.

upvoted 4 times

Prexa 10 months, 2 weeks ago

Selected Answer: BCD

BCD is correct.

upvoted 1 times

costansin 2 years, 5 months ago

Absolutely confusing question; I wonder if this is correctly worded?
If the question is about the Opportunity and not the Lead since: "...once the new lead has been qualified and the opportunity has been created" then both B, C and D are incorrect (Which is impossible).

If this would be reworded to be about the conversion then the given answer seems to be correct.

upvoted 4 times

Question #56 *Topic 1*

Universal Containers has a private sharing model for accounts and opportunities. Each sales representative is assigned to work with a dedicated sales engineer.
The sales engineer will need access to their assigned sales representatives' accounts and opportunities.
What should a consultant recommend to meet this requirement?

A. Create criteria-based sharing rules to share the accounts and opportunities with sales engineers.

B. Enable account teams and have each sales representative configure their default teams.

C. Have the sales representatives manually share the accounts and opportunities with their assigned sales engineers.

D. Create a trigger to add the sales engineers to their sales representatives' account and opportunity teams.

Suggested Answer: *B*

Community vote distribution

B (83%) A (17%)

Plohia 7 months, 3 weeks ago

Selected Answer: A

The best recommendation for Universal Containers to meet the requirement of providing sales engineers access to their assigned sales representatives' accounts and opportunities is to Create criteria-based sharing rules to share the accounts and opportunities with sales engineers.

upvoted 1 times

OldViking 8 months, 1 week ago

Selected Answer: B

B is correct. Option A comes very close, but for criterion-based sharing roles can assign access to only ROles, ROles Subordinates and Public groups. SO to achive the requirement using A, for each account owner based on Account Owenr ID, the access needs to be given to a ROle in which the sales engineer needs to be added. Overall that's a very cumbersome option. Hence B is correct which is pretty straight forward

upvoted 3 times

Prexa 10 months, 2 weeks ago

Selected Answer: B

B is correct.

upvoted 3 times

Question #57 *Topic 1*

Universal Containers wants to equip its sales team with mobile capabilities. The sales team needs to quickly look up contacts, accounts, and opportunities and easily log calls. Due to limited coverage in certain geographic areas, the sales team wants access to customer information even without an Internet connection.
Which mobile solution is appropriate for the Universal Containers' sales team?

A. Salesforce Touch App

B. Salesforce Mobile App

C. Custom hybrid App

D. SalesforceA App

Correct Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Question #58 *Topic 1*

Northern Trail Outfitters (NTO) plans to integrate with Salesforce and track product shipments from each customer. The tracking information is currently available in a back-end system.
Which set of objects are important for this integration?

A. Lead, opportunity, product, custom object-shipment status

B. Opportunity, opportunity product, custom object-shipment status

C. Opportunity, opportunity product, campaign, custom object-shipment status

D. Lead, account, opportunity product, custom object-shipment status

Correct Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Question #59 *Topic 1*

Which two processes should be recommended to track campaigns that influence won opportunities? (Choose two.)

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

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

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

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

Suggested Answer: *AD*

Community vote distribution

AB (60%) AD (40%)

FriedConsole2000 Highly Voted 1 year, 4 months ago

Selected Answer: AD

"B" I don't think you can "automatically" add child campaigns.

upvoted 5 times

Colibri Most Recent 10 months ago

AD

B is not correct as Salesforce does not automatically add child campaigns to the Campaign Influence report. The primary campaign source is manually linked, and child campaigns are typically tracked separately unless manually associated.

upvoted 2 times

Plohia 1 year, 7 months ago

Selected Answer: AB

A. Specify a timeframe that limits the time a campaign can influence an opportunity: This limits the influence of campaigns to a reasonable timeframe, ensuring that the attribution of won opportunities to campaigns is accurate and reflects the actual impact of marketing efforts.

B. Automatically add child campaigns of the primary campaign source: This ensures that all relevant campaigns, including child campaigns, are associated with the won opportunity, providing a more comprehensive view of the marketing efforts that contributed to the success.

upvoted 3 times

Question #60 *Topic 1*

Universal Containers is devising a separate sales methodology to upsell service contracts to its existing customer base. The company wants to track and report on these deals separately from other deals.
What should a consultant recommend to meet this requirement?

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

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

C. Add ג€upsellג€ as a stage and create a summary report by opportunity stage.

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

Correct Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Question #61 *Topic 1*

The Sales Director at Cloud Kicks mandated that implementing logic and automation to qualify top leads is priority. Cloud Kicks fully leverages Sales Cloud and has significant data points captured on converted Leads and closed won Opportunities for the past four years.
Which two actions can the Consultant first take to ensure a best practices implementation? (Choose two.)

A. Review converted Lead data with Sales and Marketing leaders to understand the interaction patterns that led to conversion.

B. Begin with the recommended base Lead Score of 100. After a predetermined amount of time, evaluate the results and adjust the Score accordingly.

C. Begin with the recommended base Lead Grade of B-. After a predetermined amount of time, evaluate the results and adjust the Grade accordingly.

D. Work with subject matter experts to define the key attributes of the ideal customer for Cloud Kicks' products.

E. Configure a qualification screen-based flow to assist Sales Reps in quickly determining which Leads are high priority.

Suggested Answer: *AD*

Community vote distribution

AD (83%) AE (17%)

kaiRoMa Highly Voted 1 year, 11 months ago

Definitly feels like A & D as part of the planning process

upvoted 5 times

OldViking Most Recent 8 months, 1 week ago

Selected Answer: AD

A & D for me as other options don't take into account a key input that the business has loads of past data to analyse.

upvoted 2 times

Vanthanh 10 months, 1 week ago

Selected Answer: AD

E is good step but not first step to take

upvoted 2 times

Prexa 10 months, 2 weeks ago

Selected Answer: AE

A,D is correct.

upvoted 1 times

Prexa 10 months, 2 weeks ago

A,D is correct by mistake vote is wrong for E.

upvoted 1 times

Geet17 11 months, 4 weeks ago

Selected Answer: AD

A & D looks correct

upvoted 1 times

SuchiS 1 year, 2 months ago

https://www.salesforce.com/products/guide/lead-gen/scoring-and-grading/

upvoted 1 times

adams971 2 years, 1 month ago

who can explain? seems like the correct answer should be a & d

upvoted 3 times

Question #62 *Topic 1*

The sales team at Cloud Kicks needs to track the number of retail locations for each of its Leads. Once the Lead is converted, the sales team wants to see the number of retail locations related to its customer. The service team also wants to view this information.
Which two actions should the Consultant take to meet this requirement? (Choose two.)

A. Update the Account with number of retail locations after it has been converted.

B. Create a rollup field on the Account to calculate the number of retail locations.

C. Create custom fields on the Account and Lead objects to store the number of retail locations.

D. Map the custom field from the Lead object to the custom field on the Account object during lead conversion.

E. Map the custom field from the Lead object to the standard field on the Account object during lead conversion.

Suggested Answer: *CD*

Community vote distribution

CD (100%)

[Removed] Highly Voted 3 years, 10 months ago

the answer should be c and d

upvoted 16 times

Colibri Most Recent 10 months ago

C and D are correct

upvoted 1 times

Moggie 1 year ago

And you cant map a numeric field in Leads to a Rollup field in Accounts!

upvoted 1 times

[Removed] 1 year, 2 months ago

Selected Answer: CD

Rollup is only available in master detail, could never be B

upvoted 2 times

erreiwan 1 year, 8 months ago

Selected Answer: CD

C, D is the correct answer

upvoted 1 times

Prexa 1 year, 10 months ago

Selected Answer: CD

C,D is correct.

upvoted 1 times

larryllwang 2 years, 1 month ago

C & D are the correct answer

upvoted 1 times

pgsf 2 years, 3 months ago

C & D are the correct answer

upvoted 1 times

Question #63 *Topic 1*

Sales Management at Cloud Kicks has noticed that the Quote amount on Opportunities does not match the Opportunity amount.
Which two actions should the Consultant recommend to resolve this issue? (Choose two.)

A. Add a global action to sync the Quote with the Opportunity.

B. Build a Workflow rule to update the Opportunity Amount with a Grand Total Value on the Quote Record.

C. Add a Sync button to the Page Layout.

D. Add the Syncing checkbox to the Quotes related list.

E. Build a formula field on Opportunity to roll up Total Value from the Quote Record.

Suggested Answer: *BE*

Community vote distribution

BE (100%)

Razesh1987 6 months, 3 weeks ago

Selected Answer: CD

As per chatgpt, Its C and D

upvoted 3 times

882359f 8 months, 2 weeks ago

B and D

upvoted 1 times

AUMER 8 months, 2 weeks ago

C and D correct ansewer

upvoted 3 times

Plohia 1 year, 7 months ago

Selected Answer: BE

B. Creating a Workflow rule to update the Opportunity Amount with the Grand Total Value from the Quote Record ensures that the Opportunity Amount accurately reflects the total value of the products or services quoted

E. Building a formula field on the Opportunity object to roll up the Total Value from the related Quote Records allows for real-time calculation of the total quoted amount on the Opportunity. This approach ensures that the Opportunity Amount is always up-to-date and aligned with the total quoted value.

upvoted 3 times

ndlp43 1 year, 3 months ago

All this is done by Sync option

upvoted 2 times

Question #64 *Topic 1*

The Consultant at Cloud Kicks has noticed that sales data is quickly outdated and is having issue with keeping Account data updated.
What should the Consultant recommend to maintain up-to-date Account information?

A. Use the third-party data to update and add records to Salesforce.

B. Enable the Automatic Account Update feature in Setup.

C. Call the Contacts and Leads to get their updated information.

D. Use the Salesforce-provided data to update and add records to Salesforce.

Correct Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Question #65 *Topic 1*

Cloud Kicks is implementing Enterprise Territory Management for its retail sales. The Sales Director wants to organize Territories based on their characteristics.
How can the Consultant meet this requirement?

A. Create a Territory Hierarchy, and set allocations and assignments.

B. Create a Territory Management Model with Territory Hierarchy and with priority.

C. Create a Territory Types with priority and then create a Territory based on Territory Types.

D. Create a Territory Model with Territory Hierarchy and set allocations.

Suggested Answer: *C*

Community vote distribution

B (100%)

Plohia 7 months, 3 weeks ago

Selected Answer: B

creating a Territory Management Model with Territory Hierarchy and with priority is the most effective way to organize territories based on their characteristics for Cloud Kicks' implementation of Enterprise Territory Management. This approach will enable Cloud Kicks to make informed decisions about territory management, optimize sales efforts, and achieve its business goals.

upvoted 3 times

GeorgeKluny 9 months, 3 weeks ago

Why is A not correct?

upvoted 2 times

Question #66 *Topic 1*

In order to increase and promote adoption, sales management at Cloud Kicks wants sales representatives to follow Opportunities they create. Which two actions should the Consultant recommend to create a solution? (Choose two.)

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

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

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

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

Suggested Answer: *BD*

Community vote distribution

BD (83%) AB (17%)

[Removed] 8 months, 1 week ago

Selected Answer: AB

D would only notify stage changes, C would report to managers, not opp owners

upvoted 1 times

3ac9494 9 months ago

I'm confused! The “right answers” on this question show B and C. Now, the question asks about notifying the Reps, not the management. Why wouldn't you want to notify the Reps??? I've seen several questions here where the supposedly “correct” answers simply don't make sense.

upvoted 2 times

Plohia 1 year, 1 month ago

Selected Answer: BD

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

This setting will automatically follow any opportunity that a sales representative creates, ensuring that they receive updates and notifications about the opportunity in their Chatter feed. This will make it easier for sales representatives to stay informed about the status of their opportunities and take action when necessary.

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

This setting will send notifications to the opportunity owner whenever the opportunity progresses to a new stage. This will keep sales representatives informed about the progress of their opportunities and help them to identify potential problems or opportunities for closing.

upvoted 3 times

erreiwan 1 year, 2 months ago

Selected Answer: BD

B, D is correct

upvoted 2 times

Question #67 *Topic 1*

Cloud Kicks has enabled territory forecasts to see how expected revenue compares between sales territories, and to know which territory has the most closed deals in a month. The territory hierarchy has three branches with child territories, with forecast managers assigned to a few of them. Which two actions can forecast managers perform? (Choose two.)

A. They can share their forecast with any external user.

B. They can add territories to the hierarchy.

C. They can see all of their territory forecasts in a single-page summary view.

D. They can share their forecast with any Salesforce user.

E. They can share their summary view with any Salesforce user.

Suggested Answer: *CD*

Community vote distribution

CD (63%) CE (38%)

Prexa Highly Voted 1 year, 10 months ago

Selected Answer: CD

C,D is correct.

upvoted 5 times

882359f Most Recent 8 months, 2 weeks ago

C and D

Forecast managers can't share their summary view.

upvoted 1 times

FriedConsole2000 1 year, 4 months ago

Selected Answer: CE

"D" is not correct. They wouldn't share thier forecast. "C" & "E".

upvoted 1 times

sss3333334444 1 year, 5 months ago

Forecast managers can share their forecasts with any Salesforce user at their company. When sharing, they specify whether a coworker can make adjustments or only view the shared forecasts. Forecast managers can't share their summary view.

Forecast users can see all their territory forecasts in the single-page summary view

upvoted 2 times

Plohia 1 year, 7 months ago

Selected Answer: CE

Sharing individual territory forecasts is less efficient than sharing a consolidated summary view, as it requires sharing multiple reports or dashboards. The summary view provides a holistic overview of all territories, making it a more effective tool for collaboration and analysis.

upvoted 2 times

Chris1984_1 1 year, 12 months ago

https://help.salesforce.com/s/articleView?id=sf.forecasts3_territory_forecasts_overview.htm&type=5

upvoted 3 times

Question #68 *Topic 1*

The Sales Director at Cloud Kicks noticed that while Lead conversion rates were high, Opportunities were not moving through the sales cycle. Many of the contacts that were converted had no phone, email, or background information captured.
Which three solutions can be used to improve the quality of Leads being converted? (Choose three.)

A. Mandate that all Lead data must be reviewed prior to being created in Salesforce.

B. Review Lead conversion mapping to ensure necessary fields are mapped correctly.

C. Create a validation rule to check that necessary information is complete upon Lead conversion.

D. Implement a trigger that warns the user of incomplete information during Lead conversion.

E. Update web-to-lead forms to require input fields be completed prior to submission.

F. Schedule a report that notifies Lead owners daily of Leads with incomplete information.

Suggested Answer: *BDE*

Community vote distribution

BCE (67%) BCF (33%)

costansin Highly Voted 2 years, 11 months ago

Rather C than D here in my opinion.

upvoted 8 times

[Removed] Most Recent 8 months, 1 week ago

Selected Answer: BCF

F instead of E since web-to-lead should be as short as possible

C instead of D since validation rule prevents record creation without fixing the issue

upvoted 1 times

Vanthanh 1 year, 4 months ago

Selected Answer: BCE

Set validation to prevent missing field when Lead status change to COnverted

upvoted 2 times

kaiRoMa 2 years, 5 months ago

D is correct - because, it is capable of stopping the conversion when the "Require Validation for Converted Leads" setting is checked.

C has already converted the lead, so the validation rule would go where? That would be after update, or insert, and for which object are we having validation rules?

Better to use the before insert trigger.

Then again, brand new flow functionality DOES include the "Roll-Back" element which could mean Flows could handle this functionality as well.

upvoted 3 times

Question #69 *Topic 1*

Cloud Kicks frequently has multiple sales representatives that collaborate on an Opportunity and needs Salesforce to allocate credit to each sales representative in order to track against a sales quota.
Which Salesforce feature satisfies this requirement?

A. Public Groups

B. Account Teams

C. Opportunity Splits

D. Opportunity Teams

Correct Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Question #70 *Topic 1*

Cloud Kicks is currently going through a fast-paced growth of its sales department. The Sales Director notices that new sales executives are investing time connecting with existing contacts who are not influential in furthering the business relationship.
Which two potential solutions can the Consultant recommend? (Choose two.)

A. Implement the Account Contact Role feature.

B. Add an Influencing Contact multi-select picklist field on the Account.

C. Add a Lookup field to Contacts to indicate Influential Contacts.

D. Track time invested in a custom field for each contact.

Suggested Answer: *AB*

Community vote distribution

AD (100%)

sgeedi Highly Voted 11 months, 3 weeks ago
A, C in my opinion
upvoted 5 times

Rxs_sxV Most Recent 3 weeks, 5 days ago
Selected Answer: AC
Can someone explain to me why A (also correct in my opinion) and B are the correct answers? B makes no sense to me. Instead of B, I think C would be correct...
upvoted 1 times

2683cc2 5 months ago
Selected Answer: A
A and C if I have to pick another one. B would be a terrible idea
upvoted 1 times

sleepyjin 5 months, 4 weeks ago
Selected Answer: AC
A. Implement the Account Contact Role feature:
The Account Contact Role feature allows sales executives to define the role of each contact within an account (e.g., Decision Maker, Influencer). This helps the team identify and focus on influential contacts who are critical for advancing the business relationship.

C. Add a Lookup field to Contacts to indicate Influential Contacts:
Adding a custom Lookup field to Contacts allows the team to flag or link influential contacts directly on the record. This can serve as a clear indicator of their importance within the sales process and ensure sales executives target the right individuals.
upvoted 1 times

[Removed] 8 months, 1 week ago
Selected Answer: AD
Report on time spent per role would put pressure on balancing things out
upvoted 2 times

rbarrish 10 months, 1 week ago
Multi picklists require much upkeep whereas you can change the influencing contact easily with a lookup field on the contact to another contact.
upvoted 3 times

Question #71 *Topic 1*

Due to internet unavailability at Cloud Kicks, the sales team is not able to utilize the Salesforce Mobile app feature to view, create, or update Opportunities.
Which two steps should the Consultant take to resolve the issue? (Choose two.)

A. From the Setup menu, go to Salesforce offline and select ג€Enable offline create, edit, and delete in Salesforce for Android and iOS.ג€

B. From the Setup menu, go to Salesforce offline and select ג€Enable caching in Salesforce for Android and iOS.ג€

C. From the Setup menu, enable the system permission ג€Store offline data.ג€

D. Raise a case with Salesforce support to enable the offline version of the Mobile app and update the app to use the offline capabilities.

E. Create a permission set with the system permission ג€Store offline dataג€ and assign the permission set to the sales team user(s).

Correct Answer: *AB*

Currently there are no comments in this discussion, be the first to comment!

Question #72 *Topic 1*

Cloud Kicks has just completed a Sales Cloud implementation and the marketing team is creating campaigns. Cloud Kicks wants to gain feedback on the implementation.
What should the Consultant recommend?

A. Complete a post-mortem.

B. Sign off on the Statement of Work.

C. Upgrade to the latest Salesforce release.

D. Undergo training.

Correct Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Question #73 *Topic 1*

Cloud Kicks is a large global company. The week of global training falls on a holiday week for the European region, and they will be out of the office on holiday.
Which best practice should the Consultant recommend to overcome this obstacle?

A. Set up a training session for just the European region and run the scheduled training.

B. Talk to the manager of that region and tell them how important training is and that they should come.

C. Run the training as planned and record it so the other users can watch the video.

D. Move training for all users to the following week and communicate the change.

Suggested Answer: *D*

Community vote distribution

D (100%)

sleepyjin 6 months, 1 week ago

Selected Answer: C

Recording the training and allowing European users to watch it later ensures that global operations proceed as scheduled while respecting regional holidays. This is the most practical and efficient solution, making Option C correct.

upvoted 1 times

Colibri 10 months ago

C is correct
Why not D : Moving the training for all users to the following week could delay the rollout of new processes, tools, or updates. Coordinating a new training schedule for all users might be challenging and could lead to conflicts with other planned events or time zones. It might not be feasible to find a time that works for everyone, given the global nature of Cloud Kicks. Other regions could be affected by the rescheduling

upvoted 3 times

Plohia 1 year, 7 months ago

Selected Answer: D

Moving the training to a different week that does not conflict with the holiday in the European region is the best practice. This ensures that all employees, including those in the European region, have the opportunity to attend the training without being hindered by a holiday. Clear communication about the change in schedule is essential to inform all participants about the updated training dates and prevent any confusion.

upvoted 3 times

Question #74 *Topic 1*

Cloud Kicks' VP of Technology wants to start using Salesforce for all of the sales team's automation. 70 million records were all migrated from a legacy database to the data warehouse that will be synced with Salesforce. Cloud Kicks wants to be able to search and cross-reference records with the original source database.

What should a Consultant recommend to meet this requirement?

A. Use the standard External ID field and map this to the current record ID value.

B. Use a custom field named External ID and map this to the current record ID value.

C. Use a custom External ID field and map this to the original record ID value.

D. Use the standard External ID field and map this to the original record ID value.

Correct Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Question #75 *Topic 1*

Cloud Kicks has purchased a list of prospects and wants sales representatives to begin to contact and measure the Return On Investment (ROI) of the people in the purchased list.
Which solution should the Consultant recommend?

A. Create a new custom object for purchased leads.

B. Create a campaign for this list, import the list as leads, and add them to the campaign.

C. Import the list as new leads using the import wizard.

D. Import the list as new leads and update the lead source to ג€Purchased Lead.ג€

Correct Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Question #76 *Topic 1*

What are two considerations for enabling multiple currencies at Cloud Kicks? (Choose two.)

A. Once enabled, multiple currencies cannot be disabled.

B. Reports on these objects support multiple currencies: Accounts, Opportunities, Lead, Case, and Opportunity product schedules.

C. After enablement, primary currency displays in the parenthesis and the secondary amount displays as usual.

D. Changing the exchange rate automatically updates the converted amount on all records, except the closed Opportunities.

Suggested Answer: *AB*

Community vote distribution

AB (67%) AD (17%) BD (17%)

Colibri 11 months, 1 week ago

A & B are correct

upvoted 1 times

zwb 12 months ago

Selected Answer: AB

C is incorrect. D, mentioned that it's closed oppos, and values are not updated.

This left the answer with A & B

upvoted 2 times

NastyHard 1 year, 1 month ago

Selected Answer: AB

A and B. Cannot being disabled and also changes in the Closed opportunities (so, this means that D is not correct)

upvoted 2 times

[Removed] 1 year, 2 months ago

Selected Answer: AD

C is reversed

upvoted 1 times

MelissaA 1 year, 3 months ago

Multi-currency and advanced currency management are not the same thing, though multi-currency must be enabled to use advanced currency management. Advanced currency management can be disabled, but multi-currency cannot be disabled once it is enabled. I think people are confusing the two. The answer is A and B

upvoted 2 times

rbarrish 1 year, 4 months ago

Please check bullets one and four of this Salesforce help article:

https://help.salesforce.com/s/articleView?id=sf.admin_enable_multicurrency_implications.htm&type=5

upvoted 1 times

Danthejoker47 1 year, 8 months ago

This one is 100% wrong & here is the proof https://help.salesforce.com/s/articleView?id=sf.administration_enable_advanced_currency_management.htm&type=5

upvoted 1 times

Shy100 1 year, 10 months ago

After enabled, multiple currencies can't be disabled for your organization. https://help.salesforce.com/s/articleView?id=sf.admin_enable_multicurrency_implications.htm&type=5

upvoted 1 times

Oleksandra 2 years, 1 month ago

"After enabled, multiple currencies can't be disabled for your organization."

https://help.salesforce.com/s/articleView?id=sf.admin_enable_multicurrency_implications.htm&type=5

upvoted 1 times

Ha_Linh 2 years, 2 months ago

Selected Answer: BD

Multi currency can be disable

upvoted 1 times

[Removed] 2 years, 2 months ago

Sorry, I forgot to add the link for advanced currency https://help.salesforce.com/s/articleView?id=sf.administration_about_advanced_currency_management.htm&type=5

upvoted 1 times

[Removed] 2 years, 2 months ago

Advanced Currency, using dated exchange rates, appears to allow the Oppty amount to stay the same, thus D would be correct.

upvoted 1 times

[Removed] 2 years, 2 months ago

A is not correct, you can disable multi currency https://colostate-my.sharepoint.com/:p:/g/personal/reaston_colostate_edu/Edoo8kra8i5IgMxX6lo-gcgBgBYMjEDH_1nHSX4Y7x8S3A?e=fbsMrH

upvoted 1 times

Question #77 *Topic 1*

A Consultant arrives for a requirements workshop, but key resources are absent.
What is the likely reason the key resources are absent?

A. The purpose and scope were not defined.

B. The resources were not on the Project kick-off.

C. The project plan did not receive sign-off.

D. The proper roles, resources, and risks were not identified.

Correct Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Question #78 *Topic 1*

The VP of Sales at Cloud Kicks wants to automate the process of reassigning Accounts when an Account owner gets transferred to a different team or region. The
VP wants reassignment to be based on the Account status and confirmation that the new Account owner is informed of their new Account inheritance.
Which two strategies can the Consultant use to design the solution? (Choose two.)

A. Use Flow Builder for capturing Account details, design an element to reassign the Account to a new owner based on status, and send an email regarding Account inheritance.

B. Use Process Builder for capturing Account details, design workflow rules to reassign the Account to a new owner based on status, and send an email regarding Account inheritance.

C. Use Process Builder for capturing Account details, design nodes to reassign the Account to a new owner based on status, and send an email regarding Account inheritance.

D. Use Flow Builder for capturing Account details, define Account assignment rules to reassign the Account to a new owner based on status, and send an email regarding Account inheritance.

E. Use Process Builder for capturing Account details, define Account assignment rules to reassign the Account to a new owner based on status, and send an email regarding Account inheritance.

Suggested Answer: *AC*

Colibri 10 months ago
wy not A and D?
upvoted 3 times

Question #79 *Topic 1*

Cloud Kicks wants to integrate back-end systems with Salesforce. They track the `Shoe of the Month` product shipments to each customer and the associated tracking information is stored in a back-end tracking system.
Which set of objects are critical for this integration?

A. Custom object ג€Statusג€, Opportunity, Lead, Account, Product

B. Custom object ג€Statusג€, Opportunity line item, Product

C. Custom Lightning Component, Opportunity, Product

D. Custom Lightning Component, Opportunity, Lead, Product

E. Custom object ג€Statusג€, Opportunity, Product

Suggested Answer: *B*

Community vote distribution

B (100%)

FriedConsole2000 Highly Voted 10 months ago

Selected Answer: B

You would need Opportunity Line Item as it relates to a Product.

upvoted 5 times

Question #80 *Topic 1*

Cloud Kicks uses Chatter to collaborate corporate-wide. Sales representatives are getting too many items showing on their feed, so it's hard to sort through to find items that are high priority or need the sales representative's immediate attention.
Which solution should the Consultant recommend?

A. Create a Chatter Feed page layout.

B. Create Chatter topics.

C. Increase Chatter Feeds bookmark limit.

D. Increase the Chatter follower limit.

E. Create Chatter Streams.

Suggested Answer: *B*

Community vote distribution

B (100%)

Colibri 10 months ago

B is correct, they can filter their feed and only see items that are relevant to their jobs

upvoted 1 times

FriedConsole2000 1 year, 4 months ago

Selected Answer: B

Chatter Streams combines streams. So it would increase the noise. "B" as you could create a Topic to drill into.

upvoted 4 times

Question #81 *Topic 1*

Cloud Kicks has a custom object, Projects, that has a Lookup relationship to the Opportunity object.
How can the Consultant build a report that contains data from both the Project and Opportunity objects?

A. Dashboards

B. Matrix Reports

C. Custom Report Types

D. Cross-object Filters

Suggested Answer: *C*

Community vote distribution

C (100%)

androsanmail510 10 months ago

Selected Answer: C

By creating a custom report type, you can generate a report that includes data from both the 'Project' and 'Opportunity' objects based on the lookup relationship between them.

upvoted 3 times

sgeedi 1 year, 5 months ago

D i think

upvoted 1 times

Question #82 *Topic 1*

Sales managers at Cloud Kicks need to show reports and dashboards with Opportunity forecast by Product family with team quotas.
Which solution should a Consultant recommend?

A. Create a joined report with closed Opportunities, forecasting items, and quotas.

B. Create a custom report type with forecasting quotas and items.

C. Configure quotas with a product report and add necessary fields.

D. Configure an analytic snapshot to capture the Opportunity forecast and quotas.

Suggested Answer: *B*

Community vote distribution

A (100%)

sleepyjin 5 months, 3 weeks ago

Selected Answer: B

B. Create a custom report type with forecasting quotas and items
Explanation:
To meet the requirement of showing Opportunity forecast by Product family with team quotas, the best approach is to create a custom report type that includes forecasting items (which track forecasts for products and product families) and quotas (team or individual goals).

Custom Report Type with Forecasting Quotas and Items:
A custom report type allows sales managers to combine data from the Forecasting module (like product family forecasts) and quota data in a single report. This approach ensures flexibility in reporting and aligns with Salesforce's forecasting capabilities.
Why the Other Options Are Incorrect:
A is wrong:
Joined reports are useful for combining data from multiple report types, but they do not inherently support combining forecasting items and quotas in the same way as a custom report type tailored for this use case.

upvoted 1 times

AUMER 8 months, 2 weeks ago

setup --> reporting and dashboard --> report types --> create new
Pri Obj: f/cast quota
Sec Obj: only option is f/cast Items

Hence B is correct, it says 'forecasting quotas and items'

upvoted 2 times

FriedConsole2000 1 year, 4 months ago

Selected Answer: A

"B" doesn't have forecast. It is "A".

upvoted 2 times

SFer28 1 year, 5 months ago

According to chatGPT:
A. Create a joined report with closed Opportunities, forecasting items, and quotas:

While joined reports can combine data from different report types, they may not provide the level of customization and structure needed for specific forecasting and quota-related reporting.

upvoted 4 times

nm19850226 1 year, 10 months ago

Is B correct? What's wrong with A? teach me please.

upvoted 2 times

Question #83 *Topic 1*

The sales director at Cloud Kicks wants to ensure, on the creation of Contacts for an existing Account, that the mailing address of a contact is the same as the shipping address of the parent Account based on the postal code.
Which solution should the Consultant suggest to meet this requirement?

A. Create a Validation rule on the Account object to validate the MailingPostalCode of the contact with the ShippingPostalCode of the account.

B. Create a Validation rule on the Contact object to validate the ShippingPostalCode of the contact with the MailingPostalCode of the account.

C. Create a Validation rule on the Person Account object to validate the MailingPostalCode of the contact with the ShippingPostalCode account.

D. Create a Validation rule on the Contact object to validate the MailingPostalCode of the contact with the ShippingPostalCode of the account.

Correct Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Question #84 *Topic 1*

The Cloud Kicks IT team has noticed that there are many duplicate person Accounts. The team can often easily identify duplicates and wants to merge them.
Which consideration should the Consultant convey regarding person Account merges?

A. Person Accounts can be merged with Contact records.

B. Person Accounts can be merged with other person Accounts.

C. Person Accounts can be merged automatically by enabling the option in Account Setup.

D. Person Accounts with a redundant relationship can be merged with duplicate matching rules.

Correct Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Question #85 *Topic 1*

Cloud Kicks has sales teams distributed across global regions. The direction from sales leadership is to define access to dashboards based on region. For example, users within the region have access to regional dashboards, while the leadership team has access to global dashboards.
What should the Consultant recommend to meet this requirement?

A. Create region-based sales groups, one leadership group, and one Dashboard folder with View access.

B. Create one Dashboard folder for all regions for both sales and the leadership team with View access.

C. Create one Dashboard folder for all regions' sales team and one Dashboard folder for the leadership team.

D. Create Dashboard folders for each regional sales team and one Dashboard folder for the leadership team.

Suggested Answer: *D*

Community vote distribution

D (100%)

SuchiS Highly Voted 1 year, 8 months ago

I guess it is D. We need separate folder for Manager and Separate for Sales as per Region. The Sharing can be done at Folder level.

upvoted 5 times

SFer28 Most Recent 11 months, 1 week ago

Option D is the recommended approach to meet the requirement of defining access to dashboards based on regions:

D. Create Dashboard folders for each regional sales team and one Dashboard folder for the leadership team:

This approach allows for the creation of separate Dashboard folders for each regional sales team, providing region-specific dashboards for users within their respective regions. Additionally, a separate Dashboard folder for the leadership team can be created to host global dashboards that are accessible to leadership.
This structure ensures that users within each region have access to their specific dashboards, while the leadership team can access global dashboards.

upvoted 3 times

Prexa 1 year, 4 months ago

Selected Answer: D

D is correct.

upvoted 3 times

Question #86 *Topic 1*

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

A. Sentiment Analysis

B. Deal Prediction

C. Key Moments

D. Opportunity Representative Score

E. Follow-up Reminders

Suggested Answer: *BCE*

Community vote distribution

BCE (100%)

androsanmail510 10 months ago

This feature has been deprecated.

upvoted 1 times

Prexa 1 year, 10 months ago

Selected Answer: BCE

BCE is correct.

upvoted 1 times

SuchiS 2 years, 2 months ago

https://help.salesforce.com/s/articleView?id=sf.einstein_sales_opportunity_insights.htm&type=5

upvoted 3 times

Question #87 *Topic 1*

Cloud Kicks uses channel partners for selling and servicing its `Shoe of the Month` club. As the number of Leads has increased, Cloud Kicks has seen a decrease in partner satisfaction regarding the quality of Leads, and a noticeable decrease in the Lead conversion rate.
What can be done to increase partner satisfaction with the Leads being shared?

A. Configure Einstein Insights prior to Leads routing to the partner channel.

B. Utilize the Partner Lead Validator to populate a Lead score and assign to a partner channel queue.

C. Configure a cross-object validation rule to ensure that all fields on the Lead record are populated with data.

D. Utilize the Lead score on the Find Duplicate button, and then assign the Leads with a score in the high category.

E. Configure a custom lead score field to assess Lead quality, then assign the Leads that exceed this score to partners.

Correct Answer: *E*

Currently there are no comments in this discussion, be the first to comment!

Question #88 *Topic 1*

During the Cloud Kicks Deploy phase, end users are complaining that they have a new system to log into, and it's holding up training.
What is the likely cause of these complaints?

A. Cloud Kicks did not gain buy-in during the Analyze phase and they did not build buzz during the Build and Validate phase.

B. Cloud Kicks did not gain buy-in during the Design phase and the solution was not designed.

C. A training plan was not made during the Validate phase and buzz was not generated during the Design and Validate phase.

D. A communication plan was not designed during the Plan phase and buzz was not generated during the Deploy phase.

Correct Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Question #89 *Topic 1*

Cloud Kicks' high-value opportunities are becoming delayed in the approval process because sales managers' approval requests go unnoticed for various reasons. Cloud Kicks 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 two.)

A. Create a process builder to automatically approve high-value Opportunities.

B. Enable one-click approval from report results that returns high-value Opportunities.

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

D. Enable approvals by email for the approval process for high-value Opportunities.

E. Allow managers to approve or reject approval requests via the Approval Requests tab.

Correct Answer: *DE*

Currently there are no comments in this discussion, be the first to comment!

Question #90 *Topic 1*

Cloud Kicks has a complicated sales process and is currently using 12 stages for Opportunities. Sales representatives often have difficulties deciding when to move Opportunities through the various stages.
Which solution should the Consultant recommend?

A. Configure a dashboard that shows Opportunities that have not moved stages for 30 days, and provide training to those Opportunity owners.

B. Use Path to provide guidance for key Opportunity stages.

C. Advise sales representatives to post on Chatter so the sales team can collaborate to move Opportunities along the pipeline quicker.

D. Use Process Builder to send emails to sales representatives when Opportunities reach key stages, providing detailed information on what they need to do to move the Opportunities to the next stage(s).

Correct Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Question #91 *Topic 1*

Cloud Kicks has recently migrated from Salesforce for Outlook to Lightning Sync. While migrating, Salesforce for Outlook hasn't been disabled for Lightning Sync users. There are some conflicting settings in both Outlook configuration and Lightning Sync configuration.
What happens as a result if there are any conflicts?

A. Salesforce gives preference to Lightning Sync settings.

B. Salesforce stops the sync and reports the errors.

C. Salesforce gives preference to Salesforce permission settings.

D. Salesforce gives preference to Salesforce for Outlook settings.

Correct Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Question #92 *Topic 1*

Cloud Kicks recently released a custom Action for Competitor Notes, that will prompt sales representatives to provide information about competitors for
Opportunities. The sales representatives reported that even though the Action works well on their desktop, they cannot see the Action on their mobile app.
What is required to fix this problem?

A. Edit the Action to make it available for the mobile app.

B. Edit the Visualforce to make it available for the mobile app.

C. Edit the Page Layout to include a custom link to the Action.

D. Edit the Page Layout to include the Action.

Suggested Answer: *D*

Community vote distribution

D (100%)

3ac9494 9 months ago

Yes, I agree. It needs to be added to the page layout BUT… isn't it the compact layout?

upvoted 2 times

Ha_Linh 1 year, 8 months ago

Selected Answer: D

It's should be D

upvoted 3 times

Almos1991 1 year, 1 month ago

If it isn't on the page layout you cannot access it from desktop, but in the scenario they could. So D is definately wrong.

upvoted 2 times

FriedConsole2000 10 months ago

I think it needs to be added to the mobile layout.

upvoted 3 times

Nikkordc 1 year, 9 months ago

Selected Answer: D

Answer should be D

upvoted 3 times

MadamRebel 1 year, 9 months ago

D is correct

upvoted 1 times

Question #93 *Topic 1*

The sales director at Cloud Kicks does not want users viewing each other's Opportunities, but wants users to check to see that the Account does not already exist prior to creating a new Account.
Which Organization-Wide Default should the Consultant recommend?

A. Set Account to Public Read Only, and Opportunity to Public Read Only.

B. Set Account to Public Read/Write, and Opportunity to Private.

C. Set Account and Opportunity to Private.

D. Set Account to Public Read Only, and Opportunity to Controlled by Parent.

Suggested Answer: *B*

kaiRoMa 11 months, 3 weeks ago
Couldn't you use a lookup with Public Read Only?
upvoted 2 times

Question #94 *Topic 1*

Which two use cases will protect the integrity of order data with activation limitations? (Choose two.)

A. Multiple reduction orders can be created for a single order.

B. Orders can be activated only if they include a product.

C. Products can be removed from Active Reduction Orders.

D. New Products can be added to Active Orders.

Suggested Answer: *AB*

Community vote distribution

AB (50%) | AC (50%)

80a6174 4 months, 3 weeks ago

Selected Answer: AB

A and B are correct.

A: https://help.salesforce.com/s/articleView?id=sales.orderreduction_overview.htm&type=5

B: https://help.salesforce.com/s/articleView?id=sales.order_activate.htm&type=5

upvoted 2 times

ba4 9 months, 2 weeks ago

Selected Answer: AB

It's A and B

upvoted 3 times

rbarrish 9 months, 3 weeks ago

No. Let's not confuse anyone. It is AB.

upvoted 2 times

FriedConsole2000 10 months ago

Selected Answer: AC

"A" and "C" seem more right.

upvoted 1 times

sgeedi 11 months, 3 weeks ago

b,d are right i think

upvoted 1 times

Question #95 *Topic 1*

Cloud Kicks is undergoing a GDPR-focused implementation to ensure access to personal information data is limited to only users who need access to a company's account. Cloud Kicks has a private Account model.
How should the Consultant provide specific Account access to the Renewals and Sales Operations teams?

A. Create a role-based sharing rule to share all Accounts with the Sales Operations and Renewals roles.

B. Create a criteria-based sharing rule to share Accounts with the Sales Operations and Renewals public groups.

C. Add Renewals and Sales Operations team members to a sales user's default Opportunity team.

D. Create Renewals and Sales Operations Account team member roles and have Sales allocate Account team members to the appropriate users.

Suggested Answer: *D*

882359f 8 months, 2 weeks ago
D. The keyword is GDPR, hence roles are required.
upvoted 1 times

Moggie 1 year ago
Isn't B is a more elegant solution rather than manually adding the Account Team?
upvoted 3 times

Question #96 *Topic 1*

Cloud Kicks has three unique product lines, each with a unique sales cycle. Prospect qualification is consistent across the product lines; sales representatives then follow the specific product line's sales cycle.
Which two actions should a Consultant recommend to achieve these requirements? (Choose two.)

A. Create public groups for each opportunity sales process.

B. Create sales processes to map to each opportunity record type.

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

D. Define sales stages that align with opportunity record types.

E. Create opportunity record types for each sales process.

Suggested Answer: *BE*

Community vote distribution

BE (71%) BD (29%)

Vision12 Highly Voted 2 years, 2 months ago
In my opinion, correct answers are B and E
upvoted 6 times

882359f Most Recent 8 months, 2 weeks ago
B and E
Stages --> Sales Process --> Record Type --> Page Layout
upvoted 1 times

rbarrish 1 year, 3 months ago
Question should be completely removed. It's not a fair question.
upvoted 1 times

FriedConsole2000 1 year, 4 months ago
Selected Answer: BE
You assign stages to sales processes not record types
upvoted 3 times

Kimfox 1 year, 7 months ago
This is a total mess. They shouldn't make questions like this. Basically B and D mean exactly the same. I'm out of this disaster.
upvoted 2 times

AT21 1 year, 10 months ago
Selected Answer: BE
Little hard to assign stages without the record types being created first.
upvoted 2 times

Prexa 1 year, 10 months ago
Selected Answer: BD
B,D is correct.
upvoted 2 times

[Removed] 2 years, 2 months ago
The stated answers are BD but you can't do either of those until you have, you know, created the record types first, which is E. Create opportunity record types for each sales process.
Am I misunderstanding?
upvoted 3 times

Question #97 *Topic 1*

Cloud Kicks is concerned that the sales team is taking longer to close Opportunities each month 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 create a solution? (Choose two.)

A. Schedule an analytic snapshot of the Opportunity object to run monthly.

B. Create a custom Opportunity report using custom formula fields for the stage closed/won.

C. Create a dashboard component; schedule the dashboard to refresh monthly.

D. Create a report based on the Opportunity snapshot.

E. Schedule an analytic snapshot of the Opportunity history object to run monthly.

Correct Answer: *AD*

Currently there are no comments in this discussion, be the first to comment!

Question #98 *Topic 1*

The Cloud Kicks global sales team has asked for a simpler way to view and manage its Opportunities pipeline. The team is often responsible for hundreds of deals at a time across multiple countries and currencies. The account executive has suggested using the Kanban view.
What are three considerations? (Choose three.)

A. The Kanban cards display up to 10 fields.

B. The Kanban view can show rollup summaries for currency fields.

C. The Kanban view can summarize records by currency fields.

D. The Kanban view displays amounts in the user's currency.

E. The Kanban view can display a maximum of 200 records.

Suggested Answer: *CDE*

Community vote distribution

CDE (100%)

Prexa 10 months, 2 weeks ago

Selected Answer: CDE

CDE is correct.

upvoted 2 times

SuchiS 1 year, 2 months ago

https://help.salesforce.com/s/articleView?id=sf.kanban_considerations_admin.htm&type=5

upvoted 3 times

Question #99 *Topic 1*

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

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

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

C. Refer back to the project plan to see if the goals were met.

D. Enable sales team and run an Opportunity report with teams to see how many Opportunities have team members on them.

Suggested Answer: *A*

Community vote distribution

A (50%) D (50%)

Moggie 1 year ago
So the customer is wrong? This project won't go well!
upvoted 1 times

3ac9494 1 year, 3 months ago
Man! This question is really... well, wrong! I went for going back to goals to actually see if success was achieved. What would I really do? Write them a report to see opportunity generation numbers to see if their measure is met. No such option is given.
upvoted 1 times

Prexa 1 year, 10 months ago
Selected Answer: A
A is correct.
upvoted 3 times

Nikkordc 2 years, 3 months ago
Selected Answer: D
The answer is D. The parameter to measure adoption is already mentioned.

(A) could be a good way to measure the effectiveness of the new Sales Cloud solution in closing deals, but it may not necessarily measure user adoption directly.
upvoted 4 times

Question #100 *Topic 1*

Cloud Kicks acquired a shoe distribution partner. The Marketing and Sales Directors want to migrate the existing sales and marketing data into Cloud Kicks'
Salesforce instance.
Which three aspects should the Consultant consider before proceeding with the data migration? (Choose three.)

A. Volume of customer, partner, and prospect data from the existing system.

B. Total number of records being imported compared to the Salesforce edition.

C. Criteria to apply to records that should be archived before migration.

D. Number of marketing campaign licenses required for the migration.

E. Classic features that have been improved by Lightning Experience.

Correct Answer: *ABC*

Currently there are no comments in this discussion, be the first to comment!

Question #101 *Topic 1*

Cloud Kicks has a lengthy and complex sales cycle. Opportunities have twelve stages that sales reps must move a deal through, as well as indicate the probability of winning the sale. The sales manager presently uses sales stages and probability for forecasting and wants to simplify the process of reporting on projected sales for the sales team.
Which approach should a Consultant recommend to streamline forecast reporting?

A. Align Opportunity stages with probability and use collaborative forecasts for reporting.

B. Reduce the number of Opportunity stages and report on forecast category.

C. Align forecast categories to multiple Opportunity stages and report on forecast category.

D. Reduce the number of Opportunity stages and report on probability.

Suggested Answer: *C*

Community vote distribution

C (100%)

ba4 9 months, 2 weeks ago

Selected Answer: C

C. https://help.salesforce.com/s/articleView?id=sf.faq_forecasts_category_mapping.htm&type=5

upvoted 2 times

edencohen 1 year, 3 months ago

I think A

upvoted 1 times

Prexa 1 year, 4 months ago

Selected Answer: C

C is correct.

upvoted 2 times

carrie1223 1 year, 8 months ago

I think C is correct

upvoted 3 times

Question #102 *Topic 1*

Cloud Kicks operates in multiple countries and wants to track historical exchange rates. The Consultant at Cloud Kicks has implemented dated exchange rates by using advanced currency management.
How is the converted currency amount on Opportunities calculated?

A. Based on the exchange rate regardless of the Close Date

B. Based on the Opportunity stage regardless of the Close Date

C. Based on the historical exchange rate regardless of the Close Date

D. Based on the Close Date regardless of the Opportunity stage

Correct Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Question #103 *Topic 1*

Cloud Kicks is considering using person Accounts to manage customers, while using business Accounts to manage companies.
What should the Consultant advise?

A. Account hierarchy allows person Accounts.

B. Person Accounts can only be child Accounts.

C. Person Accounts cannot be related to Accounts in a hierarchy.

D. Person Accounts can be disabled from Setup.

Correct Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Question #104 *Topic 1*

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

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

B. Use Process Builder and HTML Email Templates.

C. Develop an Inbound Email Service.

D. Use Workflow rules and HTML Email Templates.

Suggested Answer: *A*

Community vote distribution

D (100%)

sgeedi 11 months, 3 weeks ago

B is right

upvoted 1 times

Plohia 1 year, 1 month ago

Selected Answer: D

Workflow rules provide a straightforward and efficient way to automate actions based on specific criteria, such as a change in Opportunity stage. By creating a workflow rule that triggers when an Opportunity Stage is changed to Closed Won, Cloud Kicks can automatically initiate the email notification process. Additionally, HTML Email Templates allow for customizing the email content to include relevant Opportunity details, Opportunity Products, and Account information. This provides a clear and concise overview of the closed-won Opportunity for the Executives to review.

upvoted 2 times

Question #105 *Topic 1*

Cloud Kicks wants to utilize Opportunities to report and track subscription to its `Shoe of the Month` club. Subscribers can pay in full (all at one time), weekly, monthly, or quarterly.
Which solution should the Consultant recommend to meet Cloud Kicks' needs?

A. Enable schedules on the Opportunity object.

B. Enable schedules on the Product object.

C. Configure the use of contracts with a lookup to the Opportunity object.

D. Configure the use of assets with a lookup to the Opportunity object.

Correct Answer: *B*

b63ac72 6 months ago

Selected Answer: A

chedules on the Opportunity object allow for the tracking of recurring payments and can be used to manage subscriptions effectively. By activating schedules, Cloud Kicks can set up payment schedules for subscribers, whether they make a single payment or pay weekly, monthly, or quarterly. The schedules can capture payment dates, amounts, and frequencies, enabling accurate tracking and reporting of subscription revenues and payments.

upvoted 2 times

Question #106 *Topic 1*

Cloud Kicks wants sales representatives to be able to share key documents directly with customers who are not Community users.
Which Salesforce feature satisfies this requirement?

A. CRM Content

B. Chatter links

C. Documents

D. Attachments

Suggested Answer: *A*

Community vote distribution

A (100%)

882359f 8 months, 2 weeks ago

A

CRM Content needs separate licenses (Salesforce CRM Content User) where as using files do not need separate licenses. CRM Content gives much more security and flexibility which Files doesn't provide that. Those uploaded files can be used for CRM content.

upvoted 1 times

Prexa 1 year, 10 months ago

Selected Answer: A

A is correct.

upvoted 2 times

SuchiS 2 years, 1 month ago

Should it be Document?

upvoted 1 times

Question #107 *Topic 1*

The Cloud Kicks sales team can create leads for both business and individual customers. Person Accounts have been enabled in its Salesforce org.
How can the Consultant ensure that Leads are converted into either a business Account or a person Account where appropriate?

A. Ensure the Person Account checkbox on the Lead is checked prior to conversion.

B. Ensure that there are separate record types for business Account Leads and person Account Leads.

C. Ensure the Company field is populated with ג€Personג€ to ensure it is converted into a person Account.

D. Ensure the Company field is left blank to ensure it is converted into a person Account.

Correct Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Question #108 *Topic 1*

Cloud Kicks has just completed its initial Sales Cloud Go-Live. Cloud Kicks leadership wants to target users who are not yet using the new application.
Which method should the Consultant recommend to determine these users?

A. Use the Lightning Usage app.

B. Run a report on Users Never Logged In.

C. Run a Mobile Login report.

D. Track logins in a spreadsheet.

Correct Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Question #109 *Topic 1*

The Sales Manager at Cloud Kicks has asked an analyst to create a report when Opportunities reach a certain stage with an amount equal to $100,000 dollars.
The analyst saves the report to the sales team's subfolder called Big Deals. The Big Deals folder is a subfolder of the sales team folder, with View access to the
Sales Manager roles. The Sales Manager wants to subscribe to the report.
Which permission does the Sales Manager need in order to subscribe to the report created by the analyst?

A. Subscribe to Reports permission

B. Subscribe to Reports: Run Reports permission

C. Chatter Subscribe to Reports permission

D. Subscribe to Reports: Set Running User permission

Suggested Answer: *C*

Community vote distribution

A (100%)

Plohia 7 months, 3 weeks ago

Selected Answer: A

The Sales Manager needs the Subscribe to Reports permission to subscribe to the report created by the analyst. This permission allows users to receive notifications about report updates and schedule reports to run automatically.

The other options are not relevant

upvoted 2 times

Prexa 10 months, 2 weeks ago

Selected Answer: A

A is correct.

upvoted 1 times

kaiRoMa 1 year, 11 months ago

PROBABLY A

upvoted 1 times

adams971 2 years, 1 month ago

correct answer is A

https://help.salesforce.com/s/articleView?id=sf.reports_subscribe_lex.htm&type=5

upvoted 2 times

YaCQ 2 years, 6 months ago

shouldn;t it be Subscribe to reports? (no chatter)

upvoted 2 times

Question #110 *Topic 1*

Cloud Kicks requires sales associates to record all activities within Salesforce.
Which sales metric can be derived from these activities?

A. Close Rate

B. Marketing Influence

C. Forecast Accuracy

D. Rate of Contact

Suggested Answer: *D*

Community vote distribution

D (100%)

kaiRoMa 11 months, 3 weeks ago

Selected Answer: D

None of these make much sense, the real answer should be something like Activity attribution to revenue.

upvoted 2 times

Question #111 *Topic 1*

Cloud Kicks wants to allow a single view of Contacts that belong to the same Account Hierarchy chain.
How should the Consultant meet this requirement?

A. Navigate to the default Contact Hierarchy Lightning Component on the parent Account.

B. Enable the View All Child Contacts feature.

C. Navigate to the Account Hierarchy page to view all related Contacts.

D. Create a report to display all related Contacts.

Suggested Answer: *D*

Community vote distribution

A (100%)

Moggie 1 year ago

If the Contacts in the Child Accounts 'Report To' a Contact in the Parent Account you can see a Contact hierarchy for all the Accounts in the group.

upvoted 1 times

c5b95bf 1 year ago

Selected Answer: A

A should be the answer

upvoted 3 times

Question #112 *Topic 1*

During end-to-end testing, the test users log issues stating that the solution is not working according to what they expected. The stakeholders have signed off on the solution.
What should a Consultant do to remedy this?

A. Address these issues during the sign-off stage.

B. Revise the solution to meet the needs of the test users and develop training materials for the full team.

C. Contact key stakeholders to determine if a change to the requirements is necessary.

D. Set up a meeting with test users and do a requirements workshop.

Correct Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Question #113 *Topic 1*

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

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

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

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

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

Correct Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Question #114 *Topic 1*

Cloud Kicks maintains two lines of business: individual sales and franchise sales. The sales cycle for franchise sales is more complex and involves more stages than the individual sales cycle.
Which three actions should the Consultant recommend to create a solution? (Choose three.)

A. Assign different page layouts to each record type.

B. Configure different sales processes for each line of business.

C. Configure different record types.

D. Configure different sales processes to each page layout.

E. Assign different sales processes to each page layout.

Correct Answer: *ABC*

Currently there are no comments in this discussion, be the first to comment!

Question #115

Topic 1

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 Cloud Kicks support this requirement?

A. Create a Lead Rollup Summary Field.

B. Create a joined report.

C. Use Lead Conversion Reporting.

D. Use Einstein Lead Scoring.

Correct Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Question #116 *Topic 1*

Cloud Kicks recently started using Sales Cloud and hosts its business website outside of Salesforce. On its website, Cloud Kicks has a Lead generation web page. The VP of Sales wants the Leads captured in its self-hosted website to be reflected in Salesforce.
What should the Consultant recommend?

A. Implement Web-to-Lead to create Leads in Salesforce from the Cloud Kicks website.

B. Implement Salesforce Connect to create Leads in Salesforce from the Cloud Kicks website.

C. Implement the SOAP web service API to send Leads from the Cloud Kicks website to Salesforce.

D. Implement the REST web service API to send Leads from the Cloud Kicks website to Salesforce.

Correct Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Question #117 *Topic 1*

As part of Enterprise Territory management implementation, Cloud Kicks wants the user to manually search for territory in an active territory model and assign to
Opportunities.
Which approach should the Consultant suggest to meet this requirement?

A. Enable sharing access to the account to assign any active territory to Opportunities.

B. Create Apex class code to assign territories to open Opportunities.

C. Update the Profile with the ג€Manage Territoryג€ permission.

D. Use the default Enterprise Territory Management to provide access to assign any active territory to the Opportunity.

Correct Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Question #118 *Topic 1*

Cloud Kicks uses a custom object named GumShoe. GumShoe is the child in a master-detail relationship with the Opportunity object. Staff members use this object to create requests for supporting research. They want to easily generate new GumShoe records from their phones by using the Salesforce Mobile App.
What should a Consultant recommend to meet the requirements?

A. Create a Quick Action.

B. Create a Lightning Component for mobile.

C. Create a custom Process Builder process.

D. Create a custom hyperlink to a related list.

Correct Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Question #119 *Topic 1*

To properly plan for company growth, Cloud Kicks needs to track monthly revenue projections from the sales of its annual Subscription service. How should the Consultant configure Salesforce to support this reporting need?

A. Opportunity Dashboard showing Opportunities Closed each month

B. Opportunity Dashboard showing Products sold each month

C. Opportunity Products with formula fields for each month's value

D. Opportunity Products with monthly Product Schedules

Correct Answer: *D*

Question #120 *Topic 1*

Which roll-up summary fields are supported between two Advanced Currency Management objects when enabling Advanced Currency Management?

A. Opportunity line object to Product object in the default currency of the organization

B. Opportunity line object to Opportunity object

C. Opportunity object to Account in the default currency of the user's manager

D. Campaign object to Opportunity object

Correct Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Question #121 *Topic 1*

Cloud Kicks wants to see how many closed won opportunities a campaign has generated over the last 30 days. They have implemented a campaign influence model that uses the primary campaign source.
Which two steps are needed to meet this requirement using standard functionality? (Choose two.)

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

B. Have the administrator define rules for campaigns to automatically add opportunities and then lock after 30 days.

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

D. Add child campaigns of the primary campaign source automatically if the child campaigns have an end date that falls before the opportunity close date.

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

Correct Answer: *AC*

Currently there are no comments in this discussion, be the first to comment!

Question #122 *Topic 1*

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

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

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

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

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

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

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

Correct Answer: *BCD*

Currently there are no comments in this discussion, be the first to comment!

Question #123 *Topic 1*

A Sales Rep at Cloud Kicks has a requirement to have access to all child Accounts of the Accounts they own. The Organization-wide Default setting for Account is private.
What happens if a user has access to a parent Account?

A. Access to child Account will need to be manually added.

B. The user will have access to child Account records.

C. Access can be granted by setting up a sharing rule via Account Hierarchy.

D. The user will have access to all Accounts if ג€Grant Access using Hierarchiesג€ is enabled.

Suggested Answer: *A*

Community vote distribution

A (80%) D (20%)

Prexa 1 year, 10 months ago

Selected Answer: D

D is correct.

upvoted 1 times

882359f 8 months, 2 weeks ago

When Grant Access using Hierarchy is checked for custom object(For standard objects this is always checked) even if the record is private ,users higher in the role than the owner of the record still gets access to the records .

upvoted 1 times

Ha_Linh 2 years, 2 months ago

Selected Answer: A

A is correct. the account hierachy doesnt effect on the sharing rule

upvoted 4 times

Nikkordc 2 years, 3 months ago

The question isn't complete. It says user has access to parent account but it was not mentioned how the access was granted, was it manually shared? granted via hierarchy? territory? account team? Given that the question is incompleted, the answer should be A.

upvoted 3 times

Question #124 *Topic 1*

Cloud Kicks has a multi-phase selling process where every sales stage corresponds with a phase in the process. The first phase is preliminary qualification, where
Opportunities should not contribute to Cloud Kicks' forecast.
Which two actions should be taken to ensure that Opportunities do not contribute to Cloud Kicks' forecast during the first stage? (Choose two.)

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

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

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

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

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

Correct Answer: *CD*

Currently there are no comments in this discussion, be the first to comment!

Question #125 *Topic 1*

Cloud Kicks has 300K Account records and 16M Invoices. These were within a custom object in a master-detail relationship with the Account. Each Account record takes a long time to display because of the Invoice related list's lengthy rendering time.
What should the Consultant do to solve this issue?

A. Enable indexing on all the fields visible on the related list of Invoices, as this will allow the related list to load faster.

B. Enable ג€Load Individual Component Separatelyג€ at the Lightning record page of the Account object, as this will allow Account details to render while Invoice related list data will be visible after querying details from Invoices.

C. Enable ג€Separate Loading of Related Listsג€ setting from User Interface Settings, as this will allow the Account detail to render while Invoice related list data will be visible after querying details from Invoices.

D. Raise a case with Salesforce to enable Fast Loading of the related list of Invoices, as this will help to render Account details faster.

Suggested Answer: *C*

SFer28 11 months, 1 week ago
C is correct:

https://help.salesforce.com/s/articleView?id=000386522&type=1

Defer Loading of Related List Records

You can configure Salesforce to load related lists asynchronously, instead of immediately when a page is viewed. This can provide a small page load speed gain without changing the current user experience. Under Setup, App Setup, Customize, User Interface, enable the “Enable Separate Loading of Related Lists” setting.
upvoted 1 times

Question #126 *Topic 1*

Universal Containers wants to automatically add emails and events that sales reps send and receive from Gmail to the activity timeline of related records.

What should the consultant recommend to meet the requirement?

A. Email to Lead

B. Gmail for Salesforce

C. Einstein Activity Capture

D. Marketing Cloud Journeys

Correct Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Question #127 *Topic 1*

The Cloud Kicks sales manager wants to deploy dynamic dashboards to show sales effectiveness in areas that sales members operate and manage.

Which two considerations should the consultant advise the sales manager about dynamic dashboards? (Choose two.)

A. Dynamic dashboards require users to follow each component.

B. Dynamic dashboards allow all users to view data as any user.

C. Dynamic dashboards must be manually refreshed.

D. Dynamic dashboards must be saved in public or shared folders.

Correct Answer: *CD*

Currently there are no comments in this discussion, be the first to comment!

Question #128 *Topic 1*

Cloud Kicks needs to associate some Contacts with more than one Account.

Which solution should a consultant recommend to meet this requirement?

A. Use the Contact to multiple accounts feature.

B. Use lead conversion to automatically copy the Contact information from Account A to Account B.

C. Use the Contact roles related list on Accounts.

D. Add Contact to the partners related list on the other Accounts.

Correct Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Question #129 *Topic 1*

The Cloud Kicks website Contact Us form creates Leads that need to be followed-up in a timely manner by sales representatives. The VP of Sales wants to be notified when the Lead creation date has passed 24 hours and the Lead status is still new. Sales representatives want a list of Leads to follow up.

Which two actions should the consultant take to meet the requirements? (Choose two.)

A. Use Process Builder to send a time-based notification email.

B. Create a Lead escalation rule with criteria "Lead created date NOT equal to TODAY" and "Status equals new."

C. Create a dynamic report for sales representatives to subscribe to.

D. Create a Lead list view filtered for "Lead created date NOT equal to TODAY" and "Status equals new."

Suggested Answer: *AC*

Community vote distribution

AD (50%) AC (25%) BD (25%)

Plohia 7 months, 3 weeks ago

Selected Answer: AD

A. Use Process Builder to send a time-based notification email.

A Process Builder workflow can be created to send a notification email to the VP of Sales when a Lead is created and the Lead status is still new after 24 hours. This will ensure that the VP of Sales is aware of any Leads that need to be followed up on in a timely manner.

D. Create a Lead list view filtered for "Lead created date NOT equal to TODAY" and "Status equals new."

A Lead list view can be created to filter for Leads that have been created 24 hours ago and are still in the new status. This will provide sales representatives with a list of Leads that they need to follow up on.

upvoted 2 times

Prexa 10 months, 2 weeks ago

Selected Answer: AC

AC is correct.

upvoted 2 times

Nikkordc 1 year, 3 months ago

A and C are correct, there's no standard lead escalation rule, and since it specifically says "24 hours", TODAY won't meet that requirement as that filter will not show the leads created on or before 11:59 PM comes 12:00 AM as that lead will be already considered as created yesterday not TODAY.

upvoted 4 times

waikiki23 1 year, 5 months ago

Selected Answer: BD

I think answer should be B and D

upvoted 1 times

Question #130 *Topic 1*

A sales manager at Universal Containers wants to give a sales operations user access to the team's forecast. The sales manager is the forecast manager. The sales operations user will need to report on the forecast.

How can the sales operations user get access to the forecast data for the sales manager's team?

A. The sales manager can temporarily assign the sales operations user as the manager of the forecast.

B. The consultant can create a custom report type on the forecast and share it with the sales operations user.

C. The sales manager can share the forecasts page with the sales operations user.

D. The consultant can enable the "View All Forecasts" permission on the sales operations profile.

Correct Answer: *C*

2683cc2 4 months, 2 weeks ago

Selected Answer: D

Not sure how C allows for reporting?

upvoted 1 times

Question #131 *Topic 1*

Cloud Kicks has two sales divisions: a franchise sales division and a public sales division. The sales reps for each division have their own user profiles. The franchise sales division sales reps are unable to create person Accounts, and they should only be able to set up franchise Accounts.

What should the consultant recommend to meet this requirement?

A. Utilize divisions to hide person Accounts from the franchise sales division's sales rep user profile.

B. Ensure that the "Disable Person Accounts" permission on the franchise sales division's sales rep user profile is checked.

C. Remove person Account record types from the franchise sales division's sales rep user profile.

D. Hide the person Account checkbox from the franchise sales division's sales rep user profile through field-level security.

Correct Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Question #132 *Topic 1*

The Northern Trail Outfitters sales team has reported that many of the Leads they receive are missing an email address or phone number.

Which two approaches should a consultant recommend to address this problem? (Choose two.)

A. Require Phone and Email fields on the Lead page layout.

B. Configure Assignment Rules to only assign Leads with Phone or Email.

C. Require Phone and Email fields on the Lead object.

D. Create a Validation Rule that requires either a Phone or Email.

Suggested Answer: *AD*

Community vote distribution

AD (75%) CD (25%)

FriedConsole2000 10 months ago

Selected Answer: AD

Putting the requirement directly on the object would limit future functionality.

upvoted 3 times

Plohia 1 year, 1 month ago

Selected Answer: CD

C. Require Phone and Email fields on the Lead object.

Requiring Phone and Email fields on the Lead object will ensure that all Leads are created with this important contact information. This can be done by navigating to the Lead object definition and setting the Required field to Yes for the Phone and Email fields.

D. Create a Validation Rule that requires either a Phone or Email.

Creating a Validation Rule that requires either a Phone or Email will prevent Leads from being created or saved without at least one of these contact information fields. This can be done by creating a new Validation Rule on the Lead object and setting the following criteria:

upvoted 1 times

Question #133 *Topic 1*

Cloud Kicks' (CK) marketing department is migrating from its email campaign and management system to Salesforce. The marketing administrator wants to ensure that CK's email templates are retained.

Which two solutions should a consultant recommend for a successful migration? (Choose two.)

A. Enable Email Import and use the Import Wizard.

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

C. Import email templates with the Data Loader.

D. Create an email template change set or use the Lightning Platform.

Suggested Answer: *CD*

Community vote distribution

CD (83%) BC (17%)

carrie1223 Highly Voted 1 year, 8 months ago

should be CD

upvoted 6 times

c5b95bf Most Recent 6 months, 3 weeks ago

Selected Answer: CD

CD is it

upvoted 1 times

FriedConsole2000 10 months ago

Selected Answer: BC

You can use Change Sets from a legacy platform.

upvoted 1 times

Plohia 1 year, 1 month ago

Selected Answer: CD

C. Import email templates with the Data Loader.

The Data Loader is a powerful tool for importing and exporting data, including email templates. It allows for the migration of large volumes of data in a structured and efficient manner. By using the Data Loader, CK can ensure that all of their email templates are accurately transferred to Salesforce.

D. Create an email template change set or use the Lightning Platform.

Change sets and the Lightning Platform provide a more controlled and organized approach to migrating email templates. Change sets allow for the creation of a bundle of changes that can be previewed and tested before being deployed. The Lightning Platform provides a more flexible and user-friendly interface for creating and managing email templates.

upvoted 2 times

Prexa 1 year, 4 months ago

Selected Answer: CD

CD is correct.

upvoted 2 times

Question #134 *Topic 1*

Sales reps at Universal Containers have found that Leads they have been pursuing contain outdated and missing contact information.

What should a consultant recommend to obtain current Lead contact information?

A. Upload Marketing Cloud data on a daily basis for more complete information.

B. Use a company insights and data enrichment app from the AppExchange.

C. Create a Web-to-Lead form with required fields.

D. Use Mass Delete to remove Leads with invalid data.

Suggested Answer: *D*

Community vote distribution

B (100%)

AbdulBasit90 Highly Voted 1 year, 6 months ago

Correct answer is 'B'

upvoted 10 times

Plohia Most Recent 7 months, 3 weeks ago

Selected Answer: B

A company insights and data enrichment app can connect to external data sources and automatically update Lead contact information with the latest available data. This can help to ensure that sales reps are working with the most accurate and up-to-date information possible.

upvoted 2 times

shanky1823 9 months, 1 week ago

The correct answer is B

https://appexchange.salesforce.com/appxContentListingDetail?listingId=a0N3u00000RMXNwEAP

Additionally, all the other 3 options aren't related to this question.

upvoted 2 times

Question #135 *Topic 1*

Universal Containers' (UC) sales reps have said there are too many reports and dashboards that are unrelated to their roles which makes it hard to find what is important to them.

What should a consultant recommend that UC use to solve this issue?

A. Custom report types

B. Enhanced Folder Sharing

C. Dashboard Filters

D. Prioritize private folders

Suggested Answer: *B*

Community vote distribution

B (78%) C (22%)

yayayatest Highly Voted 2 years, 5 months ago

Selected Answer: B

This only makes sense with B answer

https://help.salesforce.com/s/articleView?id=000386239&type=1

upvoted 6 times

882359f Most Recent 8 months, 2 weeks ago

Enhanced Folder Sharing grants fine-grained access to reports and dashboard folders and offers the following benefits: Makes sharing concepts more consistent with User, Role, or Group Sharing. Allows sharing with individual users. Provides fine-grained access levels for each folder share (View, Edit, Manage)

upvoted 1 times

Prexa 1 year, 10 months ago

Selected Answer: B

B is correct.

upvoted 1 times

Marianf 1 year, 10 months ago

Selected Answer: C

Enhanced folder sharing (Option B) is also not the most suitable solution for the stated problem. Enhanced folder sharing allows users to share reports and dashboards more effectively, but it does not directly address the issue of unrelated reports and dashboards. Even with enhanced sharing, sales reps would still face the challenge of sorting through numerous reports and dashboards that are not relevant to their roles.

upvoted 2 times

ReneB 2 years, 2 months ago

B, because it mentions reports and dashboards

upvoted 3 times

Question #136 *Topic 1*

A consultant for Cloud Kicks notices that the deploy date for the Sales Cloud project is also the same weekend of a Salesforce release.

What should the consultant recommend?

A. Stop all work because the impact of the Salesforce release is unknown.

B. Complete the project sooner and deploy before the Salesforce release.

C. Let Cloud Kicks know that there is a Salesforce release and that it may take longer.

D. Update the project plan for the following week and communicate the change.

Correct Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Question #137 *Topic 1*

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

Which solution should the consultant recommend?

A. Create a Chatter group for each conference and mention this group on all new leads.

B. Create industry events as campaigns, add leads as Campaign Members, and utilize Customizable Campaign Influence.

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

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

Correct Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Question #138 *Topic 1*

The operations manager wants to synchronize the customer list from the back office systems with Salesforce.

What should the consultant recommend to ensure data integrity?

A. Create an Apex trigger to exchange data between the Salesforce instance and the back office system.

B. Create a webservice connection between the Salesforce instance and the back office system.

C. Create a unique ID field on the Opportunity object.

D. Create an External ID field on the Account object.

Correct Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Question #139 *Topic 1*

Cloud Kicks uses the Lead Source field to track the event from which a Lead originated. The marketing director requested a report that shows every event a Lead has attended. This information is impossible to provide with the current configuration.

Which standard Salesforce functionality should a consultant recommend?

A. Implement Campaigns to track events and define a campaign management process.

B. Update the Lead Source field to the most recent event a Lead has attended using Process Builder.

C. Configure a Custom Events object and relate it to the Lead object.

D. Create a custom field to track the second event a Lead attends.

Suggested Answer: *A*

Community vote distribution

A (75%) C (25%)

FriedConsole2000 10 months ago

Selected Answer: A

The answer is "A".

upvoted 3 times

Plohia 1 year, 1 month ago

Selected Answer: C

Creating a Custom Events object will allow Cloud Kicks to store detailed information about each event attended by a Lead, including the event name, date, location, and any relevant notes or descriptions. By relating this Custom Events object to the Lead object, the consultant can establish a link between Leads and the events they have attended.

upvoted 1 times

Question #140 *Topic 1*

When a lead record is converted, Cloud Kicks wants the Account, Contact, Opportunity, and Product records to be automatically created with minimal user input.

Which strategy should the consultant use to meet this requirement?

A. Create a custom quick action that creates new records.

B. Override the standard Convert button with a custom Lightning Component.

C. Enable the customized lead conversion setting from Setup.

D. Utilize workflow rules to create records.

Suggested Answer: *D*

Community vote distribution

D (63%) B (38%)

FriedConsole2000 10 months ago

Selected Answer: D

"D" is the only thing that does it "automatically".

upvoted 2 times

Plohia 1 year, 1 month ago

Selected Answer: B

A custom Lightning Component provides more flexibility and control over the lead conversion process compared to other options. It allows for the creation of a user interface that guides users through the conversion process and automatically populates relevant fields based on the Lead data. This approach minimizes user input and ensures that the correct records are created with minimal effort.

upvoted 1 times

Prexa 1 year, 4 months ago

Selected Answer: B

B is correct.

upvoted 2 times

Ha_Linh 1 year, 8 months ago

Selected Answer: D

D should be correct

upvoted 3 times

MadamRebel 1 year, 9 months ago

There is not such ting as a customized lead conversion setting in Setup.

upvoted 2 times

Question #141 *Topic 1*

Cloud Kicks wants to default the Opportunity name to a naming convention.

Which solution should the consultant recommend?

A. Create a Process Builder on the Opportunity object with time dependent actions, and evaluate the rule when the record is created and every time the record is edited.

B. Create a validation rule to require users to follow the defined naming convention.

C. Create a Process Builder on the Opportunity object and evaluate the rule when the record is created and every time the record is edited.

D. Create a validation rule on the Opportunity object and evaluate the rule when the record is created.

Correct Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Question #142 *Topic 1*

A Cloud Kicks sales team based in the U. S. wants to grow market share in Australia. The organization has multi-currency enabled and has added the Australian Dollar as an available currency.

How can the consultant allow the sales team to report on Australian deal values in USD?

A. Use USD for Australia Opportunity currencies.

B. Enable parenthetical currency conversion.

C. Set each sales user's default currency to the Australian Dollar.

D. Create a formula field to perform a currency calculation on the Opportunity amount.

Correct Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Question #143 *Topic 1*

A consultant is meeting with a new client for the first time to design a rollout strategy for its Sales Cloud implementation.

What should the consultant do during the planning phase to ensure a successful implementation?

A. Design a prototype of the suggested solution.

B. Identify which Salesforce features to use.

C. Define goals, metrics, and sales processes.

D. Build and test the new functionality.

Suggested Answer: *C*

Community vote distribution

C (100%)

Ha_Linh Highly Voted 1 year, 8 months ago

Selected Answer: C

I think C is correct

upvoted 6 times

Laughingdainty Highly Voted 1 year, 9 months ago

Selected Answer: C

The correct answer is C

upvoted 6 times

c5b95bf Most Recent 6 months, 3 weeks ago

Selected Answer: C

C is it

upvoted 1 times

Prexa 1 year, 4 months ago

Selected Answer: C

C is correct.

upvoted 3 times

Question #144 *Topic 1*

After a successful implementation of Sales Cloud at Universal Containers, sales management wants to add a new Negotiation stage immediately prior to the Closed stage. After adding the stage, a user reports that some Opportunities are missing from quarterly forecasts.

How should the consultant resolve this issue?

A. Create a new forecast and include the new sales stage.

B. Use forecast adjustments to correct the forecast.

C. Edit the Forecast Category field to reflect the proper category for the new stage.

D. Create a report to track Opportunities in the Negotiation stage.

Suggested Answer: *C*

Community vote distribution

C (100%)

Chetsherman Highly Voted 1 year, 11 months ago

Answer should be C

upvoted 11 times

Ha_Linh Highly Voted 1 year, 8 months ago

Selected Answer: C

C is correct

upvoted 6 times

c5b95bf Most Recent 6 months, 3 weeks ago

Selected Answer: C

C is it

upvoted 2 times

Prexa 1 year, 4 months ago

Selected Answer: C

C is correct.

upvoted 3 times

Question #145 *Topic 1*

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 calendar applications. UC wants to report on these activities in Salesforce.

What are two capabilities of Outlook and Gmail integration tools? (Choose two.)

A. Sync recurring events created in the Salesforce mobile app with Microsoft or Google Calendar.

B. Associate emails with records in Salesforce from Outlook or Gmail.

C. Report on contact data as it exists in Outlook or Gmail.

D. Sync non-recurring events between Microsoft or Google Calendar and Salesforce.

Suggested Answer: *BD*

Community vote distribution

BD (100%)

waikiki23 Highly Voted 1 year, 11 months ago

Selected Answer: BD

Cant sync recurring event

upvoted 9 times

c5b95bf Most Recent 6 months, 3 weeks ago

Selected Answer: BD

DB is it

upvoted 3 times

Prexa 1 year, 4 months ago

Selected Answer: BD

BD is correct.

upvoted 3 times

mr_eda 2 years ago

Recurring events created with Mobile app don't sync

https://help.salesforce.com/s/articleView?id=sf.outlookcrm_sync_events.htm&type=5

upvoted 3 times

Question #146 *Topic 1*

Cloud Kicks (CK) has just completed its initial Sales Cloud implementation. CK leadership wants to identify users who have yet to use the new application.

Which method should the consultant recommend to determine these users?

A. Run a Mobile Login report.

B. Log a case with Salesforce Support.

C. Run a report on Users Never Logged In.

D. Use the Lightning Usage app.

Correct Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Question #147 *Topic 1*

Up to this point, two sales reps have had separate Accounts and Opportunities. Sales rep A wants to include sales rep B in a few Opportunities on one Account.

What are two outcomes when Account Teams are enabled and used for this Account? (Choose two.)

A. Rep A can let rep B edit all Opportunities on the Account.

B. Rep A can let rep B view the Account but keep private Contacts.

C. Rep A can let rep B view one of the Opportunities on the Account.

D. Rep A can let rep B view the Account but keep private Activities.

Suggested Answer: *AB*

Community vote distribution

AB (80%) AC (20%)

c5b95bf 6 months, 3 weeks ago

Selected Answer: AC

Ac is it

upvoted 1 times

TiTW 1 year, 4 months ago

Rep A can share the Account with Rep B, when Rep B own the Oppty which the Account owned by Rep A, then if Account Sharing Rule is set Oppty as private. Then Rep B will only see the Oppty under Account owned by Rep B self.

upvoted 1 times

Vanthanh 1 year, 4 months ago

Selected Answer: AB

You cannot grant permission to a specific opportunity record in Account Team

upvoted 4 times

Question #148 *Topic 1*

Cloud Kicks wants to measure the impact of its recent Sales Cloud implementation upon completion.

How should a consultant meet the requirement?

A. Demonstrate new functionality.

B. Evaluate user adoption.

C. Provide a customer satisfaction survey.

D. Establish KPIs.

Correct Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Question #149 Topic 1

The VP of Sales at Cloud Kicks wants to provide options to sales representatives for changing account or contract details for a created order.

Which two conditions should the consultant consider to meet this requirement? (Choose two.)

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

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

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

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

Suggested Answer: *BD*

sgeedi 11 months, 3 weeks ago

A,B are right

upvoted 1 times

NCert 10 months, 4 weeks ago

no, B and D are correct: https://help.salesforce.com/s/articleView?id=sf.order_edit.htm&type=5

After an order is created, you can change its Account field only when the following conditions are true.
The order is in Draft status.
If the order has an associated contract, that contract is associated with the new account.
After an order is created, you can change its Contract field only when the following conditions are true.
The order is in Draft status.
The account associated with the order is the same as the account associated with the new contract.
The currency associated with the order is the same as the currency associated with the new contract.
If the order has an associated price book, that price book is associated with the new contract.

upvoted 4 times

Question #150 *Topic 1*

Cloud Kicks sales representatives are allowed to negotiate up to a 5% discount for the Shoe of the Month club. Regional Sales Managers (RSM) must approve discounts greater than 5%. Regional Vice Presidents (RVP) must approve discounts greater than 10%.

Which two steps should a consultant recommend to satisfy these requirements? (Choose two.)

A. Create two approval processes, one for the RSM, and one for the RVP.

B. Create a process with Process Builder to automatically submit approval for discounts of 5% or larger.

C. Create a two-step approval process for the RSM and RVP as approvers.

D. Configure a Process Builder approval task and email to notify the RSM and RVP.

Suggested Answer: *BC*

Community vote distribution

BC (75%) AC (25%)

613a186 6 months, 1 week ago

Selected Answer: C

C is the only answer sales rep doesnt need approval if the discount is only 5% and below

upvoted 1 times

Moggie 1 year ago

I think its just C. 2 step approval RSM >5% then RVP >10%

upvoted 2 times

c5b95bf 1 year ago

Selected Answer: AC

AC is it

upvoted 1 times

Danthejoker47 1 year, 8 months ago

Question is old and wrong.

upvoted 3 times

Prexa 1 year, 10 months ago

Selected Answer: BC

BC is correct. but it's also done by two steps approval process.

upvoted 3 times

SuchiS 2 years, 1 month ago

Isn't the answer B and C?

upvoted 4 times

Question #151 *Topic 1*

The executive sponsor at Northern Trail Outfitters wants Salesforce users to know when other users are out of office leveraging Chatter functionality.

What should the consultant recommend?

A. Create an Out of Office group and add users to it.

B. Implement an email integration to post automatic Chatter notifications.

C. Create a form in Flow Builder to post Chatter notifications on records.

D. Enable Set Out of Office Messages on the user profile.

Suggested Answer: *D*

SuchiS 7 months, 2 weeks ago
https://help.salesforce.com/s/articleView?id=sf.collab_admin_out_of_office.htm&type=5
The setting is under Chatter Setting. Once enabled, then the user can add the Out Of Office.
upvoted 1 times

Question #152 *Topic 1*

The Cloud Kicks Sales Team folder needs to be shared with the following:

• The CEO role, so that view access is granted
• The CEO's assistant, so that view, share, save, rename, and delete are granted
• The Sales Manager for each region, so that view and save are granted

How should the consultant configure sharing?

A. Set the CEO role to View, the CEO's assistant user to Manage, and the Sales Manager role to Edit.

B. Enable Manage Reports in Public Folders for the CEO role and its subordinates.

C. Set the CEO role to View All, the CEO's assistant user to Modify All, and the Sales Manager public group to Create.

D. Enable Manage access to the CEO role and subordinates and Manage access to the CEO's assistant profile.

Correct Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Question #153 *Topic 1*

Cloud Kicks (CK) has an external ERP system which stores product order information. CK wants to view those orders as a related list on the account record in real time.

Which solution should the consultant recommend?

A. Create custom object product order information in Salesforce, run a nightly scheduler to get details from ERP, and add the custom object as a related list on the account.

B. Create a Lightning Component, and using REST integration, get the real-time product order information from ERP.

C. Implement Salesforce-to-Salesforce Connect to get real-time product order information and add it as a related list on the account.

D. Implement Salesforce Connect and an external object to get real-time product order information and add the custom object as a related list on the account.

Suggested Answer: *D*

Community vote distribution

D (100%)

c5b95bf 6 months, 3 weeks ago

Selected Answer: D

D is it

upvoted 2 times

Sam00783 11 months, 2 weeks ago

D is correct

upvoted 2 times

Prexa 1 year, 4 months ago

Selected Answer: D

D is correct.

upvoted 2 times

Marianf 1 year, 4 months ago

Selected Answer: D

D is the correct answer

upvoted 3 times

larryllwang 1 year, 7 months ago

D is the correct answer

upvoted 3 times

SuchiS 1 year, 7 months ago

I guess it is D. https://help.salesforce.com/s/articleView?id=sf.platform_connect_about.htm&type=5

upvoted 4 times

Question #154 *Topic 1*

In the last requirements meeting, Cloud Kicks team members said they will be taking the next week off for a conference.

What should a consultant do in response to this news?

A. Set up two requirements workshops the following week.

B. Update the solution design while they are at the conference.

C. Update the project plan and communicate it to all the stakeholders.

D. Ask the client sign off on requirements and start the build.

Correct Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Question #155 *Topic 1*

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

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

A. Task queues for each Opportunity Team

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

C. Workflows to create a Task for each team member

D. Assignment rule selected by default

Suggested Answer: *B*

Community vote distribution

A (100%)

SuchiS Highly Voted 2 years, 1 month ago

The Task can be assigned to User or Queue. It can not be assign to Role. So i guess correct answer here is the Queue.

upvoted 6 times

613a186 Most Recent 6 months, 1 week ago

Selected Answer: A

. assigned to Opp team role is not possible using standard functionality

upvoted 1 times

882359f 8 months, 2 weeks ago

A

Task can be assigned to an Opportunity Role. However UC wants any available team member to handle these tasks.

upvoted 1 times

c5b95bf 1 year ago

Selected Answer: A

A is it

upvoted 1 times

Prexa 1 year, 10 months ago

Yes, the Correct answer is not added. the right answer is "Assign Tasks to a queue to share work efficiently."

upvoted 3 times

Question #156 *Topic 1*

Cloud Kicks needs to quickly look up Contacts, Accounts, and Opportunities and easily log calls. The team wants access to customer information while out of the office, and without an internet connection, because of limited coverage in certain geographic areas.

Which two steps should the consultant take to create a solution? (Choose two.)

A. Salesforce mobile app

B. Enable caching and Offline Edit

C. Enable Salesforce Inbox

D. Enable Mobile SDK

Correct Answer: *AB*

Currently there are no comments in this discussion, be the first to comment!

Question #157 *Topic 1*

Delivery wants to get notifications when machines that fold the boxes are malfunctioning so they can communicate to subscribers when the shipment may be delayed.

What should the consultant recommend?

A. Salesforce-to-Salesforce

B. Workflow rules with email alerts

C. Salesforce Connect

D. Platform Events

Suggested Answer: *D*

Community vote distribution

D (100%)

Moggie 1 year ago

I think the answers and question are unrelated.

upvoted 1 times

c5b95bf 1 year ago

Selected Answer: D

D is it

upvoted 1 times

Prexa 1 year, 10 months ago

Selected Answer: D

D is correct.

upvoted 2 times

AnnaGolis 2 years, 1 month ago

D is correct

upvoted 3 times

SuchiS 2 years, 1 month ago

Is the answer Platform Events here? https://absyz.com/platform-events-in-salesforce/#:~:text=In%20Salesforce%20we%20use%20platform,scalable%20messages%20that%20contain%20data.

upvoted 3 times

Question #158 *Topic 1*

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

Which two strategies should the consultant recommend to improve the approval process? (Choose two.)

A. Build an automation to approve high-value Opportunities.

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

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

D. Allow managers to approve or reject requests via the Approval Requests tab.

Correct Answer: *BD*

Currently there are no comments in this discussion, be the first to comment!

Question #159

Topic 1

Cloud Kicks has many customers that regularly renew their Shoe of the Month club membership. The sales representatives use an account type called Shoe of the Month club for these customers. Sales management wants to use Salesforce to automate repeat opportunities.

What should a consultant recommend to meet this requirement?

A. Configure a Flow for renewal customers that inserts a copy of an opportunity for the sales representative when it reaches the closed/won stage.

B. Configure a Process Builder process for renewal customers that sends a reminder task to the sales representative to create a new opportunity when it reaches the closed/won stage.

C. Configure a workflow rule for renewal customers that inserts a copy of an opportunity for the sales representative when it reaches the closed/won stage.

D. Develop a Lightning Component to set an opportunity revenue schedule that automatically sets up a new opportunity for renewal customers when it reaches the closed/won stage.

Correct Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Question #160 *Topic 1*

Cloud Kicks wants to set up Contacts and Accounts, where Contacts can be associated to multiple Accounts. Additionally, Cloud Kicks wants the ability to identify where activities are happening at the Account level.

Which two configurations will allow this setup? (Choose two.)

A. Set up Lookup fields on the Account for each tier of relationship.

B. Add relevant fields for Account Contact Relationship to the page layouts.

C. Enable the roll-up to a contact's primary account.

D. Allow users to relate a Contact to multiple Accounts in Account settings.

Suggested Answer: *CD*

Community vote distribution

BD (100%)

882359f 8 months, 2 weeks ago

C and D

To enable the "roll-up to a contact's primary account" feature in Salesforce, navigate to Setup > Activity Settings and select the checkbox for "Roll up activities to a contact's primary account" within the settings page; this will ensure activities associated with a contact are displayed on their primary linked account.

upvoted 1 times

c5b95bf 1 year ago

Selected Answer: BD

BD is it

upvoted 1 times

sgeedi 1 year, 5 months ago

B, D are right

upvoted 1 times

Question #161 *Topic 1*

Cloud Kicks has started its operations in Europe in addition to the U. S. The company has enabled Advanced Currency Management to support both EUR and USD. Cloud Kicks also has existing roll-up summary fields.

Where are currency related roll-up summary fields supported?

A. From the Opportunity object rolling up to the Account object

B. From the Account object rolling up to the Opportunity object

C. From any custom object to the Opportunity object

D. From the Opportunity line object to the Opportunity object

Correct Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Question #162 *Topic 1*

The consultant at Universal Containers recently enabled forecasts. A sales manager is concerned that all open Opportunities appear in the Pipeline forecast category. Opportunities in Perception Analysis and Proposal/Price Quote stages should appear in the Best Case category. Opportunities in the Negotiation/Review stage should appear in the Commit category.

How should a consultant ensure Opportunities appear in the correct forecast categories?

A. Update the Opportunity stage picklist value labels to match the category to which they should be assigned.

B. Map Opportunity stages to the appropriate forecast categories.

C. Edit the probability percentage on Opportunity stage picklist values.

D. Create a field update with Process Builder to update the forecast category based on the Opportunity stage.

Correct Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Question #163 *Topic 1*

Cloud kicks marketing department is migrating from its email campaign and management system to Salesforce. The marketing administrator wants to ensure that cloud kicks email templates are retained.

Which two Salesforce functions will allow the consultant to meet this requirement? (Choose two.)

A. Record Types

B. Opportunity Teams

C. Process Builder

D. Sales Processes

Suggested Answer: *AD*

SuchiS Highly Voted 1 year, 1 month ago

The question and provided options does not match.

upvoted 8 times

Danthejoker47 Most Recent 8 months, 2 weeks ago

D has nothing to do with email migration thats for sure

upvoted 3 times

Prexa 10 months, 2 weeks ago

For this que ans is A,D is Correct but if question is "Cloud Kicks' (CK) marketing department is migrating from its email campaign and management system to Salesforce. The marketing administrator wants to ensure that CK's email templates are retained.

Which two solutions should a consultant recommend for a successful migration? (Choose two.)" then answer will be (A) Import email templates with the Data Loader (B) Enable Email Import and use the Import Wizard.

upvoted 1 times

Question #164 *Topic 1*

A sales manager for one of Cloud Kicks' sales territories is unable to see a forecast for the current quarter.

What will resolve this problem?

A. Ask the opportunity owner to share the opportunity with the sales manager.

B. Add the sales manager to the forecasting public group.

C. Select the correct forecast from the user record.

D. Set the forecast manager for this territory.

Correct Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Question #165 *Topic 1*

The internet is unavailable at Cloud Kicks and the sales team is unable to utilize the Salesforce mobile app feature to view, create, or update Opportunities.

Which two steps should the consultant take to resolve the issue? (Choose two.)

A. From the Setup menu, enable the system permission Store offline data.

B. From the Setup menu, go to Salesforce offline and select Enable caching in Salesforce for Android and iOS.

C. From the Setup menu, go to Salesforce offline and select Enable offline create, edit, and delete in Salesforce for Android and iOS.

D. Raise a case with Salesforce support to enable the offline version of the mobile app and update the app to use the offline capabilities.

Correct Answer: *BC*

Currently there are no comments in this discussion, be the first to comment!

Question #166 *Topic 1*

A consultant for Cloud Kicks Sales Cloud has proposed implementing an account hierarchy.

What impact could the redesign have on the org?

A. The value of all opportunities in an account hierarchy are visible on the parent account.

B. The account hierarchy can be visualized from all levels in the structure.

C. The ownership of an account determines the visibility of the account hierarchy.

D. A user who owns an account at the bottom of the hierarchy has access to all parent accounts.

Suggested Answer: *B*

Community vote distribution

B (100%)

c5b95bf 6 months, 3 weeks ago

Selected Answer: B

Both A and B are correct. then why only one option?

upvoted 2 times

Question #167 *Topic 1*

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 manually shared.

B. Contacts without accounts are private and only the owner and admin can view them.

C. Contacts without accounts need to be shared through sharing rules.

D. Contacts without accounts are shared through the Role Hierarchy.

Correct Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Question #168 *Topic 1*

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 two.)

A. Review the Object Manager tab in Setup with the customer.

B. Obtain an export of object data from the current system.

C. Explain the types of object relationships in Salesforce.

D. Use Schema Builder to show a visual of related objects.

Suggested Answer: *CD*

Community vote distribution

AD (100%)

c5b95bf 6 months, 3 weeks ago

Selected Answer: AD

A and D is correct

upvoted 3 times

Question #169 *Topic 1*

Cloud Kicks wants sales reps to share key documents directly with customers without setting up an Experience Cloud site.

Which Salesforce feature satisfies this requirement?

A. Email templates

B. CRM Content

C. Report Subscriptions

D. Chatter links

Correct Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Question #170 *Topic 1*

The project is almost finished, and now it's time to test the changes and updates that have been made before go-live. A Partial or Full Sandbox is unavailable.

How should the consultant recommend testing be conducted?

A. Create test Accounts and Opportunities in Production and ask volunteers to test it with use cases.

B. Create a new Developer Edition org, populate it with data, and ask volunteers to test it with use cases.

C. Create a new Sandbox and ask volunteers to test it with use cases.

D. Create a new Sandbox, populate it with data, and ask volunteers to test it with use cases.

Suggested Answer: *B*

Community vote distribution

B (50%) D (50%)

MadamRebel Highly Voted 2 years, 3 months ago

Correct answer is D

upvoted 7 times

2683cc2 Most Recent 4 months, 3 weeks ago

Selected Answer: D

This question is a little wack, but consider that DEV orgs are limited to 2 active users. Not sure how that would work for testing.

upvoted 1 times

613a186 6 months, 1 week ago

Selected Answer: D

I Think D is the correct answer. if we create new developer org we also need to recreate new fields and current setup.

upvoted 1 times

882359f 8 months, 2 weeks ago

B

The question clearly states partial or full sandbox is unavailable.

upvoted 1 times

Moggie 1 year ago

D is better because B involves manual customisation+importing

upvoted 1 times

c5b95bf 1 year ago

Selected Answer: B

B is correct

upvoted 2 times

Prexa 1 year, 10 months ago

Selected Answer: D

D is correct. because without proper data how QA can test functionality?

upvoted 2 times

Question #171 *Topic 1*

Sales reps at Cloud Kicks (CK) need to see the Opportunity amount with the Account's discount field. CK sales reps are located in different regions and use different currencies. A consultant creates a custom formula field on the Opportunity.

Which currency will the custom formula use for its value if the opportunity and account records have different currencies?

A. Opportunity currency

B. Account currency

C. User currency

D. Corporate currency

Correct Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Question #172 *Topic 1*

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 two.)

A. Leads, Contacts, and Business Accounts can be Campaign Members.

B. The Campaign ID is required in the import file.

C. The Marketing User feature license must be assigned.

D. The Status of the Campaign Member is optional.

Suggested Answer: *AD*

Community vote distribution

BC (50%) | AB (50%)

613a186 6 months, 1 week ago

Selected Answer: AB

he Campaign ID is a unique identifier for each campaign in Salesforce. When importing Campaign Members

upvoted 2 times

4f2e62f 1 year ago

Selected Answer: BC

BC is the correct one

upvoted 1 times

c5b95bf 1 year ago

Selected Answer: AB

AB is it

upvoted 1 times

sgeedi 1 year, 5 months ago

A, C are right

upvoted 1 times

Question #173 *Topic 1*

Multiple sales reps work together to close opportunities at Cloud Kicks. Management needs to know how much credit each sales rep receives on opportunities they close to maintain accurate quota reports.

Which solution should a consultant recommend to meet the requirement?

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

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

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

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

Correct Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Question #174 *Topic 1*

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 allocated on an Opportunity can total any percentage.

B. Overlay splits allocated on an Opportunity can total any percentage.

C. Revenue splits are required in order to use overlay splits.

D. Overlay splits can be assigned to any user with the appropriate profile.

Suggested Answer: *B*

Community vote distribution

D (100%)

sleepyjin 6 months, 1 week ago

Selected Answer: B

B. Overlay splits allocated on an Opportunity can total any percentage.

Overlay Splits are specifically designed for scenarios where credit needs to be shared without impacting the total revenue amount on the Opportunity. They allow flexibility in assigning percentages, such as the 15% credit for support reps, without requiring the splits to total 100%
(According to ChatGPT)

upvoted 1 times

c5b95bf 6 months, 3 weeks ago

Selected Answer: D

D seems to be correct

upvoted 1 times

Question #175 *Topic 1*

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 Salesforce.

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

C. Recommend an integration with the marketing platform that creates leads in Salesforce.

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

Correct Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Question #176 *Topic 1*

Cloud Kicks has the goal of generating high-quality leads by implementing Sales Cloud.

Which metrics should the consultant analyze to determine the success of this goal?

A. Lead to Quote Conversion Rate

B. Lead to Opportunity Conversion Rate

C. Total number of Leads by source

D. Total number of Leads created by a Sales Rep

Correct Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Question #177 *Topic 1*

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 an import of the data from the data warehouse on a monthly basis using Data Loader.

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 a Process Builder process on the Account object to check for unique values on a monthly basis.

Correct Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Question #178 *Topic 1*

During the requirements gathering workshops at Cloud Kicks, the project team and subject matter experts bring up new ideas to incorporate into the current project.

Which best practice should the consultant use to refocus the meeting and stay on topic?

A. Remind the team of the purpose and scope of this project.

B. Tell key stakeholders that the team is focused on other ideas.

C. Invite only the subject matter experts to subsequent workshops.

D. Incorporate the new ideas into the solution design.

Correct Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Question #179 *Topic 1*

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 in 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 in reports viewed by sales operations managers?

A. The sales operations managers are given Read access to the Campaign object in their profile.

B. Apex managed sharing is used to control the visibility of Activities related to Accounts.

C. The Organization-Wide Default for Accounts is set to Private.

D. The Organization-Wide Default for Campaigns is set to Public Read-Only.

Suggested Answer: *B*

Community vote distribution

D (100%)

c5b95bf 6 months, 3 weeks ago

Selected Answer: D

D is it

upvoted 3 times

Question #180 *Topic 1*

Universal Containers recently implemented Sales Cloud. Stakeholders want insights into how logging interactions with customers impacts the number of won sales deals.

Which report should the consultant create to meet the requirement?

A. Closed Won Opportunities with Recommendations

B. Closed Won Opportunities with Activities

C. Closed Won Opportunities by the sales team

D. Closed Won Opportunities by Account

Suggested Answer: *C*

Community vote distribution

B (100%)

rbarrish Highly Voted 1 year, 4 months ago

Is it not B? I've never heard of a report 'by the sales team'

upvoted 5 times

882359f Most Recent 8 months, 2 weeks ago

B

keyword - logging in interactions

upvoted 1 times

c5b95bf 1 year ago

Selected Answer: B

B is it

upvoted 3 times

Question #181 *Topic 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 to meet this requirement?

A. Lightning Console for Sales

B. Salesforce for Outlook

C. Salesforce Console for Sales

D. Einstein Activity Capture

Correct Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Question #182 *Topic 1*

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 three.)

A. At least one Record Type should be created for Accounts.

B. The organization-wide default for both Accounts and Contacts should be set to Public Read/Write.

C. The organization-wide default sharing is set so either Contact is Controlled by Parent or both Account and Contact are Private.

D. User Profiles with Read access to Accounts must also have Read access to Contacts.

E. The CK customer portal must be disabled to allow Person Account self-registration in the future.

Correct Answer: *ACD*

Currently there are no comments in this discussion, be the first to comment!

Question #183 *Topic 1*

Cloud Kicks is launching an outbound sales campaign to identify potential prospects for its new product. The marketing team has sourced a list of leads for each territory. Cloud Kicks wants to use Salesforce for these tasks:

1. Call center agents call the leads on the list.
2. Agents capture notes from the conversation.
3. Salesforce will automatically present the next lead in the list.
4. Agents should leave a voicemail if the customer is unavailable.
5. Agents call the customers back who were unavailable.

Cloud Kicks likes to have its supervisors coach the consultants based on the call transcripts.

Which Salesforce product should the consultant recommend?

A. Salesforce native CTI Connector

B. Salesforce Sales Cloud

C. Salesforce Service Cloud

D. Salesforce High Velocity Sales

Suggested Answer: *D*

882359f 8 months, 2 weeks ago

D

Salesforce High Velocity Sales is now called Sales Engagement. Sales Engagement helps reps to sell faster and more efficiently. The product makes it easier for sellers to complete the building blocks of their job (sending emails, making calls, booking meetings, etc.) by structuring tasks in easy-to-follow cadences, automating repetitive jobs, and delivering key insights to optimize performance over time.

upvoted 1 times

rbarrish 1 year, 4 months ago

This sounds to me like Service Cloud (C) but ok.

upvoted 2 times

Question #184 *Topic 1*

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 in Salesforce.

What are two actions the consultant should take to meet the requirements? (Choose two.)

A. Import products and price books from the external platform.

B. Implement Opportunity Teams and Opportunity Splits.

C. Enable Optional Price Books for Orders.

D. Use opportunities and enable Forecasts.

Suggested Answer: *BC*

Community vote distribution

AD (100%)

sleepyjin 6 months ago

Selected Answer: BC

Opportunity Teams allow sales managers to monitor pipeline performance by individual reps and territories.
Opportunity Splits help attribute and track revenue contributions across team members, addressing the need for revenue-to-goal reporting.

Enabling Optional Price Books for Orders ensures flexibility in associating orders with relevant price books when managing order status in Salesforce. This feature is helpful since CK maintains products and price books externally.

upvoted 1 times

882359f 8 months, 2 weeks ago

BC

To report on team revenue to goal and to view orders without price book

upvoted 1 times

c5b95bf 1 year ago

Selected Answer: AD

AD is it

upvoted 1 times

sgeedi 1 year, 5 months ago

A, D are correct

upvoted 1 times

Question #185 *Topic 1*

Cloud Kicks needs to forecast monthly business deals that close as well as open opportunities on a weekly basis. The VP of sales asks the business analyst to review how the sales funnel is changing month over month.

Which two actions should the consultant take to meet this requirement? (Choose two.)

A. Configure a report snapshot to run weekly.

B. Configure a report snapshot to run daily.

C. Create a custom object to store the results in.

D. Schedule a custom forecast report to run weekly.

Correct Answer: *AC*

Currently there are no comments in this discussion, be the first to comment!

Question #186 *Topic 1*

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. Sales Analytics

B. Custom Metadata

C. Opportunity Splits

D. Collaborative Forecasting

Correct Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Question #187 *Topic 1*

Cloud Kicks has enabled the Einstein Lead Scoring feature and rolled out Sales Cloud Einstein to pilot users. The pilot users are unable to view the Lead Score field on the Lead record page.

Which two steps should the consultant take to fix this issue? (Choose two.)

A. Assign the Sales Cloud Einstein permission set.

B. Add the Lead Score field to the Lead Page layout.

C. Add the Lead Score field to the Lead List View.

D. Assign the Einstein Lead Scoring permission set.

Suggested Answer: *AB*

882359f 8 months, 2 weeks ago

AB

Sales Cloud Einstein is a collection of features that includes Einstein Lead Scoring, which helps sales teams identify and prioritize leads.

upvoted 1 times

Question #188 *Topic 1*

Cloud Kicks (CK) wants to implement sharing rules.

Which three considerations should the consultant explain to CK? (Choose three.)

A. CK can expand access beyond the organization-wide default levels with sharing rules.

B. When multiple sharing rules are assigned, the user is assigned the least restrictive access.

C. When a sharing rule is deleted, the sharing access created by that rule must be manually removed.

D. Sharing rules apply only to new records that meet the definition of the source data set.

E. Organization-wide defaults must be Public Read Only or Private to create sharing rules.

Correct Answer: *ABE*

Currently there are no comments in this discussion, be the first to comment!

Question #189 *Topic 1*

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 (OWD) for Contact are set to 'Controlled by Parent'.

Which solution should the consultant recommend to meet this requirement?

A. Add the Sharing button to the page layout so sales reps can share Contacts as needed.

B. Use Apex Managed Sharing to automatically share any new Contacts.

C. Change the Contact OWD to Private and create sharing rules to grant visibility.

D. Set up Account Teams with defaults for each sales rep.

Suggested Answer: *D*

Community vote distribution

D (100%)

c5b95bf 6 months, 3 weeks ago

Selected Answer: D

D is it

upvoted 1 times

sgeedi 11 months, 3 weeks ago

Selected Answer: D

D is right

upvoted 3 times

Question #190 *Topic 1*

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. Validate that the statement of work (SOW) is realistic.

B. Revisit the communication plan and set up more frequent check-ins.

C. Write a solution design and obtain approval.

D. Educate the customer on scope and risk management.

Correct Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Question #191 *Topic 1*

Cloud Kicks needs to set sales quotas for all sales reps.

Which three solutions should the consultant consider? (Choose two.)

A. Assign Quota values by profile.

B. Use the Data Import Wizard.

C. Use Data Loader.

D. Enable Forecast Quotas from Setup.

E. Use the API.

Suggested Answer: *CE*

Community vote distribution

AD (100%)

882359f 8 months, 2 weeks ago

AD

https://help.salesforce.com/s/articleView?id=release-notes.rn_sales_features_core_forecasting_quotas_in_setup.htm&release=220&type=5

upvoted 1 times

c5b95bf 1 year ago

Selected Answer: AD

AD is it

upvoted 2 times

Question #192 *Topic 1*

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 two.)

A. A new order's currency or price book will remain the same if the original order has products.

B. A cloned order's start date must fall between the associated contract's start and end dates.

C. The admin will be able to set up which fields can be cloned to a new order.

D. A cloned order must be associated with the same contract as the original order.

Suggested Answer: *AB*

Community vote distribution

AC (100%)

sleepyjin 6 months ago

Selected Answer: AB

A, B

When cloning an order with products, Salesforce ensures that the currency and price book remain consistent with the original order. This prevents discrepancies in pricing and currency values.

Salesforce enforces that the start date of a cloned order adheres to the contract's valid date range. This ensures compliance with the contract terms.

upvoted 1 times

c5b95bf 6 months, 3 weeks ago

Selected Answer: AC

AC is it

upvoted 1 times

Question #193 *Topic 1*

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 Cloud to accommodate the new pricing terms and to help the finance department forecast easily.

What should the consultant recommend to meet the requirement?

A. Create a Process Builder to create an Order for each installment payment.

B. Use Revenue Schedules to capture installment payment plan details for each Product.

C. Add a custom field to the Quotes object to capture the number of installments.

D. Set the default quantities to 12, 24, and 36 in a new Price Book for installment sales.

Suggested Answer: *C*

Community vote distribution

B (100%)

c5b95bf 6 months, 3 weeks ago

Selected Answer: B

B it is

upvoted 3 times

Question #194 *Topic 1*

Cloud Kicks has a requirement to measure end user adoption and data quality in Salesforce.

Which solution should the consultant recommend?

A. Adoption & Data Quality Dashboards Pack

B. Einstein Conversation Insights

C. Tableau custom dashboard

D. Salesforce Surveys

Correct Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Question #195 *Topic 1*

Cloud Kicks (CK) recently finished a redeployment of its Lightning pages. CK users report that Lightning pages are loading slowly. CK management wants to consider the impact this has on adoption.

Which two tools should the consultant recommend that CK use to evaluate Lightning pages? (Choose two.)

A. Performance Analysis for App Builder

B. Guidance for App Builder

C. Real-Time Event Monitoring

D. Lightning Usage App

Suggested Answer: *BD*

Community vote distribution

AD (100%)

Shy100 Highly Voted 1 year, 4 months ago

A&D are correct

A - Performance Analysis for App Builder automatically runs when you build a page. If your page performance is poor or moderate, recommendations to improve performance appear.

D - You can see how your pages are performing in the Lightning Usage App from the App Launcher. It shows you the most used pages in your org and their page load time by browser or by page.

https://help.salesforce.com/s/articleView?id=sf.lightning_page_performance.htm&type=5

upvoted 8 times

c5b95bf Most Recent 6 months, 3 weeks ago

Selected Answer: AD

AD is it

upvoted 2 times

BlackHorse 1 year, 7 months ago

Correct answer should be A & C.

https://help.salesforce.com/s/articleView?id=sf.lightning_page_performance.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.real_time_event_monitoring_overview.htm&type=5

upvoted 3 times

Question #196 *Topic 1*

Cloud Kicks has recently rolled out Lightning Experience and uses an ERP system as its system of record for customers. When a new Account has its first closed/won opportunity, the ERP system should immediately update with information from the account, contact, and opportunity records related to the Account to record a new customer.

Which option should the consultant recommend to meet the requirement?

A. Identify AppExchange products that can be deployed to update the ERP with opportunity, account, and contact information from Salesforce.

B. Configure Outbound message to publish the opportunity wins and update the ERP with opportunity, account, and contact information from Salesforce.

C. Implement Platform Events to publish opportunity wins to the ERP, which will call back for account, contact, and opportunity information and automatically update the ERP accordingly.

D. Use enterprise ETL tools to extract closed/won opportunities from Salesforce and update the ERP with opportunity, account, and contact information from Salesforce.

Suggested Answer: *B*

Community vote distribution

C (100%)

c5b95bf 6 months, 3 weeks ago

Selected Answer: C

it should be C

upvoted 2 times

sleepyjin 6 months ago

Why? Care to explain?

upvoted 1 times

Question #197 *Topic 1*

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 two.)

A. Build out issue resolution release in the appropriate development sandbox.

B. Perform user acceptance testing (UAT) in the appropriate development sandbox.

C. Perform user acceptance testing (UAT) in a Full sandbox.

D. Build out issue resolution release in the production environment.

Correct Answer: *AC*

Currently there are no comments in this discussion, be the first to comment!

Question #198 *Topic 1*

Up to this point, two sales reps 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 two.)

A. Grant Read access on the accounts cases.

B. View one of the opportunities on the account.

C. View the account and keep activities private.

D. Edit all opportunities on the account.

Suggested Answer: *AD*

Community vote distribution

BC (100%)

c5b95bf 1 year ago

Selected Answer: BC

it is BC

upvoted 2 times

882359f 8 months, 2 weeks ago

BC

you can give access to view only one specific opportunity on an account in Salesforce by using manual sharing to grant read-only access to that single opportunity for a user, even if they wouldn't normally have access to it based on their profile and role hierarchy settings; this allows you to control access to individual records on a case-by-case basis

upvoted 1 times

Vision12 2 years, 2 months ago

Correct answers are A and B

upvoted 3 times

Question #199 *Topic 1*

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. Enable schedules on the Product object.

B. Enable schedules on the Contract object.

C. Enable schedules on the Orders object.

D. Enable schedules on the Opportunity object.

Suggested Answer: *A*

Community vote distribution

D (100%)

sleepyjin 6 months ago

Selected Answer: A

A. Enable schedules on the Product object:

Product Schedules: Salesforce allows you to track payment schedules and product delivery schedules by enabling Product Schedules on the Product object.

upvoted 1 times

c5b95bf 6 months, 3 weeks ago

Selected Answer: D

D is it

upvoted 1 times

Question #200 *Topic 1*

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 calendar applications. UC wants to report on these activities in Salesforce.

Which two actions should the consultant recommend? (Choose two.)

A. Implement Inbox to sync Outlook or Gmail calendar events.

B. Sync events between Outlook or Gmail calendars and Salesforce.

C. Log emails to records in Salesforce from Outlook or Gmail.

D. Report on contact data as it exists in Outlook or Gmail.

Suggested Answer: *AB*

Community vote distribution

AC (100%)

2683cc2 4 months, 3 weeks ago

Selected Answer: BC

A doesn't sync anything

upvoted 1 times

sleepyjin 6 months ago

Selected Answer: BC

B. Sync events between Outlook or Gmail calendars and Salesforce:

Salesforce offers native integrations with Outlook and Gmail that allow calendar events to sync with Salesforce.
Use Case Fit: Syncing ensures customer interactions like meetings or events are automatically captured in Salesforce, making it easier for sales reps and enabling accurate reporting.
C. Log emails to records in Salesforce from Outlook or Gmail:

Salesforce's email integrations allow sales reps to log emails directly to Salesforce records like Leads, Contacts, or Opportunities from Outlook or Gmail.
Use Case Fit: This feature helps sales reps easily log customer emails, ensuring all communication data is captured and reportable in Salesforce.

upvoted 1 times

c5b95bf 6 months, 3 weeks ago

Selected Answer: AC

AC is it

upvoted 2 times

Vision12 1 year, 8 months ago

Coorect answers are B and C

upvoted 3 times

Question #201 *Topic 1*

Cloud Kicks (CK) hired a consultant to analyze its Salesforce forecasting configuration and advise CK on how to improve it. The consultant found opportunities in the Value Proposition stage showed up in Collaborative Forecasting inconsistently, which led to inaccurate reporting.

What should the consultant recommend to ensure that opportunities show up consistently?

A. Map opportunity stages to the Forecast Category.

B. Make the Forecast Category a required field.

C. Change the Forecast Report to include Forecast Category.

D. Add a validation rule to the Forecast Category.

Correct Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Question #202 *Topic 1*

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 three.)

A. Define company vision.

B. Define KPIs.

C. Analyze competitors.

D. Finalize integrations.

E. Prioritize goals.

Correct Answer: *ABE*

Currently there are no comments in this discussion, be the first to comment!

Question #203 *Topic 1*

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 Revenue Split

B. Opportunity Overlay Split

C. Opportunity Currency field

D. Opportunity Percent field

Suggested Answer: *D*

Community vote distribution

B (67%) A (33%)

c5b95bf 6 months, 3 weeks ago

Selected Answer: A

A is it

upvoted 2 times

c5b95bf 9 months, 1 week ago

Selected Answer: B

B is the correct answer

upvoted 3 times

Shy100 1 year, 4 months ago

B - The overlay splits on a specific opportunity aren't required to total 100%. https://help.salesforce.com/s/articleView?id=sf.forecasts3_forecast_types_overview.htm&type=5

upvoted 3 times