

Salesforce

Exam Questions Sales-Cloud-Consultant

Certified Salesforce Sales Cloud Consultant



NEW QUESTION 1

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

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

Answer: C

NEW QUESTION 2

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

Which three options should a consultant recommend CK implement to accomplish this? Choose 3 answers

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

Answer: ADE

NEW QUESTION 3

The Cloud Kicks team needs to quickly look up contacts, accounts, and opportunities and easily log calls from their mobile phones. Due to limited coverage in certain geographic areas, the team wants access to customer information while out of the office and when they are without an internet connection.

Which two steps should the consultant recommend? Choose 2 answers

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

Answer: BD

NEW QUESTION 4

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

Choose 2 answers

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

Answer: BD

NEW QUESTION 5

Northern Trail Outfitters (NTO) has completed its annual planning and wants to update the territory assignments for all sales reps in its enterprise. NTO understands this can impact the current year closing due by the end of the quarter. The IT team is also planning a release of the new incentive management package that will be used by sales reps.

Which two considerations should the consultant consider when deciding on the timing of the release? Choose 2 answers

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

Answer: AC

NEW QUESTION 6

Which data migration sequence should consultant recommend for the objects?

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

Answer: D

NEW QUESTION 7

Universal Containers recently implemented Sales Cloud. Stakeholders want insights into how logging interactions with customers impacts the number of won sales

deafs.

Which report should the consultant create to meet the requirement?

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

Answer: B

NEW QUESTION 8

Cloud Kicks plans to integrate its email system with Salesforce, and wants to show the last 2 months of email activity to its 75 sales reps.

What should a consultant recommend to meet this requirement?

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

Answer: B

NEW QUESTION 9

Universal Containers wants to allow its Salesforce users to view and update customer billing information from the company's invoicing system within a separate Salesforce org. What should a consultant implement to meet this requirement?

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

Answer: B

NEW QUESTION 10

Cloud Kicks wants to implement a methodology to determine which current leads have the most in common with leads that have successfully been converted in the past.

How can the consultant meet this requirement?

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

Answer: C

NEW QUESTION 10

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

Choose 2 answers

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

Answer: CD

NEW QUESTION 14

Cloud Kicks (CK) hired a consultant to analyse its Selesforce forecasting configuration end advise CK on how to improve it. The consultant found opportunities in the Value Proposition stage showed up m Collaborative Forecasting inconsistently, which led to inaccurate reporting

What should the consultant recommend to ensure that opportunities show up consistently?

- A. Make the Forecast Category a required held.
- B. Change the Forecast Report to include Forecast Category.
- C. Map opportunity stages to the Forecast Category.
- D. Add a validation rule to the Forecast Category.

Answer: C

NEW QUESTION 18

Cloud Kicks wants to sell to both consumers and businesses. The consumer sales team and business sales team will use different Stages.

Which two Salesforce functions will allow the consultant to meet this requirement? Choose 2 answers

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

Answer: AD

NEW QUESTION 21

Cloud Kicks (CK) uses a sales model where pre-defined groups of reps work collaboratively on Accounts.

Each group is also responsible for specific Accounts. CK has organization-wide default access set to Public Read/Write for Accounts. CK discovered this caused issues with data quality where reps edited Accounts outside their scope of responsibility. CK wants to allow reps to view any Account but restrict editing to only reps who are responsible for those specific Accounts.

Which two steps should a consultant recommend allowing reps to continue to collaborate while eliminating incorrect edits?

Choose 2 answers

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

Answer: BD

NEW QUESTION 22

A Consultant is configuring Einstein Forecasting to help the sales team predict how much they will sell by the end of a forecasting period.

Which two considerations should the consultant keep in mind to ensure that predictions are displayed. Choose 2 answers

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

Answer: BC

NEW QUESTION 26

At Universal Containers, in addition to the sales team, support reps are sometimes eligible for commissions. When support reps are involved in a deal, they should receive a credit of 15% of the revenue.

What should the consultant consider when designing a revenue sharing solution?

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

Answer: D

NEW QUESTION 31

The marketing team is using a separate platform for managing prospects and wants to hand off qualified prospects to the sales team.

How should the consultant meet this requirement?

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

Answer: B

NEW QUESTION 35

Cloud Kicks (CK) wants to migrate a data file containing 8,000 leads from a legacy system into Salesforce. Many of the lead owners have left the company, so CK wants to populate the Lead Owner field for these records using the active assignment rule.

Which two tools should a consultant recommend to meet the requirement? Choose 2 answers

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

Answer: AB

NEW QUESTION 37

Universal Containers is analyzing data to identify gaps and wants to know which Accounts with open Opportunities are missing Contacts.

Which feature should a consultant recommend building this report?

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

Answer: D

NEW QUESTION 40

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

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

Answer: B

NEW QUESTION 41

Universal Containers (UC) recently implemented new Sales Cloud solutions. UC stakeholders believe that user adoption is best measured by the login rate. Which two additional key metrics should the consultant recommend? Choose 2 answers

- A. Login lockouts
- B. Activities logged
- C. License assignments
- D. Data quality score

Answer: BD

NEW QUESTION 45

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

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

Answer: AD

NEW QUESTION 49

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

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

Answer: B

NEW QUESTION 52

A consultant for Cloud Kicks notices that the deploy date for the Sales Cloud project is also the same weekend as a Salesforce Release. What should the consultant recommend?

- A. Continue the planned deployment concurrent with the Salesforce Release.
- B. Update the project plan for the following week and communicate the change.
- C. Inform Cloud Kicks about the Salesforce Release and that the project may take longer.
- D. Stop all work because the impact of the Salesforce Release is unknown.

Answer: B

NEW QUESTION 53

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

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

Answer: AD

NEW QUESTION 57

After completing a successful Sales Cloud rollout to a new business unit at Universal Containers, sales forecasting within Salesforce is inaccurate. Upon closer inspection, some opportunities appear in the incorrect forecast category. How should a consultant troubleshoot this issue efficiently?

- A. Write a conditional validation rule on the Forecast Category field.
- B. Make the Forecast Category a required field on relevant Opportunity page layouts.
- C. Create a report to determine the number of opportunities in each forecast category.
- D. Verify the Stage to Forecast Category Mappings on the Opportunity object

Answer: D

NEW QUESTION 60

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

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

Answer: AB

NEW QUESTION 61

Universal Containers is working to expand its residential business in the U.S. Sales reps are being asked to canvas neighborhoods in their areas, leveraging new door-to-door campaign material to secure new customers. Internal studies have shown the most valuable residential customers typically have a household income range between \$50,000 and \$70,000.

Which solution should the consultant recommend to help sales reps determine the best neighborhoods to canvas?

- A. Salesforce Maps using the Demographic Context data source to display income ranges for regions within their territories
- B. API integration with Salesforce Maps to plot existing customers on territory maps
- C. A Salesforce Maps component plotting non-customers in residential neighborhoods
- D. Salesforce Maps with ESR1 integration to display high density neighborhoods

Answer: A

NEW QUESTION 65

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

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

Answer: AC

NEW QUESTION 70

Cloud Kicks sales representatives are allowed to negotiate up to a 5% discount for the Shoe of the Month deal. Regional sales managers (RSMs) must approve discounts greater than 5%. Regional vice presidents (RVPs) also must approve discounts greater than 10%.

Which two steps should a consultant recommend to satisfy these requirements? Choose 2 answers

- A. Create two Approval Processes, one with the RSM and one with the RVP.
- B. Use Process Builder to send an approval Task and email to the RSM and RVP.
- C. Use Process Builder to automatically submit approvals over a 5% discount.
- D. Create a two-step Approval Process with the RSM and RVP as approvers.

Answer: AD

NEW QUESTION 75

The admin at uBHMBon tamers has been getting complaints from sales reps about duplicate Leads in Salesforce. The admin has already set up a matching rule for Leads.

What should the consultant recommend to resolve the issue?

- A. Confirm the standard matching rule is inactivated.
- B. Change the criteria for the standard Lead matching rule.
- C. Change the criteria for the standard Contact matching rule.
- D. Confirm the custom matching rule is activated.

Answer: D

NEW QUESTION 80

A consultant has been tasked with analyzing the way sales reps use Salesforce to work a deal from inception to close, and then presenting this information to management.

What should the consultant utilize to present the information?

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

Answer: B

Explanation:

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

NEW QUESTION 82

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

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

Answer: C

NEW QUESTION 85

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

- A. Configure Path by checking the key field required checkbox.
- B. Create an Auto launched flow to determine if required fields are missing.
- C. Customize path and create validate rules dependent on stages.
- D. Mark the fields as required on the page layout.

Answer: C

NEW QUESTION 87

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

- A. Create an Opportunity History report for open pipeline Opportunities in a given date range.
- B. Create a custom pipeline date range field and display it on the Forecasting tab.
- C. Create a sales pipeline dashboard that includes filters for Opportunity date ranges.
- D. Create training on how to use date filters on reports to compare pipeline for different date ranges.

Answer: C

NEW QUESTION 92

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

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

Answer: BD

NEW QUESTION 95

Cloud Kicks has identified the KPIs it wants to track for the year. The inside sales team wants a visual way to see the team's progress for the year. What should the consultant recommend to meet the requirement?

- A. Modify a report based on KPIs.
- B. Set up a dashboard with the KPI reports.
- C. Set up a Path based on the KPIs.
- D. Install a KPI Tracker app from the AppExchange.

Answer: D

NEW QUESTION 99

A Cloud Kicks sales team based in the U.S. wants to grow market share in Australia. The company has multicurrency enabled and has added the Australian Dollar as an available currency.

How should the consultant allow the sales team to report on Australian deal values in U.S. Dollars (USO)?

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

Answer: B

NEW QUESTION 103

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

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

Answer: BC

NEW QUESTION 105

During a Discovery session at Cloud Kicks, a topic is highlighted that How should the consultant proceed?

- A. Conduct another Discovery session.
- B. Define and submit a change order for the new items.
- C. Revise the timeline for the new items.
- D. Continue work because it is covered by the warranty.

Answer: B

NEW QUESTION 109

Organization-wide default settings for Account is set to Private at Cloud Kicks- Users are unable to see each others accounts.

When a Salesforce admin assigns User A as the owner of an opportunity related to User B's account, which additional access will User A gain?

- A. User A will have Read-Write access to the opportunity's Account and its related contact records.
- B. User A will have Read-Only access to the opportunity's Account record.
- C. User A will have Read-Only access to the opportunity's Account and its related contact records.
- D. User A will have Read-Write access only to the opportunity's Account record.

Answer: D

NEW QUESTION 114

A consultant is working with Cloud Kicks (CK) on its initial Sales Cloud implementation. CK wants its sales reps to be able to use Sales Cloud to track accounts, contacts, and opportunities before its global conference in 4 months.

What should the consultant recommend to meet the requirement?

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

Answer: A

NEW QUESTION 117

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

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

Answer: B

NEW QUESTION 121

'Cloud Kicks (CK) needs to comply with GDPR requirements. Personal information is limited to only users who need access to a company's Account. CK has a private Account model.

How should the consultant provide specific Account access to the renewals and sales operations teams?

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

Answer: B

NEW QUESTION 126

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

Choose 2 answers

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

Answer: CD

NEW QUESTION 130

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

- A. Revisit the communication plan and set up more frequent touch points with the customer.

- B. Setup a requirements workshop and get sign-off.
- C. Write a solution design and get sign-off so the build phase can start.
- D. Ask what the customer would like the solution to be and demo it to them at the end of the build phase.

Answer: A

NEW QUESTION 133

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

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

Answer: D

NEW QUESTION 136

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

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

Answer: A

NEW QUESTION 138

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

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

Answer: A

NEW QUESTION 140

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

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

Answer: A

NEW QUESTION 143

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

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

Answer: D

NEW QUESTION 147

Cloud Kicks wants to release product enhancements effectively to drive user adoption mtd have the impact on the organization and users' day-to-day functions. What are three steps for successful change and seasonal release management? Choose 3 answers

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

Answer: ACD

NEW QUESTION 149

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

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

Answer: CDE

NEW QUESTION 151

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

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

Answer: D

NEW QUESTION 155

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

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

Answer: C

NEW QUESTION 160

Access to opportunities at Cloud Kicks should be restricted. Sales users should only have access to two categories of opportunities: opportunities they own, and opportunities that are tied to accounts they own. What are two actions a consultant can take to meet the requirement? Choose 2 answers

- A. Set opportunity access on the role to View All opportunities associated with their accounts.
- B. Set organization-wide defaults for opportunities to Private.
- C. Set Territory Management to grant Read access to opportunities owned by others.
- D. Set organization-wide defaults for opportunities to Public Read-Only.

Answer: AB

NEW QUESTION 161

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

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

Answer: B

NEW QUESTION 166

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

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

Answer: C

NEW QUESTION 171

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

- A. Select Require reCAPTCHA Verification in Web-to-Lead settings
- B. Use a custom Web-to-Lead alternative with built-in protection.
- C. Use an AppExchange package to add a honeypot field.

D. Engage the web services team to write custom CSS for the form.

Answer: A

NEW QUESTION 175

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 Campaigns is set to Public Read-Only.
- D. The Organization-Wide Default for Accounts is set to Private.

Answer: B

NEW QUESTION 180

In the Discovery phase of a Sales Cloud implementation, what are three effective ways a consultant can determine the design of the system? Choose 3 answers

- A. Schedule training.
- B. Establish performance benchmarks.
- C. Observe end users.
- D. Administer a survey.
- E. Host a focus group.

Answer: BDE

NEW QUESTION 182

Cloud Kicks (CK) has implemented different sales stages across its varied product lines. CK wants to deploy Collaborative Forecasting to all sales users.

Which two statements should a consultant consider when enabling forecasting? Choose 2 answers

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

Answer: CD

NEW QUESTION 183

The Cloud Kicks global sales teams are distributed across regions. Sales leadership wants to give access to dashboards based on region. For example, users within the region should have access to regional dashboards while the leadership team should have access to global dashboards.

What should the consultant recommend meeting this requirement?

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

Answer: A

NEW QUESTION 184

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

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

Answer: B

NEW QUESTION 185

Norther Trail Outfitters wants to migrate its Territory Management to a new structure for the upcoming fiscal year.

What are two aspects a consultant should consider for this migration? Choose 2 answers

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

Answer: AC

NEW QUESTION 189

Cloud Kicks (CK) operates in multiple countries and wants to track historical exchange rates. The consultant at CK has implemented dated exchange rates by

using Advanced Currency Management. How is the converted currency amount calculation on Opportunities determined?

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

Answer: A

NEW QUESTION 194

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

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

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

Answer: A

NEW QUESTION 199

Cloud Kicks needs to implement a group of Campaigns that are related to a specific marketing initiative to report on success.

What should a consultant recommend to meet the requirement?

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

Answer: D

NEW QUESTION 200

Universal Containers (UC) has acquired another company that uses Salesforce and is migrating its legacy email alerts, and approval processes.

Which two steps should the consultant perform to maintain data integrity? Choose 2 answers

- A. Enable the Create Audit Fields permission to insert historically accurate records.
- B. Use the Salesforce Approval Process clone feature to migrate approval processes.
- C. Merge the legacy Salesforce org into UC's Salesforce org and migrate the approval processes.
- D. Insert users, and then migrate email alerts and approval processes into UC's Salesforce org.

Answer: AD

NEW QUESTION 205

The Cloud Kicks sales team needs to utilize the Salesforce mobile app feature to view, create, or update opportunities, but the internet is unavailable on their Android and iOS mobile devices.

Which two actions should the consultant recommend working around the issue?

Choose 2 answers

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

Answer: CD

NEW QUESTION 210

Cloud Kicks want to track different details for trade shows and customer webinars.

Which capability enables the use of custom fields, contextual validation rules, and varied layouts?

- A. Parent Campaigns
- B. Custom Picklist
- C. Campaign Hierarchies
- D. Record Types

Answer: D

NEW QUESTION 214

Each year, representatives from Universal Containers attend two major industry conferences that Generate a large volume of leads. A few months after leads have been converted to opportunities, the team wants to determine the return on Investment (ROI) for each industry conference.

Which solution should the consultant recommend?

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

Answer: B

NEW QUESTION 219

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

How should the consultant ensure opportunities appear in the correct forecast categories?

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

Answer: C

NEW QUESTION 220

The Discovery phase with Cloud Kicks (CK) has just ended. CK wants a visual way to see how the new processes will work. CK's process is complex and requires multiple slides.

What should the consultant design to give CK this high-level view?

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

Answer: C

NEW QUESTION 225

A consultant is implementing a new instance of Sales Cloud for Cloud Kicks (CK).

CK has a global sales presence that supports a customer base throughout the world. CK wants to set up an appropriate structure to track customers with subsidiaries.

Which approach should the consultant recommend meeting the requirement?

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

Answer: A

NEW QUESTION 226

Universal Containers is analyzing data to identify gaps, and wants to know which Accounts with open Opportunities are missing Contacts.

Which feature should a consultant recommend to build this report?

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

Answer: B

NEW QUESTION 227

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

Choose 3 answers

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

Answer: BCE

NEW QUESTION 228

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

What should a consultant recommend to meet the requirements?

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

Answer: A

NEW QUESTION 231

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

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

Answer: B

NEW QUESTION 236

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

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

Answer: A

NEW QUESTION 241

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

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

Answer: A

NEW QUESTION 246

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

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

Answer: A

NEW QUESTION 251

Universal Containers is realigning sales territories and needs to update ownership across its 400,000 accounts. The organization-wide default for Accounts is Private.

Which two factors should the consultant consider when updating the sales territories and Account owners? Choose 2 answers

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

Answer: AD

NEW QUESTION 252

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

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

Answer: A

NEW QUESTION 254

Cloud Kicks currently supports three business lines within a single Salesforce instance:

Running, Athleisure, and Celebrity Co-Branded. The VP of Atheisure controls a large budget and is often able to re-prioritize business stories and 'shadow projects' into releases ahead of other groups.

This topic comes up frequently and often details the monthly project management meeting, which limits the amount of time available to cover other critical topics. Which two strategies should the consultant recommend to address these issues? Choose 2 answers

- A. Create a weekly All-Hands call, including business and technology resources, to review direction and priority of development.
- B. Divide the development team into three units/tracks to support each line of business independently.
- C. Propose a monthly executive steering committee to manage budget, handle direction questions, and ensure development capacity is split equitably

D. Change the project management meeting to weekly, and keep the focus on action items, project risks, and resource requests.

Answer: AB

NEW QUESTION 257

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

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

Answer: CDE

NEW QUESTION 258

What are two capabilities of Data Loader? Choose 2 answers

- A. Extracts organization and configuration metadata
- B. Prevents importing duplicate records
- C. Exports field history data
- D. Runs one-time or scheduled data loads

Answer: CD

NEW QUESTION 260

Cloud Kicks has enabled Orders to track and manage customer requests for products. The sales team has requested a process to return or reduce the quantity of activated Orders.

Which two Salesforce features should a consultant recommend to meet this requirement? Choose 2 answers

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

Answer: BD

NEW QUESTION 264

During the last requirements meeting, Cloud Kicks team members said they will be taking the next week off to attend a conference.

What should a consultant do in response to this news?

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

Answer: D

NEW QUESTION 265

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

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

Answer: C

NEW QUESTION 266

Cloud Kicks has decided to implement Sales Cloud Einstein. After setting up Sales Cloud Einstein, a consultant finds some of the features are not enabled.

What are two steps the consultant can take to troubleshoot the issue? Choose 2 answers

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

Answer: BC

NEW QUESTION 267

Cloud Kicks' (CK) marketing department is migrating from its email campaign and management system to Salesforce. The marketing admin wants to ensure that CK's email templates are retained.

Which two solutions should a consultant recommend for a successful migration? Choose 2 answers

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

Answer: AB

NEW QUESTION 272

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

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

Answer: CD

NEW QUESTION 273

Sales stages are shared between sales methodologies at Cloud Kicks. There are three product lines with unique sales methodologies. A few sales stages overlap between the three product lines.

Which two recommendations should the consultant make? Choose 2 answers

- A. One set of opportunity stages
- B. One record type
- C. Three record types
- D. Three sets of opportunity stages

Answer: AC

NEW QUESTION 275

Sales reps at Cloud Kicks (CK) need to see the Opportunity amount with the Account's discount field. CK sales reps are located in different regions and use different currencies. A consultant creates a custom formula field on the Opportunity.

Which currency will the custom formula use for its value if the opportunity and account records have different currencies?

- A. Account currency
- B. Corporate currency
- C. Opportunity currency
- D. User currency

Answer: C

NEW QUESTION 277

Cloud Kicks has requested a Statement of Work (SOW) that clearly states who will train users on new features and how the training will be delivered.

Which two sections of a SOW should the consultant discuss further with Cloud Kicks to meet the requirement?

Choose 2 answers

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

Answer: AB

NEW QUESTION 280

Sales managers at Cloud Kicks need to visualize all open opportunities based on the location of the related Account.

Which solution should a consultant recommend?

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

Answer: D

NEW QUESTION 285

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