

Salesforce

Exam Questions Sales-Cloud-Consultant

Certified Salesforce Sales Cloud Consultant



NEW QUESTION 1

Northern Trail Outfitter has created a Complaints custom object related to Accounts. Due to the sensitive nature of these records, the object's visibility has been set to Private. A dedicated subnet of support users who will work on these items has been added to a Complaints Specialist public group. Only users within the Complaints Specialist public group should be able to view and edit any Compliant record.

Which two options should a consultant recommend to meet the requirements? Choose 2 answers

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

Answer: BC

NEW QUESTION 2

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 3

Each product engineer at Cloud Kicks supports 3 specific product lines. There are three product lines. Sales reps sell all the company's product lines; Sales management wants the appropriate product engineer automatically assigned to any new Opportunity for their product line with Read-Only rights.

What are two actions the consultant can take to meet the requirement? Choose 2 answers

- A. Manually assign a product-specific role to each product engineer.
- B. Create criteria-based opportunity sharing rules for each product line.
- C. Enable Default Opportunity Teams for the Opportunity.
- D. Enable Default Account Teams for each product line.

Answer: AB

Explanation:

* A. Create criteria-based opportunity sharing rules for each product line. This allows you to specify criteria for sharing an Opportunity with a specific user or group of users. For example, you could create a rule that shares an Opportunity with the product engineer when the Opportunity has a certain product line assigned to it.
B. Enable Default Opportunity Teams for the Opportunity. This allows you to set a default Opportunity Team for an Opportunity, which will automatically assign the product engineer to the Opportunity when it is created. This is useful when you need to assign a specific user to multiple Opportunities.

NEW QUESTION 4

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

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

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

Answer: AC

NEW QUESTION 5

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

Which action would help support the sales teams?

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

Answer: B

NEW QUESTION 6

Cloud Kicks has 12 stages m its sales process. The probability of winning the sale must be indicated. The sales manager uses sales stages and probability for forecasting. The sales manager wants a condensed summary of the forecasts without affecting the sales team.

Which approach should a consultant recommend to streamline forecast reporting?

- A. Create a custom object to be used in forecast reporting.
- B. Reduce the number of opportunity stages and report on probability.
- C. Align opportunity stages with probability and use collaborative forecasts for reporting.

D. Align forecast categories to multiple opportunity stages and report on forecast category.

Answer: D

NEW QUESTION 7

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

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

Answer: A

NEW QUESTION 8

Cloud Kicks (CK) wants to migrate data from its existing enterprise resource planning (ERP) system to CK wants to organize its data using the unique ID that is a number type in the ERP.

What should the consultant recommend to meet the requirement?

- A. Map the ERP unique ID to a custom external ID unique number field.
- B. Create a text field and insert the ERP unique ID.
- C. Use the ERP unique ID as the Salesforce ID.
- D. Create an external ID unique number field in the ERP labeled ERP unique ID.'

Answer: A

NEW QUESTION 9

The Cloud Kicks (CK) sales team works with two different types of leads: distributors and retailers. CK's management wants the sales team to follow two different lead qualification processes before converting the Lead into an opportunity.

Which three actions should a consultant recommend to meet this requirement? Choose 3 answers

- A. Create retailer and distributor lead processes.
- B. Create a new profile and only assign one lead record type to it.
- C. Add leads to different campaigns based on lead type.
- D. Create Status picklist values specific to each lead type.
- E. Create distributor and retailer lead record types.

Answer: ADE

NEW QUESTION 10

Universal Containers (UC) deployed Sales Cloud three months ago to the North American sales teams. One of the reasons UC selected sales cloud is its mobile support which provides flexibility for account executive.

How should the consultant assure UC s management that Sales Cloud is being successfully adopted on mobile de devices?

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

Answer: D

NEW QUESTION 10

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 12

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

Which feature should a consultant recommend to build this report?

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

Answer: C

NEW QUESTION 16

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

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

Answer: D

NEW QUESTION 21

Cloud Kicks has hired a consultant to help with its quoting process. The consultant has determined that some quote custom fields should be viewed from the Opportunity. What should a consultant consider when implementing the custom fields?

- A. Opportunity fields are inaccessible when configuring a Quote Template.
- B. Related Opportunity Line Items remain when a synched Quote Line Item is deleted.
- C. Related Quote Items on all Quotes are impacted when an Opportunity Line Item is deleted.
- D. Only standard fields on the Quote object sync to the Opportunity.

Answer: C

NEW QUESTION 23

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

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

Answer: AB

NEW QUESTION 24

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

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

Answer: ABC

NEW QUESTION 27

The Cloud Kicks sales team collaborates on opportunities which help them close more deals. What should the consultant configure to allow contributing sales team members to share in the revenue from closed opportunities?

- A. Enable Opportunity Splits from Setup.
- B. Add the Opportunities to a Campaign
- C. Add the contributors to the Opportunity's Contact role related list.
- D. Create Quick Actions to create child Opportunities.

Answer: A

NEW QUESTION 31

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 35

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 37

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 39

Northern Trails Outfitters (NTO) is ready to start the next phase of its Salesforce implementation. A consultant recommends using Universal Process Notation (UPN) to document the business process maps NTO will use as its guide.

As NTO maps out its processes, which two key principals of UPN should the team keep in mind? Choose 2 answers

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

Answer: CD

NEW QUESTION 41

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 2 answers

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

Answer: AB

NEW QUESTION 45

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

Choose 2 answers

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

Answer: AB

NEW QUESTION 47

Universal Containers wants to divide the revenue of the closed Opportunities between sales reps that worked on the deal. Additionally, on some deals, the sales reps work with technical sales managers and want a way to credit them for their support.

How should the consultant meet this requirement?

- A. Enable Opportunity Teams and ask Opportunity owners to add technical sales managers.
- B. Use adjustments in Collaborative Forecasting to attribute Opportunity revenue to each technical sales manager
- C. Enable Opportunity splits, revenue splits for sales reps, and overlay splits for technical sales managers.
- D. Create 2 formula field on the Opportunity to track revenue attributed to technical sales managers.

Answer: D

NEW QUESTION 48

Cloud Kicks requires its sales reps to go through an internal certification process on myTrailhead before they add specific groups of Products to Opportunities. Which two solutions should be used to validate that sales reps have completed the myTrailhead badge? Choose 2 answers

- A. Use a validation rule on Opportunity Products to prevent a sales rep from adding Products marked as requiring the myTrailhead badge if the rep has yet to complete the badge.
- B. Use a Process Builder process on Products marked as requiring the myTrailhead badge to automatically share the Products with sales reps who have completed the badge.
- C. Use a validation rule on Products marked as requiring the myTrailhead badge to prevent those Products from being added to an Opportunity.

D. Use a separate once book for the Products requiring the myTrailhead badge and only share the once book with sales reps who have completed the badge

Answer: AB

NEW QUESTION 50

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

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

Answer: CD

NEW QUESTION 53

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 56

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 61

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

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

Answer: C

NEW QUESTION 64

The VP of sales at Cloud Kicks wants the sales team to use the Salesforce mobile app to complete their tasks. The sales team needs to create and edit leads, contacts, and opportunities with ease. Which two features should the consultant recommend for the sales team to use? Choose 2 answers

- A. Lightning Mobile Component
- B. Quick Actions
- C. Einstein Activity Capture
- D. Mobile Smart Actions

Answer: BD

NEW QUESTION 65

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

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

Answer: A

NEW QUESTION 67

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 69

Cloud Kicks' (CK) high-value opportunities are delayed in the approval process because sales managers' approval requests go unnoticed for various reasons. CK wants to streamline the approval process and give sales managers more ways to approve opportunities in a timely manner.

Which two strategies should the consultant recommend to improve the approval process? Choose 2 answers

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

Answer: AB

NEW QUESTION 74

Cloud Kicks has enabled territory forecasts to see how expected revenue compares between sales territories, and to determine which territory has closed the most deals in a month. The territory hierarchy has three branches with child territories, where forecast managers may be assigned to a few of them.

Which two actions can forecast managers perform? Choose 2 answers

- A. Add territory forecast to the hierarchy.
- B. Add a Forecasts tab to the Sales app.
- C. View the territory forecasts as a single-page summary.
- D. Share the forecast with any Salesforce user.

Answer: CD

NEW QUESTION 75

Cloud Kicks wants to implement team selling to share differing levels of access to Accounts and associate records, such as opportunities, contracts, and case, based on team member responsibilities.

Which capability should the consultant recommend?

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

Answer: C

NEW QUESTION 79

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

Choose 2 answers

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

Answer: AD

NEW QUESTION 84

Cloud Kicks has 300,000 account records and 16 million invoices in a custom object with a master-detail relationship to the Account. Each account record takes a long time to display due to the rendering time of the invoice related list.

What should the consultant do to solve this issue?

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

Answer: D

NEW QUESTION 85

Cloud Kicks has just deployed one of its configurations. The admin wants to build a separate process but uses most of the objects that were deployed.

What is the best practice a consultant should recommend to the admin?

- A. Build in a test release environment and test changes in Production.
- B. Build in a Developer Sandbox and test changes in Production.
- C. Build in a Developer Sandbox and test changes in a test release environment.
- D. Build in a test release environment and test changes in a test release environment.

Answer: C

NEW QUESTION 90

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 91

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 93

The Cloud Kicks team has made a correction in a sandbox environment that needs to be deployed to production as soon as possible. The sandbox and production environments are on two different versions of Salesforce. The fix requires functionality in the sandbox version.

Which action should the consultant recommend?

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

Answer: A

NEW QUESTION 96

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

How can the consultant provide the insights UC needs to justify using Chat with internal contact center staff?

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

Answer: B

NEW QUESTION 100

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

Answer: BC

NEW QUESTION 103

A consultant has conducted Discovery sessions with Cloud Kicks stakeholders and is ready to start gathering user cases for Sales Processes.

Which two groups should provide content for the use cases? Choose 2 answers

- A. Sales reps
- B. Executives
- C. Finance team
- D. Sales operations

Answer: AD

NEW QUESTION 108

Cloud Kicks (CK) is implementing Sales Cloud and expects hundreds of new Accounts will be added into Salesforce on a daily basis. CK has an automated

process to assign the Account owners. If no assignment can be made for an Account, it will be assigned to a fictitious owner and a person will manually review and re-assign it at a later date. At any given time, a fictitious owner may have more than 10,000 Account records assigned to it. Which two solutions should the consultant recommend when CK sets up the new Account process?

Choose 2 answers

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

Answer: AB

NEW QUESTION 109

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 112

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

Which approach should the consultant recommend to meet this requirement?

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

Answer: C

NEW QUESTION 117

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

Answer: B

NEW QUESTION 120

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 2 answers

- A. Guidance for App Builder
- B. Lightning usage App
- C. Performance Analysis for App Builder
- D. Real-Time Event Monitoring

Answer: BC

NEW QUESTION 124

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 127

Sales reps want to review pricing on historical contracts when working on new opportunities at Cloud Kicks. Contracts are created from the Account page. Sales reps need to view all contracts for the Account on the Opportunity record.

What should a consultant implement to meet the requirement?

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

Answer: C

NEW QUESTION 129

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

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

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

Answer: C

NEW QUESTION 130

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 131

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 136

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 139

Universal Containers continues to see substantial growth year-over-year. Outside sales reps think their territories are too dense to cover adequately. Leadership has decided to modify the existing sales territories and hire additional staff to make the account allocations more manageable. Some states will change from one territory to two or more smaller territories. In these instances, accounts will need to be reassigned to new territories.

Sales operations wants to review the territory account assignments and verify the accuracy before the changes are reflected in Sales Cloud.

How should the consultant show sales operations what the data will look like after the change?

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

Answer: C

NEW QUESTION 140

Cloud Kicks (CK) has a private Opportunity sharing model and leverages Opportunity teams to extend sharing. Occasionally, a team member's access needs to be removed due to changes in sales structure.

How can CK revoke Opportunity team access on an ad-hoc basis?

- A. REVISE
- B. REVISE
- C. Remove the user's Opportunity team member.

D. Remove the Opportunity team related list from page layouts.

Answer: C

NEW QUESTION 144

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