

Salesforce

Exam Questions Sales-Cloud-Consultant

Certified Salesforce Sales Cloud Consultant



NEW QUESTION 1

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

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

Answer: AB

NEW QUESTION 2

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 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

Universal Containers has hired a new employee for the Global Sales Leadership team. The employee is interested in fostering friendly competition between account executives, with emphasis on reinforcing activities that drive 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 closed by region using charts to show sale: green and lost opportunities in red.

Answer: B

NEW QUESTION 5

Which data migration sequence should consultant recommend for the objects?

- A. Opportunities, Products, Product Line Items, 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, Leads
- E. Campaigns

Answer: D

NEW QUESTION 6

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

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

Answer: ABE

NEW QUESTION 7

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 8

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 9

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 10

Cloud Kicks is expanding its operations to Europe. The company wants to enable able Advanced Currency Management to support both EUR and USD currencies, and show the total values of open opportunities on account records.

How should the consultant implement a solution to meet the requirement?

- A. Use a custom summary formula field on the Opportunity.
- B. Install a third-party app from the AppExchange.
- C. Use a Roll-up Summary field from the Opportunity to the Account.
- D. Create a cross-object formula field on the Account.

Answer: B

NEW QUESTION 10

Cloud Kicks' (CK) VP of technology wants to start using Salesforce for all the sales team's automation. CK migrated 70 million records from a legacy database to the datawarehouse that will be synced with Salesforce. CK wants to search and cross-reference records with the original source database. What should a consultant recommend meeting this requirement?

- A. Use the standard External ID field and map this to the source record ID value.
- B. Use a custom External ID field and map this to the source record ID value.
- C. Use the standard External ID field and map this to the Salesforce record ID value.
- D. Use a custom field named External ID and map this to the Salesforce record ID value.

Answer: B

NEW QUESTION 15

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 18

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 22

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 27

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 31

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 36

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 40

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 41

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 44

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

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

Answer: CD

NEW QUESTION 46

The sales managers at Universal Containers (UC) believe that many of the sales reps' deals that are being lost to competitors are getting less attention than deals that are won.

What should a consultant build so management can assess whether its belief is correct and monitor it going forward?

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

Answer: B

NEW QUESTION 50

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

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

Answer: AC

NEW QUESTION 51

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

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

Answer: CD

NEW QUESTION 53

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 56

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 61

The Universal Containers management team wants to help sales reps determine the right time to contact prospects. What should the consultant recommend to meet the requirement?

- A. Implement Sales Dialer and begin cold calling leads to request availability.
- B. Create a formula field to determine the prospects time zone.
- C. Configure Einstein Lead Scoring to determine the best time to make contact.
- D. Enable Email Tracking with reporting and activity timeline.

Answer:

D

NEW QUESTION 65

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 69

Cloud Kicks requires its sales associates to record all customer interactions within Salesforce. Which sales metric can a sales manager at Cloud Kicks use to monitor and reinforce its sales strategy?

- A. Close Rate
- B. Renewal Rate
- C. Forecast Accuracy
- D. Activity Tracking

Answer: D

NEW QUESTION 74

The sales department at cloud kicks is growing quickly. New sales executives should prioritize interacting with existing contacts who are decision makers and influencers to further the business relationship.

Which solution should the consultant recommend?

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

Answer: A

NEW QUESTION 79

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 80

Cloud Kicks wants to release product enhancements effectively to drive user adoption and 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 81

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 86

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 91

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 93

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 94

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 95

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 98

Cloud Kicks has just deployed an 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 m 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 m a test release environment and test changes in a test release environment.

Answer: C

NEW QUESTION 102

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

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

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

Answer: A

NEW QUESTION 103

Cloud Kicks (CK) has just started selling its products internationally. Management wants Salesforce Opportunities and forecasting to reflect the respective currency of CK's prospects which include the U.S. dollar, euro, British pound, and Japanese yen. In which two ways will this impact the existing CK price book? Choose 2 answers

- A. Each user can select their personal currency.
- B. Opportunities to multinationals can induce more than one currency.
- C. Each currency requires its own custom price book
- D. Every currency price needs to be added to all of the products in the standard price book.

Answer: BC

Explanation:

According to the Salesforce Sales Cloud Consultant Study Guide, in order to support multiple currencies in Salesforce Opportunities and forecasting, each currency requires its own custom price book. It is not necessary for each user to select their personal currency or for every currency price to be added to all of the products in the standard price book.

NEW QUESTION 106

Universal Containers (UC) has acquired another company that uses Salesforce and is migrating its legacy email alerts, and approval processes. Which two steps should the consultant perform to maintain data integrity? Choose 2 answers

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

Answer: AD

NEW QUESTION 111

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

- A. The order associated with the account should be in draft status.
- B. The price book associated with the order is associated with the new account.
- C. The currency associated with the order can be different from the new contract.
- D. The contract associated with the order is associated with the new account.

Answer: AD

NEW QUESTION 115

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 116

Cloud Kicks likes to have its supervisors coach the consultants based on the call transcripts. Which Salesforce product should the consultant recommend?

- A. Salesforce Service Cloud
- B. Salesforce native CTI Connector
- C. Salesforce High Velocity Sales
- D. Salesforce Sales Cloud

Answer: C

NEW QUESTION 120

Cloud Kicks recently purchased Salesforce and the leadership team is excited about being able to forecast more accurately. Sales managers say that making updates to forecasted amounts during the pipeline meetings is time consuming, and it's difficult to review all of the committed opportunities within the meeting time.

What should the consultant recommend to help make meetings more efficient while making real-time forecast updates?

- A. Use in-line editing to update the forecast amount for records.
- B. Modify many opportunities at one time in a list view.
- C. Only review non-committed opportunities during the meetings.
- D. Have reps use the Kanban view to move opportunities between stages.

Answer: D

NEW QUESTION 121

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 126

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

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

Answer: BD

NEW QUESTION 129

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 134

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 138

A couple of users at Cloud Kicks (CK) own more than 10,000 records. The CK admin has noticed that making changes to the sharing model is taking increasingly more time.

What are two solutions the consultant should implement to resolve the Issue? Choose 2 answers

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

Answer: AC

NEW QUESTION 142

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

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

Answer: ABC

Explanation:

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

NEW QUESTION 143

Cloud Kicks has configured Einstein Activity Capture (EAC) for email and is waiting to deploy it. In the meantime, a consultant is preparing training to help end users get up to speed on the product.

Which two points should the consultant include in the training information? Choose 2 answers

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

Answer: AB

Explanation:

Einstein Activity Capture (EAC) allows users to store emails and attachments in Salesforce and have them visible in the Activity Timeline and Related Lists. Users can choose to show emails added via EAC in the Related Lists activities view.

To use Einstein Activity Capture, users must connect their email accounts to Salesforce. They must also agree to the terms of the service provider before they can send emails in Lightning.

NEW QUESTION 147

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 148

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