



Salesforce

Exam Questions Sales-Cloud-Consultant

Certified Salesforce Sales Cloud Consultant

NEW QUESTION 1

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 2

Cloud Kicks has configured Account Teams and is ready to go live in Production. How should the consultant migrate Account Team configuration to Production?

- A. Push with Workbench.
- B. import with Data Loader.
- C. Create manually.
- D. Deploy with Change Sets.

Answer: B

NEW QUESTION 3

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 4

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 5

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 6

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 7

A sales manager at Cloud Kicks wants the sales team to stay informed about the team's progress in Quip. Which approach should a consultant recommend?

- A. Use Salesforce Chatter groups and enable access to the sales team.

- B. Utilize Salesforce Notes standalone related list in Lightning Experience.
- C. Connect a document or spreadsheet to a Slack channel.
- D. Use Salesforce Chatter groups and restrict access to the sales team.

Answer: C

NEW QUESTION 8

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 9

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

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

Answer: AD

NEW QUESTION 10

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 10

The Cloud Kicks CEO needs to run reports from the sales team's reports folder. The CEO's assistant needs to control access to the reports. Sales managers need to change the reports when necessary.
How should the consultant meet the requirement?

- A. Set the CEO access level to View, the CEO's assistant to Manage, and the sales manager to Edit on ACO the folder.
- B. Enable Manage Reports in Public Folders and give access to the CEO and their subordinates.
- C. Set the CEO access level to View All, the CEO's assistant to Modify All, and the sales manager public group to Create.
- D. Enable Manage access for the CEO role and subordinates, and Manage access for the CEO'S assistant profile.

Answer: A

NEW QUESTION 14

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 18

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 23

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 24

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 25

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 28

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 30

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

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

Answer: BC

NEW QUESTION 31

Universal Containers has configured the Account organization-wide default (OWD) sharing as Public Read Only. All customer Accounts are owned by the customer successmanager. When a customer calls support to update their contact information, the support agent on their Account team is unable to edit the Account.

Which approach should a consultant recommend allowing the support agent to edit the Account, while still enforcing the Public Read Only OWD?

- A. The support agent should add themselves to the customer's Account team to grant Edit permissions.
- B. The support agent should contact the customer success manager to update the Account.
- C. The customer success manager should change the owner of the Account to the support agent.
- D. The customer success manager should include the support agent on the default Account team with Edit permissions.

Answer: D

NEW QUESTION 35

During the requirements gathering workshops at Cloud Kicks, the project team and subject matter experts bring up new ideas to incorporate4 into the current project.

Which best practice should the consultant use to refocus the meeting and stay on topic?

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

Answer: B

NEW QUESTION 37

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 40

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 42

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 45

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 (US\$)?

- 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 49

The admin at Universal Containers is attempting to retire a Product, but they are receiving an error because the Product is associated to an Opportunity.

What should the consultant recommend to resolve the issue most efficiently?

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

Answer: A

NEW QUESTION 50

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 51

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 54

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 58

Universal Containers wants to set up Einstein Activity Capture for Microsoft to allow automatic syncing of sales reps' Person Accounts with Microsoft contacts and vice versa.
Which consideration should the consultant be aware of?

- A. Lightning Sync works in conjunction with Einstein Activity Capture.
- B. Einstein Activity Capture is supported in the Salesforce Classic interface.
- C. New Person Accounts should be created in Microsoft and synced to Salesforce.
- D. New Person Accounts should be created in Salesforce and synced to Microsoft.

Answer: A

NEW QUESTION 63

During the Discovery phase of a project, which three steps should a consultant complete to prepare for a successful engagement? Choose 3 answers

- A. Create implementation plan.
- B. Establish project goals.
- C. Define sales processes.
- D. Define success metrics.
- E. Set project milestones.

Answer: ADE

NEW QUESTION 68

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 73

The Cloud Kicks marketing team wants to view and report in Lightning on any opportunities created as a result of 2 Campaign. Which two choices should a consultant recommend meeting the requirement?
Choose 2 answers

- A. Use Data Loader to export Opportunity and Campaign Influence and merge the results.
- B. Enable Customizable Campaign Influence in Setup.
- C. Add the Campaign Influence related list to the Opportunity page layouts.
- D. Create a joined report between Opportunity and Campaign to show influence.

Answer: AC

NEW QUESTION 74

The sales director at Cloud Kicks wants to enable Person Accounts in its org. The sales director asked a consultant to evaluate the solution and present it to the sales team.

What should the consultant consider when evaluating Person Accounts?

- A. Enabling the Person Accounts feature is Irreversible.
- B. Enabling Person Accounts requires a Public Read/Write sharing model
- C. Person Account records only count toward Account storage.
- D. The Person Account object must have at least two record types.

Answer: A

NEW QUESTION 77

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 78

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 83

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 87

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 88

A sales manager for one of Cloud Kicks' sales territories is unable to see a forecast for the current quarter. How should the consultant resolve this issue?

- A. Add the sales manager to the Forecasting public group.
- B. Configure the date filter on the forecast and assign it to the sales manager.
- C. Set the sales manager as the Forecast Manager for this territory.
- D. Select the correct forecast on the sales manager's user record.

Answer: C

NEW QUESTION 93

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 95

Prospects at Cloud Kicks are exposed to many different marketing activities. In most cases, a combination of several different activities result in a successful sale. How should the consultant configure Salesforce to track which marketing activities influenced the customer to make a purchase?

- A. Implement Customizable Campaign Influence.
- B. Create a junction object between Campaign and Opportunity.
- C. Use Surveys to request the information from the customer.
- D. Make the Primary Campaign Source required.

Answer: B

Explanation:

Creating a junction object between Campaign and Opportunity is the best way to track which marketing activities influenced a customer to make a purchase. This junction object will allow you to track the influence of multiple Campaigns on a single Opportunity, which can be used to gain insights into which Campaigns are most effective.

NEW QUESTION 96

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 99

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 103

Northern Trail Outfitters finished implementing Sales Cloud for a mid market sales team. Sales management wants to track data trends and adoption.

What should the consultant recommend to measure core Sales Cloud record data?

- A. Adoption Dashboards Pack
- B. User Login Report
- C. System Overview Page
- D. Salesforce Optimizer

Answer: A

NEW QUESTION 107

The sales manager at Cloud Kicks has asked a consultant to create a report to track when opportunities reach a certain stage with an amount equal to \$100,000.

The consultant saves the report to the Big Deals folder, which is a subfolder of the Sales Team folder. The Sales Manager role has View access to the Sales Team folder. The sales manager wants to subscribe to the report.

Which permission does the sales manager need to subscribe to the report created by the consultant?

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

Answer: A

NEW QUESTION 112

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 116

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 117

The sales director at Universal Containers wants to ensure that a custom field on the Lead object is excluded from Einstein Lead Scoring.

How should the consultant meet the requirement?

- A. Exclude the custom field from all page layouts.
- B. Omit the custom field from the scoring model.
- C. Clear the custom field's values on all records.
- D. Make the custom field Read-Only on all profiles.

Answer: B

NEW QUESTION 118

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 119

Cloud Kicks has enabled multi-Currency in its organization. All the rates are set. What will happen if the exchange rates are adjusted?

- A. All newly closed opportunities will use the new conversion rate.
- B. Opportunities created this month will use the new conversion rate and old opportunities will remain the same.
- C. New opportunities will use the new conversion rate and old opportunities will remain the same.
- D. All opportunities with conversion rates will use the new rate.

Answer: C

NEW QUESTION 121

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 125

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 129

A consultant has successfully deployed Sales Cloud at Cloud Kicks. What is the final step in completing an engagement?

- A. Measure adoption
- B. Perform testing
- C. Deploy solution
- D. Hand over documentation

Answer: A

NEW QUESTION 134

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 138

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 143

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 146

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 150

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 155

Cloud Kicks has enabled the Einstein Lead Scoring feature and rolled out Sales Cloud Einstein to ptkst users. The pilot users are unable to view the Lead Score field on me Lead record page.

Which two steps should the consultant take to fix this issue? Choose 2 answers

- A. Add the Lead Score field to the Lead List View.
- B. Add the Lead Score field to the Lead Page layout.
- C. Assign the Einstein Lead Scoring permission set.
- D. Assign the Sales Cloud Einstein permission set.

Answer: AB

NEW QUESTION 159

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 (OWO) 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 163

Cloud Kicks (CK) is migrating Account and Contact information from a legacy CRM system into Salesforce using Data Loader. Accounts in the legacy system have a unique ID field that is used to related Contacts to Accounts in the legacy system, CK wants to automatically match these Contacts to the relevant Accounts when loading Contacts into Salesforce.

What should a consultant recommend to meet the requirement?

- A. Create Mater-Detail on Contact.
- B. Create Master-Detail on Account.
- C. Create External ID on Contact.
- D. Create External ID on Account.

Answer: D

NEW QUESTION 167

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 171

Cloud Kicks has enabled Quotas in forecasts. In which three ways can Quotas be managed for all users in the forecast hierarchy? Choose 3 answers

- A. Insert Quotas using API.
- B. Add/update Quotas using the Data Import Wizard.
- C. Assign Quotas to a forecast period.
- D. Add/update Quotas using Data Loader.
- E. Configure Forecast Quotas.

Answer: ACD

NEW QUESTION 176

Users at Cloud Kicks (CK) say the global search is returning too many results when searching for contacts. CK's admin confirmed that users have the correct permissions and record access to the contacts they want to see.

What should a consultant recommend to yield better search results?

- A. Use quotation marks operator around contact's first and last name.
- B. Add company name next to contacts full name in the search window.
- C. Add LIKE keyword next to contact's full name in the search window.
- D. Use parentheses operator to limit search to the Contacts object.

Answer: A

NEW QUESTION 181

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 185

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 186

Cloud Kicks (CK) frequently works with contractors for marketing focus groups.

These contractors change companies often, and CK wants to retain its company history through Accounts.

What should the consultant recommend?

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

Answer: A

NEW QUESTION 191

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 196

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