Exam Questions Sales-Cloud-Consultant

Certified Salesforce Sales Cloud Consultant

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NEW QUESTION 1
Northern Trail Outfitters (NTO) wants to expand its use of Salesforce and start tracking orders on accounts. NTO has hired a consultant to complete the project.
Which two considerations should the consultant take into account when implementing sales orders' Choose 2 answers

A. Order line items can be added or removed after an order is activated.
B. Products have to be manually added to a cloned order.
C. Contract Number is a required field on the order page layout.
D. Organization-Wide defaults must be set to Controlled by Parent.

Answer: AD

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
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 5
Cloud Kicks has a requirement to measure end user adoption and data quality in Salesforce. Which solution should the consultant recommend?

A. Einstein Conversation Insight-;
B. tableau custom dashboard
C. Adoption and Data Quality Dashboards Pack
D. Salesforce Surveys

Answer: C

NEW QUESTION 6
Universal Containers recently implemented Sales Cloud. Stakeholders want insights into how logging interactions with customers impacts the number of won sales deafs.
Which report should the consultant create to meet the requirement?

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

Answer: B

NEW QUESTION 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
Cloud Kicks is preparing to deploy its configurations. The chosen release date is during a Salesforce Release window. The current configuration is in Non-Preview Sandbox. Which two strategies should a consultant recommend?
Choose 2 answers

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

Answer: CD

NEW QUESTION 9
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
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 10
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 12
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 17
Cloud Kicks (CK) needs to determine the effectiveness of a recent marketing campaign on new leads' quality. CK is using Einstein Lead Scoring,
Which solution should the consultant recommend?

A. Create a custom object to track the Lead Score and relate it to the Lead.
B. Create a custom score field to capture the marketing Campaign's quality.
C. Add the Lead Score component to the Lead Detail page.
D. Specify a default score of the leads added to the Campaign.

Answer: B

NEW QUESTION 20

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 22
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 24
Universal Containers is working to expand its residential business in the U.S. Sales reps are being asked to canvas neighborhoods m 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 26
The sates manager at Cloud Kicks has proposed that the consultant one large Discovery meeting with 250 employees who use Salesforce currently to gain information to improve adoption.
What are the three efficient approaches the consultant could recommend to the sales manager? Choose 3 answers

A. Arrange multiple sessions with small groups of employees.
B. Send a survey to all employees asking for a list of desired changes.
C. Ask management to select which employees should participate In sessions.
D. Ask all employees to email their ideas and feedback to the consultant.
E. Meet with a large group of employees to listen to their feedback.

Answer: ABC

NEW QUESTION 30
Cloud Kicks wants to improve its return on investment (ROI) by creating intelligent processes built on trusted, targeted data.
What are two justifications for using third-party data enrichment tools? Choose 2 answers

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

Answer: BC

NEW QUESTION 31
Cloud Kicks noticed its data quality has degraded since its initial Sales 'Cloud Hs ion and is working with a co to ip a data management plan. The consultant suggested some best practices for creating, processing, and maintaining data.
Which two areas could be improved by using third-party data enrichment tools? Choose 2 answers

A. Roles and record ownership
B. Validation rules
C. Monitoring changes and updates
D. Naming and formatting

Answer: BC

NEW QUESTION 34
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 38
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 43
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 47
Cloud Kicks wants to send a notification to sales reps when their opportunities remain open past the close date. Which two solutions should the consultant recommend to meet the requirement?
Choose 2 answers

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

Answer: CD

NEW QUESTION 48
Cloud Kicks uses Salesforce in Lightning Experience to manage business Accounts and Person Accounts. The sales director wants to associate Person Accounts to business Accounts and/or Contacts.
Which Salesforce feature should the consultant recommend to meet these requirements?

A. Use a junction object between Accounts and Contacts.
B. Use the Contacts to Multiple Accounts feature.
C. Create a custom lookup from Accounts to Contacts.
D. Create a reverse lookup from Contacts to Accounts.

Answer: B

NEW QUESTION 53
Cloud Kicks (CK) has two sales divisions: a franchise sales division and a public sales division. The sales reps for each division have different user profiles. The sales reps for the franchise sales division should only be able to set up Business Accounts. What should the consultant recommend meeting this requirement?

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

Answer: A

NEW QUESTION 55
Universal Containers is creating a new program to allow customers to pay for large orders over the course of 1 to 3 years in monthly instalments beginning in the month the products are sold. The admin needs to configure Sales Cloud to accommodate the new pricing terms and to help the finance department forecast easily. What should the consultant recommend meeting the requirement?

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

Answer: A

NEW QUESTION 59
Cloud Kicks' sales productivity is on the decline, while its competitors are more successful. The consultant has suggested Einstein Opportunity Insights.
Which three insights can this provide? Choose 3 answers

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

Answer: CDE

NEW QUESTION 64
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 65
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 68
The enterprise architect for cloud Kicks wants to understand how objects in sales cloud are connected to one another.
Which two approaches should a consultant use to help the architect? Choose 2 answers

A. Explain the types of object relationships in Salesforce
B. Review the Object Manager tab in Setup with the customer.
C. Use Schema Builder to show a visual of related objects.
D. Obtain an export of object data from the current system.

Answer: AB

NEW QUESTION 69
Cloud Kicks (CK) plans to implement Advanced Currency Management for its Salesforce implementation. CK has Roll-up Summary fields on the Account and Opportunity.
What should CK consider when enabling Advanced Currency Management in its Salesforce org?

A. Dated exchange rates are used in Opportunity forecasting or currency fields in other types of reports.
B. Opportunity Roll-up Summary fields will update from the Opportunity Line Item object.
C. Account Roll-up Summary fields will update from the Opportunity object.
D. Account cross-object formulas always use the dynamic conversion rate for currency conversion.

Answer: B

NEW QUESTION 73
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 m 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 m reports viewed by sales operations managers?

A. The sales operations managers are given Read access to the Campaign object m 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 75
In the Discovery phase of a Sales Cloud implementation, what are three effective ways a consultant can determine the design of the system? Choose 3 answers

A. Schedule training.
B. Establish performance benchmarks.
C. Observer end users.
D. Administrator a survey.
E. Host a focus group.

Answer: BDE

NEW QUESTION 77
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 80
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 81
Cloud Kicks has an integration between the data warehouse and Salesforce. The VP of operations wants to synchronize customer data between the systems.
What should the consultant recommend to ensure data integrity?

A. Set up a Process Builder process on the Account object to check for unique values on a monthly basis.
B. Set up an encrypted field on the Account object with Read Only on the field security settings for all profiles except the admin profile.
C. Set up an External ID field on the Account object with Read Only on the field security settings for all profiles except the admin profile.
D. Set up an import of the data from the data warehouse on a monthly basis using Data Loader

Answer: B

NEW QUESTION 86
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 89
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) m the appropriate development sandbox.
D. Perform user acceptance testing (UAT) m a Full sandbox.

Answer: AD

NEW QUESTION 94
Cloud Kicks needs to implement a group of Campaigns that are related to a specific marketing initiative to report on success.
What should a consultant recommend to meet the requirement?

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

Answer: D

NEW QUESTION 99
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 103
A small company has hired a consultant to plan its Sales Cloud implementation. The company wants to get up and running with Sales Cloud right away. The deadline has yet to be established, and the requirements still need to be defined.
Which project management methodology should a consultant recommend to ensure the implementation is successful?

A. Six Sigma
B. Waterfall
C. Prince2
D. Agile

Answer: D

NEW QUESTION 107
Which two considerations should be made when deploying dynamic dashboards? Choose 2 answers

A. Dynamic dashboards must be manually refreshed.
B. Dynamic dashboards allow all users to view data as any user.
C. Dynamic dashboards must be saved in public or shared folders.
D. Dynamic dashboards require users to follow each component.

Answer: BD

NEW QUESTION 108
Cloud Kicks (CK) uses Collaborative Forecasts and has a custom currency field, Discount, on Opportunity that allows sales reps to record when they give a discount on an opportunity. CK just added a new business unit to Salesforce. Managers in the new business unit report that their forecasts are accurate but they are unable to see the discount amount in the Opportunity list in Collaborative Forecasting.
What should a consultant do to resolve the issue?

A. Add a new discount field for the new business unit.
B. Check the field level security for the managers' profile.
C. Add the Discount field to the Sales Path for the managers.
D. Use a validation rule to ensure that a discount is entered.

Answer: B

NEW QUESTION 111
Cloud Kicks (CK) uses a custom object named GumShoe__c. GumShoe__c is the child in a master-detail relationship with the Opportunity object. Staff members use this object to create requests for supporting research. CK wants to easily generate new GumShow__c records from staff phones by using the Salesforce mobile app.
What should a consultant recommend to meet the requirements?

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

Answer: A

NEW QUESTION 114
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 115
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 AppExchang
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 lea
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 120
The project is almost finished, and now it's time to test the changes and updates that have been made before go-five. Cloud Kicks does not have a Partial or Full Sandbox. How should the consultant recommend testing be conducted?

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

Answer: A

NEW QUESTION 122
Universal Containers (UC) has established Sales Ops teams. As part of the sales process, Tasks are used to track all customer interactions. UC wants any available Sales Ops team member to handle these Tasks as soon as possible.
Which Salesforce functionality should the consultant recommend to meet the requirement?

A. Create Opportunity Teams to manage Tasks.
B. Leave the Task's Assigned To held bank
C. Use workflows to create a Task for each team member.
D. Assign Tasks to a queue to share work efficiently.

Answer: D

NEW QUESTION 125
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 127
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 128
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 129
Cloud Kicks has enabled Orders to track and manage customer requests for products. The sates team has requested a process to return or reduce the quantity of activated Orders.
Which two Salesforce features should a consultant recommend to meet this requirement Choose 2 answers

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

Answer: BD

NEW QUESTION 133
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 138
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 143
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 148
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 150
Cloud Kicks' (CK) marketing department is migrating from its email campaign and management system to Salesforce. The marketing admin wants to ensure that CK's email templates are retained.
Which two solutions should a consultant recommend for a successful migration? Choose 2 answers

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

Answer: AB

NEW QUESTION 153
The Cloud Kicks admin is planning to deploy new functionality as part of its quarterly update process. The consultant has recommended completing the update outside of business hours to avoid impacting users.
Where should the consultant direct the admin to check for scheduled system maintenance?

A. Company Profile
B. Trailblazer Community
C. Trailhead
D. Salesforce Trust

Answer: D

NEW QUESTION 157
The Asia Pacific and Japanese sales teams from Cloud Kicks have requested separate report folders for each region. The VP of sales needs access to both report folders in one place to find reports for all the regions and wants to retain visibility of the reports in each folder.
What should the consultant recommend meeting the requirement?

A. Create subfolders and give access to the root folder, keeping the top region folder sharing settings.
B. Create all new regional folders and move the reports to the respective region folder with viewer access.
C. Create grouped folders, keeping the top region folder sharing settings and limiting the sharing settings for the grouped folders.
D. Create all new regional folders and move the reports to the respective region folder with subscribe access.

Answer: A

NEW QUESTION 162
Cloud Kicks has requested a Statement of Work (SOW) that dearly 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 166
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 171
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