

- 1 **The finance department of Universal Containers is noticing a decline in profitability, which they attribute to an excessive number of discounts on opportunities. What can the finance department do to monitor and control opportunity discounting? (Choose 2 answers)**
  - A Ensure that sales management approves discount requests for each opportunity.
  - B Run a report on opportunities showing list price and discounted price.
  - C Limit the number of discounted products that can be added to an opportunity.
  - D Create a custom roll-up field to calculate the average product discount for each customer.
- 2 **When enabling multiple currencies, what feature is enabled on all opportunities? (Choose 2 answers)**
  - A User's default currency overrides the specified opportunity currency.
  - B The selected currency is used for the Amount (converted) field.
  - C Currency must be specified for the opportunity.
  - D The selected currency is used for the Amount field.
- 3 **Universal Containers implemented new quoting functionality for sales representatives and needs to enable the same functionality for its partners. How can this be accomplished?**
  - A Grant partner access to quotes and add the quotes related list to the partner opportunity page layouts.
  - B Update the partner sales process to include stages for managing and submitting partner quotes.
  - C Create a custom quote object to capture partner quotes on opportunities separate from the Partner Community
  - D Enable quotes and content in the Partner Communities to allow partners to store their PDF quotes.
- 4 **Universal Containers has recently started using forecasting in collaboration with sales stages to better understand its pipeline. All sales reps have submitted their forecast numbers for approval. The VP of Sales is reviewing the forecast and sees that the opportunity pipeline report contains a total amount of \$25,000. The VP of Sales then notices that there is a \$15,000 that is not included in the pipeline forecast summary. What should a consultant suggest as a possible reason for this exclusion?**
  - A The \$15,000 is business that has already been lost and, therefore is excluded from the pipeline forecast summary.
  - B The \$15,000 is business that too new and has been assigned to the Omitted forecast category.
  - C The \$15,000 is business that is in the Best Case category, which is excluded from the pipeline forecast summary.
  - D The \$15,000 is business that is in the Commit category, which is excluded from the pipeline forecast summary.
- 5 **During the planning stage of a project, what customer information should be requested to ensure requirements are successfully gathered? (Choose 3 answers)**
  - A List of required objects and fields
  - B Organizational chart with titles
  - C Company financial information
  - D List of stakeholders with roles and titles
  - E Key reports from the current system
- 6 **Universal Containers has launched an initiative to increase the number of leads being qualified each week. The number of activities being created for each opportunity, and the opportunity win rate. The Vice President (VP) of Sales would like to receive a daily update on the progress being made towards these goals. What solution should a consultant recommend to accomplish this?**
  - A Build three reports for the lead, activity, and opportunity information: have them automatically refreshed daily
  - B Build a joined report to show the lead, activity, and opportunity information: schedule it to be emailed daily to the VP of Sales.
  - C Build three reports for the lead, activity, and opportunity information: add then is a dashboard to be emailed daily to the VP of Sales.
  - D Build a custom report type to display lead, activity, and opportunity information: have the VP of Sales follow the report on Chatter.
- 7 **A Sales Cloud implementation at Universal Containers requires a global design that involves multi-currency, multi-language, region, specific sales processes and workflows. Which factor is important for optimizing user adoption? (Choose 2 answers)**
  - A Customizing the training curriculum for each specific region.
  - B Employing realistic training data in the corporate standard currency.
  - C Developing only a standardized, global training curriculum for all users.
  - D Communicating the training plan well in advance of training start date.

- 8 Universal Containers marketing department runs many concurrent campaigns. It has specified that the influence timeframe for a campaign is 60 days. When a contact is associated to an opportunity in a contact role, what is the impact on the campaign influence for opportunities?**
- A Sales reps can choose which campaigns created within the last 60 days should be added to the campaign influence related list.
  - B Campaigns in which a contact became a member within the last 60 days will be added in the campaign influence related list.
  - C All campaigns created within the last 60 days will be added to the campaign influence related list.
  - D All contacts associated with campaigns will be added to the campaign influence related list.
- 9 Universal Containers is following a traditional waterfall project delivery methodology. The analysis phase is complete with the sign-off of the requirements. What action should a consultant take to minimize changes in scope during the design and build phases? (Choose 2 answers)**
- A Map business requirements to the solution design.
  - B Obtain customer sign-off on the solution design.
  - C Map solution design documents to system test scripts.
  - D Update requirements based on feedback from key stakeholders.
- 10 A premier customer for Universal Software needs access to confidential product roadmap information. To securely send the information using content delivery, what step should a sales representative take? (Choose 2 answers)**
- A Remove access to the content after a specified date.
  - B Require the recipient to log into Salesforce to access the content.
  - C Require the customer to enter a password to view the content.
  - D Require the customer to enter a security token to download the content.
- 11 The sales manager at Universal Containers wants to be informed when a lead created from the "Contact Us" form on the corporate website has not been followed-up within 24 hours of being submitted. Which Salesforce feature should the consultant use to meet this requirement?**
- A Notify using publisher action.
  - B Send an email using time-based workflow.
  - C Send an email using lead escalation rule.
  - D Notify using Chatter on leads.
- 12 Universal Containers has organization-wide defaults set to private. Sales representatives own accounts and would like to collaborate with relevant people from other departments (e.g., marketing and product management). What should a consultant recommend to ensure collaborating team members can report on and access relevant data to Salesforce? (Choose 2 answers)**
- A Use Chatter to share records with relevant people.
  - B Use account team to share records to relevant people.
  - C Use manual sharing on account to share specific records.
  - D Use opportunity team to share records with relevant people.
- 13 Universal Containers sells two products that each have a unique sales methodology. A few of the sales stages overlap between the selling methodologies, but are unique to just one of the methodologies. What element must be configured to support both selling methodologies? (Choose 3 answers)**
- A Two sales processes
  - B One set of opportunity stages
  - C Two sets of opportunity stages
  - D Two record types
  - E Two page layouts
- 14 Universal Publications are a publishing house that sells online subscriptions for its leading magazine. Customers can make a single Payment, or set up to pay weekly, monthly or quarterly. Universal Publications wants to use opportunities to track and report on these subscription deals. What should a consultant recommend to meet this requirement?**
- A Enable schedules on product object.
  - B Use assets with a lookup to opportunity object.

- C Enable schedules on opportunity object.  
D Use contracts with a lookup to opportunity object.
- 15 **Universal Containers has configured Salesforce to store all individual consumer contacts under a single account called "Consumer". The consumer business has grown to more than 500,000 contacts. Mass updates are no longer completed within the defined maintenance timeframe and an increased number of errors are being reported. What should a consultant recommend to improve system performance? (Choose 2 answers)**  
A Ensure that no single account has more than 10,000 contacts.  
B Remove the account assignment for all contacts.  
C Add an index to the account field on the contact object.  
D Enable person accounts and migrate the contact data.
- 16 **Universal Containers is deploying a formal sales methodology while implementing Salesforce. What should a consultant recommend to ensure the alignment of the sales methodology and Salesforce?(Choose 3 answers)**  
A Override Salesforce user interface with the sales methodology user interface.  
B Embed custom components within Salesforce to support the sales methodology.  
C Consider available sales methodology AppExchange applications.  
D Develop data integration between Salesforce and the sales methodology database.  
E Configure Salesforce standard and custom objects to support the sales methodology.
- 17 **Universal Containers wants to record information about the conferences it holds and people who attend them. An attendee could potentially attend multiple conferences. The company would like to display this information on the contact layout using the standard configuration. How should the system be designed to meet the company's requirements?**  
A Utilize Campaigns for conferences and a custom object to record attendee information.  
B Utilize Campaigns for conferences and add Campaign Members to record attendee information.  
C Create a custom object for conferences and a custom object for attendees.  
D Create a custom object for conferences and custom lookup field to conferences on Contacts.
- 18 **Resellers for Universal Containers need access to report in the partner communities to help manage their opportunities. How should Salesforce be configured to give resellers the correct level of access to reports?**  
A Create the appropriate list views and report folders, and share with all partner users.  
B Create a Chatter group that allows partners to post links to appropriate list views and reports.  
C Create the appropriate list views and report folders in the partner communities for all partner users.  
D Create a new tab in the partner communities to display the appropriate list views and report folders.
- 19 **Universal Containers needs to show a dashboard with forecast by product family with quotas. What solution should a consultant recommend?**  
A Build a joined report with closed opportunities, forecasting items, and quotas.  
B Create an analytic snapshot to capture the opportunity forecast.  
C Customize quotas with product report, and add necessary fields.  
D Build a custom report type with forecasting quotas with forecasting items.
- 20 **The Universal Containers sales team would like to track product shipments for each of its customers. The shipment tracking information is currently available in a back-end system, which the company plans to integrate with Salesforce. Which objects are relevant for this integration ?**  
A Lead, opportunity, product, custom object-shipment status  
B Opportunity, opportunity product, custom object-shipment status  
C Opportunity, opportunity product, contract, custom object-shipment status  
D Lead, account, opportunity product, custom object-shipment status
- 21 **Universal Containers has configured a private sharing model for accounts and opportunities. As part of its sales strategy, each sales representative collaborates with the same set of Individuals for each opportunity. What should a consultant recommend to grant sales representatives the appropriate access to an opportunity?**  
A Enable opportunity team selling and have each sales representative configure his or her default opportunity team.  
B Create a public group for each team and have the sales representatives manually share the opportunity with their respective group.

- C Enable Chatter and configure a customer Chatter group for the opportunity to allow collaboration on ideas.  
D Create a trigger for each sales representative that would automatically share the opportunity with his or her default opportunity team.
- 22 Universal Containers has implemented account hierarchies with a private sharing model. A sales representative would like to give another user access to one of the accounts he owns and the three child accounts. How can the sales representative provide this access?**  
A Add the user manually to the parent account team and each of the child account teams.  
B Add the user to the account team on the parent account; the child accounts will inherit access.  
C Add the user to each child account team; visibility will then roll up to the parent account.  
D Add the user to a public group for that account and share all child accounts to this group.
- 23 Universal Finance has two sales divisions. Sales Division A's customers are individuals and Sales Division B's customers are businesses. Each division's sales representatives have their own user profiles, and person accounts are enabled. Sales Division B's sales representatives should not be able to create person accounts; they should only be able to create business accounts. What solution should a consultant recommend to meet these requirements?**  
A Remove person account record types from the Division B sales representative user profile.  
B Use Divisions to hide person accounts from the Division B sales representative user profile.  
C Use field-level security to hide the "Is Person Account" checkbox from the Division B sales representative user profile.  
D Check the "disable person accounts" permission on the Division B sales representative user profile.
- 24 Sales representatives at Universal Containers log activities on accounts, contacts, and opportunities. The sales manager wants to create a report to see all activities on all of the accounts that the manager owns, including activities on contacts and opportunities. Which report should be recommended to the sales manager?**  
A Activities report on accounts, and opportunities the manager owns.  
B Activities report on accounts, contacts and opportunities the manager owns.  
C Activities report on accounts the manager owns.  
D Activities report on accounts and contacts the manager owns.
- 25 Universal Containers wants to prevent sales users from modifying certain opportunity fields when the sales stage has reached Negotiation/Review. However, sales directors must be able to edit these opportunity fields in case last minute updates are required. Which solution should a consultant recommend?**  
A Modify the profile for sales directors to enable the "Modify All" object permission for opportunities.  
B Change the field-level security for sales representatives to restrict field access based on the sales stage.  
C Create a validation rule to enforce field access based on the sales stage and profile.  
D Create a workflow rule to enable field access for sales directors based on the sales stage.
- 26 Universal Containers has a lead qualification team that qualifies and converts leads into opportunities. During lead conversion, the new opportunity must be assigned to the account owner. Which solution should a consultant recommend to meet this requirement?**  
A Create an assignment rule on the account.  
B Create a trigger on the opportunity.  
C Create an assignment rule on the opportunity.  
D Create a workflow on the opportunity.
- 27 The VP of Sales at Universal Containers wants to be able to see a visual representation of sales by month for each account in the Salesforce1 Mobile App. What should a consultant recommend to meet this requirement?**  
A Create a dashboard component and use a Chatter feed on the account in Salesforce1.  
B Create a Visualforce page with an embedded chart component for each account.  
C Embed a chart on the account page and use a custom link to filter by account.  
D Embed a chart on the account page; no other customization is needed.
- 28 What is a benefit of enabling Territory Management? (Choose 2 answers)**  
A Ability to expand a private sharing model using account criteria.  
B Ability to override account sharing rules based on territory membership.  
C Ability to include opportunities in more than one territory.

D Support for complex and frequently changing sales organizations.

- 29 A customer successfully places an order with Universal Containers for five widgets. The order is activated in Salesforce and the products are shipped to the customer. One week later, the customer returns one widget. What is an effective method of recording the return in Salesforce?**
- A Change the quantity value on the order product to 4.
  - B Create a reduction order under the activated order.
  - C Create a new order product with quantity set to -1.
  - D Create a custom field on the order product object.
- 30 Universal Containers purchased a new marketing database list and wants to use it to run an email campaign for the launch of a new product. The sales team will be responsible for evaluating the respondents and identifying the decision maker before going through the sales process with a prospect. What steps should a consultant recommend in this scenario?**
- A Create both account and contact records, then associate the contacts in the campaign.
  - B Create a campaign, qualify the respondents, and create accounts and contacts.
  - C Create a campaign, associate the leads to the campaign, and qualify the respondents.
  - D Create leads, convert them to opportunities, and qualify the respondents on the opportunities.
- 31 Universal Container wants to improve sales productivity in inside sales and it has been advised to consider Salesforce Console for sale. What use case will satisfy this requirement? (Choose 2 answers)**
- A Need to see records and related items as tabs under one common screen
  - B Need to add notes quickly or log activities for each record.
  - C Need to chat with customer in real time with Chatter.
  - D Need to prioritize search results for contacts and opportunities.
- 32 Universal Container's North American and European sales teams have different business requirements related to creating new opportunities in Salesforce. As a result, each team must complete a set of geographically-specific fields relevant only to their team as well as common fields that both teams complete. Additionally, each team should not be able to report on the other's region-specific fields. What solution should a consultant recommend to satisfy this scenario?**
- A Utilize Visualforce to build an opportunity page that dynamically checks the user's region to determine which fields to display.
  - B Build a custom object with private sharing to capture the additional fields as a separate record.
  - C Create separate page layouts and record for each of the regional sales teams.
  - D Implement field-level security to allow access to fields for the respective regional sales teams.
- 33 Universal Containers has a large sales department that is dispersed worldwide. Sales managers want greater visibility into the opportunities in progress with their respective teams and would like to receive email notifications when key opportunity fields are changed (e.g., amount or sales stage). However, individuals would like to control the frequency of their email notifications. Which solution should a consultant recommend for this scenario?**
- A Configure the opportunity teams for opportunities so that only interested sales users are receiving notifications.
  - B Configure the Chatter and its related notification settings to provide relevant updates to interested sales managers.
  - C Define a workflow rule and email task is triggered when key fields are updated to new values.
  - D Configure the individual Salesforce for Outlook email setting to control notification frequency.
- 34 Universal Containers has many customers that repeat the same purchase on a regular basis. These customers are classified as a repeat account type. Sales management wishes to use Salesforce to automate repeat opportunities. What should a consultant recommend to meet this requirement?**
- A Configure a workflow rule for repeat accounts that sends a reminder task to the sales representative to create a new opportunity when it reaches closed/won stage.
  - B Develop an Apex trigger to set an opportunity revenue schedule that automatically sets up a new opportunity for repeat accounts when it reaches closed/won stage.
  - C Develop an Apex trigger for repeat accounts that inserts a copy of an opportunity for the sales representative when it reaches closed/won stage.
  - D Configure a workflow rule for repeat accounts that inserts a copy of an opportunity for the sales representative when it reaches closed/won stage.

- 35 Universal Containers has a complex sales process that requires two different sets of sales stages for opportunities with an opportunity amount above or below USD \$100,000. What should a consultant recommend to meet this requirement?**
- A Create two sales processes, two opportunity record types, and a workflow rule triggered by sales stage.
  - B Create two sales processes and a workflow rule triggered by opportunity amount to assign a sales process.
  - C Create two sales process and a validation rule that evaluates opportunity amount to determine the appropriate sales stage.
  - D Create two sales processes, two opportunity record types, and a workflow rule triggered by the opportunity amount.
- 36 Universal Containers wants to restrict to access to accounts and contacts. All users should be able to see all accounts, but only edit the accounts they own. Users should be able to edit only the contacts for the accounts they own. To meet requirements, what should be the organization-wide default access for accounts and contacts?**
- A Set accounts to private and contacts controlled by parent.
  - B Set accounts to public read-only and contacts to private.
  - C Set accounts to private and contacts to private.
  - D Set accounts to public read-only and contacts controlled by parent.
- 37 Universal Containers currently uses the customizable forecasting feature. A sales representative at Universal Containers has four opportunities for the current quarter that are detailed below:**
- \$3,500 opportunity in the Best Case forecast category
  - \$2,000 opportunity in the Commit forecast category
  - \$1,000 opportunity that has been closed/won
  - \$1,000 opportunity that has been lost
- What are the sales representatives Best Case forecast for the current quarter?**
- A \$5,500
  - B \$3,500
  - C \$2,000
  - D \$6,500
- 38 The Universal Containers Sales Manager has just come and asked you how is expected revenue calculated, you reply:**
- A It what the total value of the opportunity is
  - B It based upon a calculation when you setup your sales stages
  - C It is based upon a calculation when you setup your sales process
  - D Both B and C
- 39 Universal Containers would like to load 100,000 leads into the Salesforce.com system, but it suspects that some of the records could have duplicate email addresses.**
- A Use the Salesforce.com Apex Dataloader to load the leads and create a validation rule to prevent duplicate email addresses.
  - B Load the leads using the Lead Import Wizard with a matching type of none.
  - C Load the leads using the lead import Wizard with matching type of email.
  - D Load the leads using the Lead Import Wizard with a matching type of none and create a validation rule to prevent duplicate email addresses.
- 40 What is the Capability of Chatter Files?(Choose 2 answers)**
- A Files can be synced from Chatter to a folder in a local directory.
  - B Private content may only be shared in private Chatter groups.
  - C Users can use @mentions to share files in content libraries
  - D All content files from content libraries can be synced in Chatter
- 41 The sales department at Universal Containers uses approval processes to streamline the approval of high-value opportunities. These approvals are becoming delayed in the approval process because managers forget to approve the requests from their home-page.What can a consultant recommend to improve the approval process?(Choose 2 answers)**
- A Enable approvals by email for the approval process for high-value opportunities.
  - B Schedule and email a report of all pending approvals to managers.



- C Create a dashboard of pending approvals and add it to the Chatter feed.  
D Allow managers to approve or reject approval requests from the Chatter feed.
- 42 Universal Containers purchased a new marketing database list and wants to use it to run an email campaign for the launch of a new product. The sales team will be responsible for evaluating the respondents and identifying the decision maker before going through the sales process with a prospect. What steps should a consultant recommend in this scenario?**
- A Create both account and contact records, then associate the contacts to the campaign.  
B Create a campaign, associate the leads to the campaign, and qualify the respondents.  
C Create leads, convert them to opportunities, and qualify the respondents on the opportunities.  
D Create a campaign, qualify the respondents, and create accounts and contacts.
- 43 The sales management at Universal Containers is reviewing the quality of leads generated from marketing campaigns. What information is available to assist with this type of analysis? (Choose 2 answers)**
- A Percentage of leads converted to opportunities  
B Average amount of time required to convert leads to opportunities  
C Average number of activities required to convert leads to opportunities  
D Percentage of leads that could not be contacted due to bad data
- 44 The sales representatives at Universal Containers have been experiencing the following Challenges with sales data within their Salesforce application. It has been difficult to effectively reach contacts. There are many duplicate contacts. They are unable to segment account data. What should a consultant recommend to remedy all of these challenges?**
- A Export contacts and accounts from Data.com and upload using Data Loader.  
B Utilize Data.com to flag duplicates and update existing data.  
C Export contacts and accounts from Data.com and upload using Excel Connector.  
D Utilize Data Loader to export data and flag duplicate records.
- 45 Universal Containers sells to a customer segment that has dozens of daily order and payment transactions. These customers have low credit limits which are closely monitored. At the time orders are accepted, management wants to check the customers available credit in Salesforce using information sourced from a third-party cloud application. What approach should a consultant recommend for this credit system Integration?**
- A Create a web service using Apex to retrieve credit balances as needed.  
B Create a data mapping in Data Loader for periodic manual credit uploads.  
C Create a scheduled batch using Apex to retrieve credit balances each night.  
D Create a daily job using the custom object import wizard to retrieve credit balances.
- 46 What is the capability of Chatter feed post editing? (Choose 2 answers)**
- A Users can edit the text of their own Chatter posts.  
B Record owners can see previous versions of an edited post.  
C Record owners can edit other users' posts on records they own.  
D Group owners can edit system-generated posts in Chatter groups
- 47 Universal Container requires that account plans be created for all accounts. The account plans have been set up as a custom object with a lookup relationship. The sharing model is private for account plans. Universal Containers would like to assign the same access to the account plan record as to the associated account. What solution should a consultant recommend for these scenarios?**
- A Create sales team users with read access to the account plans object.  
B Create a trigger on account plans that adds a manual share automatically to the account owner.  
C Modify the account plans object to be in a master-detail relationship with accounts.  
D Apply manual sharing to the account owner after each account plans record is created.
- 48 Sales representatives at Universal Software need to collaborate with customers on sales deals to gather requirements, analyze solutions, and deliver proposals. Universal Software wants to ensure that customers are fully engaged throughout each stage in the sales process. What solution should a consultant recommend to facilitate collaboration with customers? (Choose 2 answers)**
- A Share Chatter files with customers.

- B Add customers to Salesforce as Chatter Free users.  
C Allow customers to follow opportunities in Chatter.  
D Invite customers into private chatter groups.
- 49 Universal Containers is purchasing smartphones and tablets for MS global sales team members. Sales management wants mobile access to key functionality, including collaboration, customer management, and opportunity management. What component of Salesforce Sales Cloud mobility should a consultant recommend to meet these requirements? (Choose 2 answers)**
- A AppExchange mobile plugin.  
B Native mobile applications.  
C Visualforce for mobile.  
D SalesforceTouch.
- 50 Universal Containers is undergoing a sales reorganization and wants to enable territory management. What should Universal Containers review before enabling territory management? (Choose 2 answers)**
- A Multi-currency and contracts.  
B Account and opportunity sharing.  
C Opportunities and forecasting.  
D Quotes and orders.
- 51 Universal Containers wishes to track relationships between its customers. For example, some customers are suppliers for other customers. What should a consultant recommend to track multiple customer relationships in Salesforce?**
- A Add the related company to the first company's partner related list, with supplier as a value.  
B Add the related company to the first company's account team, with supplier as the role.  
C Add the related company to the first company's contact roles related list, with supplier as a value.  
D Add the related company to the first company's custom supplier lookup field as a value.
- 52 Universal Containers is in the design phase of a complex Sales Cloud implementation. There are teams working on data migration, integration, application, and technical design. What step should a consultant take to ensure that the design accounts for all aspects of the requirements?**
- A Conduct end-to-end solution reviews.  
B Conduct executive committee review.  
C Conduct integration performance reviews.  
D Conduct data migration reviews.
- 53 Universal Containers recently acquired Global Packaging, a company that has complementary Products. Universal Containers wants to run a major campaign showcasing its new product bundling. The company will use multiple marketing channels to create awareness in the marketplace. Each marketing channel will need to be measured for its effectiveness both individually and collectively. How should the consultant design the solution for Universal Containers?**
- A Create campaigns for each channel, link them to a parent, and add members to the parent.  
B Create campaigns for each channel with members and link child campaigns to a parent campaign.  
C Create a single campaign and add member statuses for each marketing channel.  
D Create a single campaign, add members, and set the status to active.
- 54 Universal Containers processes its orders through a separate system from Salesforce but would like to integrate the order history data into Salesforce. This would give sales representatives a view of all past orders by account. Which solution should a consultant recommend?**
- A Create an order history object with a relationship to accounts.  
B Configure the quote object to hold the order history data.  
C Create a closed opportunity record type for each order history record.  
D Configure the opportunity history object to hold order history data.
- 55 A sales Rep in the universal won a sales deal and set the opportunity stage as Close/Won. What impact will this change have on the opportunity in the forecast?**
- A It will be associated with the Closed/Won forecast category and contribute to the forecast once approved with the manager.



- B It will be associated with the Closed/Won forecast category and automatically contribute to the forecast.  
C It will be associated with the Closed/Won forecast category and will need to be added by the sales rep.  
D It will be associated with the Closed/Won forecast category and will need to be committed by the sales rep.
- 56 Universal Containers has noticed a sizeable decrease in the number of sales representatives who are meeting their quotas. What should be evaluated to determine the cause of this decline? (Choose 2 answers)**  
A Comparison report of forecasts versus converted leads.  
B Percent of converted leads per sales representative.  
C Activity history report on open and closed opportunities.  
D Trending report on won versus lost opportunities
- 57 Universal Containers uses contracts in Salesforce to record fixed pricing structures from closed/won opportunities. The contracts expire throughout the year. To ensure the company is not missing Potential renewal revenue, sales management wants to implement the following Process: 30 days before a contract is due to expire, a lead is automatically created with contract renewal as the source. All leads go to a pre-sales team who qualify and convert them to opportunities. When leads are converted to opportunities and closed/won, an alert is sent to the account team. Which features of Salesforce should a consultant use to meet this requirement?**  
A Workflow, reports, queues, and lead assignment.  
B Apex, workflow, lead assignment, and queues.  
C Lead assignment, Apex, and opportunity assignment.  
D Reports, data loader, queues, and opportunities
- 58 The sales teams at Universal Containers need to track partner relationships for each customer account. There can be many partners related to each customer account. Additionally, the following partner-to-customer relationship information needs to be tracked: Role of each partner, support product category of each partner, next step of each partner. What should a consultant recommend to meet this requirement?**  
A Create a custom object for Partner relationships.  
B Create partner custom fields on account.  
C Use partner role functionality.  
D Add partners to each customer account team.
- 59 Universal Containers collaborates with consulting partners on some of its opportunities. If a partner account is added to the partners related list on a customer opportunity, what is the impact?**  
A Contacts from the partner account are added to the opportunity team.  
B The partner account is added to the partners related list on the customer account.  
C The partner account owner is able to view all contacts for that customer account.  
D Contacts from the partner account are added to the contact roles related list on the opportunity
- 60 Universal Containers has three sales divisions: hardware software and consulting. Hardware and software division follow ten steps sales process. The consulting division follow eight step division processes and does not use the prospecting or perception analysis stage during the sales cycle. Which solution should a consultant recommend to meet this requirement? (Choose 3 answers)**  
A Create the record types.  
B Define stage picklist values.  
C Create separate stage fields.  
D Create sales process.  
E Create separate page layout.