

- 1 **Universal Containers supports two lines of business: shipping and freight. The sales cycle for freight deals is more complex and involves more stages than the shipping sales cycle. Which solution should a consultant recommend to meet these business requirements?**
  - A Create different record types and sales processes for each line of business, and assign different sales processes to each page layout.
  - B Create different record types and sales processes for each line of business, and use workflow field updates to assign stages.
  - C Create different record types and sales processes for each line of business, and assign different page layouts to each record type.
  - D Create different record types and sales processes for each line of business, and assign different stages to each page layout.
- 2 **Universal Containers uses a custom object named Insight, which is the child in a master-detail relationship with the Opportunity object. Sales teams use this object to create requests for analysts who conduct supporting research regarding an opportunity. Sales teams use Salesforce 1 Mobile App and want to easily create new Insight records from their phones. What should a consultant recommend to meet this requirement?**
  - A Create a Visualforce page.
  - B Create a publisher action.
  - C Create a related list button.
  - D Create a custom object tab.
- 3 **The shipping department at Universal Containers is responsible for sending product samples as part of the sales process. When an opportunity moves to the "sampling" stage, Universal Containers wants an automatic email sent to the shipping department listing the products on the opportunity. How can this requirement be met using a workflow email?**
  - A Create it on the opportunity product using a visualforce email template.
  - B Create it on the opportunity using an HTML email template.
  - C Create it on the opportunity using a Visualforce email template.
  - D Create it on the opportunity product using an HTML email template.
- 4 **Universal Containers does not have a direct Sales Team; its channel partners are responsible for selling and servicing products. Over the past quarter, there has been an increased volume of leads. However, the Vice President of Channels has been receiving many complaints from partners on the poor quality of the leads and has notice a significant drop in the lead conversion rate. What should a consultant recommend to improve partner satisfaction with the leads being shared?**
  - A Use the lead score on the Find Duplicates button and assign the leads with a score in the high category.
  - B Create multiple validation rules to ensure that all fields on the lead record are populated with data.
  - C Create a custom lead score field to assess lead quality and assign the leads that exceed this score to partners.
  - D Assign all leads to the partner channel manager to validate the lead data and manually assign to partners.
- 5 **What is a consideration when implementing Advanced Currency Management? (Choose 3 answers)**
  - A Currency roll-up summary fields from opportunity products to an opportunity use the dated exchange rate.
  - B Advanced Currency Management dated exchange rates are automatically updated on a monthly basis.
  - C The converted amount of an opportunity uses dated exchange rates based on the close date of the opportunity.
  - D Advanced Currency Management can be enabled or disabled in the organization under the company profile, if needed.
  - E Currency roll-up summary fields from opportunities to an account use the static conversion rate.
- 6 **Universal Containers allows its sales representatives to negotiate up to a 5% discount for their opportunities. Discounts greater than 5% must be sent to their Regional Sales Manager (RSM) for approval. Discounts greater than 15% must also be sent to the Regional Vice President (RVP) for approval. Which approach would satisfy these requirements?**
  - A Create two approval processes, one for the RSM and one for the RVP.
  - B Configure an approval process for the RSM and a workflow rule for the RVP.
  - C Configure a workflow approval task and email to notify the RSM and RVP.
  - D Create a two-step approval process for the RSM and RVP as approvers.

- 7 Sales management at Universal Containers is concerned that pipeline and forecasting reports are inaccurate because sales representatives are creating opportunities after they are closed/won. Which solution will help sales management identify and adress the issue? (Choose 2 answers)**
- A Create a workflow rule that automatically updates the opportunity to the first stage in the sales process.
  - B Use a workflow rule to email sales management when the opportunity is created in the closed/won stage.
  - C Run the opportunity pipeline standard report to view the upcoming opportunities by stage.
  - D Create a report that displays opportunities that have a closed date less than or equal to the created date.
- 8 Universal Container's management wants to see forecast numbers by all sales representatives and by multiple product groups.What should a consultant recommend to meet these requirements? (Choose 2 answers)**
- A Implement Collaborative Forecasting with product family.
  - B Implement Collaborative Forecasting with quota attainment.
  - C Build a forecast list view by product family group.
  - D Build a custom forecast report showing product groups.
- 9 What actions can a consultant take during the project planning phase to ensure client stakeholder goals are met? (Choose 2 answers)**
- A Ensure the project key performance indicators are profitable
  - B Establish a stakeholder committee and meeting schedule
  - C Acquire the client stakeholder's key performance indicators
  - D Create schedule dashboard to be sent weekly to all stakeholders
- 10 Universal Containers is devising a separate sales methodology to upsell service contracts to its existing customer base. The company would like to track and report on these deals separately from other deals. What should a consultant recommend to meet this requirement?**
- A Create a separate page layout and report to flag and report on these deals.
  - B Add "upsell" as a stage and create a summary report by opportunity stage.
  - C Create an opportunity record type and sales process for reporting on these deals.
  - D Create a custom field on opportunity to flag and report on these deals.
- 11 Universal containers sells two product lines to each use a distinct selling methodology. Additionally each product line captures different information that is used to sell the products.What should a consultant recommend to support selling the two product lines?**
- A Create two page layouts, one opportunity record type, and one workflow rule to assign the correct page layout to the record type.
  - B Create two page layouts and two sales processes; assign them to the respective product lines to collect relevant information.
  - C Create two sales processes and two page layouts; assign them to two different opportunity record types for each product line.
  - D Create one page layout, two sales processes and validation rules to capture relevant opportunity information.
- 12 Universal containers has a public sharing model for accounts and uses the parent account field to create a multi-level account hierarchy. When viewing a parent account, the company would like to see the total value of open opportunities for all accounts in the hierarchy.What solution should a consultant recommend to meet this requirement?**
- A Define a workflow rule to update the custom field on the parent account with the total value of open opportunities from the child accounts.
  - B Use Apex to update a custom field on the parent account with the total value of open opportunities from the child accounts.
  - C Create a link on the account that opens a report showing the total value of open opportunities for all accounts in the hierarchy.
  - D Create a roll-up summary field on the parent account showing the total value of open opportunities from the child accounts.
- 13 Universal containers has configured a private sharing model with opportunity team selling enabled. The company allow its sales representatives to add sales team members to their opportunities when**

necessary. As a result each sales representative has opportunities they directly manage and opportunities on which they collaborate with sales representatives.

**Which data set filter on single report would allow the sales representatives to see all opportunities they are displayed with?**

- A My collaborative opportunities
- B My team-selling and my opportunities
- C My team's opportunities
- D My team-selling shared opportunities

**14 Universal Containers recently completed the implementation of a new Sales Cloud solution. The stakeholder believes that sales user adoption is best measured by the number of daily logins. What other measures of sales user adoption should be considered? (Choose 2 answers)**

- A Number of neglected opportunities over time by role
- B Overall effectiveness of mass email campaigns
- C Number of reports exported to Excel for analysis
- D Completeness of records entered into the new system

**15 Universal Containers requires its sales representatives to go through an internal certification process to sell certain groups of products. What could be done to prevent a sales representative from adding these products to opportunities if they are not certified to sell them? (Choose 2 answers)**

- A Use a separate price book for the products requiring certification and only share the price book to users who get certified.
- B Use a validation rule on opportunity products to prevent them from adding products marketing as needed certification if they are not certified.
- C Use a validation rule on products marked as requiring certification to prevent them from being added to an opportunity.
- D Use a criteria-based sharing rule on products marked as requiring certification to only share the products to users who are certified.

**16 Universal Containers manages opportunity forecast using the standard forecast categories in Salesforce customizable forecasting. Each sales stage is aligned with a forecast category. When reviewing the forecast, Universal Containers wants the roll-up of just opportunities that are in pipeline, best case, and commit. What number in the forecast would provide Universal Containers with the appropriate information?**

- A Pipeline + Best Case.
- B Pipeline + Commit.
- C Pipeline + Closed/Won.
- D Pipeline.

**17 Universal Containers has set up a sales process that requires opportunities to have associated product line items before moving to the negotiation stage.**

**What solution should a consultant recommend to meet this requirement? (Choose 2 answers)**

- A Ensure that all sales representatives have access to at least one price book when creating product lines.
- B Configure a validation rule that tests the Has Line Item and Stage fields for the correction condition.
- C Define a workflow rule that automatically defaults to a price book and product line item when selecting the negotiation stage.
- D Configure the opportunity records types to enforce product line item entry before selection the negotiation stage.

**18 Universal Containers is moving from a legacy CRM system to Salesforce Sales Cloud. What should a consultant recommend to ensure a successful implementation?**

- A Review the current system with executive management to understand their requirements.
- B Review the current system and configure Sales Cloud to work in the same way.
- C Review the current system with IT management to understand their requirements.
- D Review the current system with all levels of users to understand their requirements.

**19 The sales management team of Universal Containers has noticed that opportunities are taking longer to close. Historically, it has taken 30 days for a new opportunity to be moved to closed/won. Recently this**

time period has increased to 45 days.

**What reporting tool can the sales management team leverage to help determine the cause? (Choose 2 answers)**

- A Dashboard of opportunity stage duration.
- B Report on campaign return on investment (ROI).
- C Dashboard of month-over-month trend of lead conversions.
- D Report on the discount approval time for quotes.

**20 Sales management at Universal Containers wants product managers to become more involved with sales deals that are being delayed in the negotiation stage of the sales process. Product managers need to understand the details of specific sales deals, and address product capability and roadmap questions with customers.**

**What solution should a consultant recommend to help product managers engage in sales deals? (Choose 2 answers)**

- A Create a Chatter group to share product information with the sales team, product managers, and customers.
- B Add the opportunity team, product managers, and customers to libraries containing files relevant to sales deals.
- C @mention product managers in Chatter posts on relevant sales deals.
- D Use an assignment rule to notify product managers when opportunities are updated.

**21 Universal Containers wishes to implement a sales methodology that focuses on identifying customer's challenges and addressing them with its offerings.**

**Which sales methodology is described above?**

- A Target account selling.
- B Solution selling.
- C Direct selling.
- D Relationship selling.

**22 Universal Containers forecasts and closes business monthly, and it needs to store the details of open opportunities weekly. The sales management team wants to analyze how the sales funnel is changing throughout the month.**

**What should a consultant recommend to meet this requirement?**

- A Schedule a custom forecast report to run weekly and store the results in a custom report folder.
- B Schedule a custom forecast report to run daily and store the results in a custom report folder.
- C Create a reporting snapshot to run weekly and store the results in a custom object.
- D Create a reporting snapshot to run daily and store the results in a custom object.

**23 Sales representatives at Universal Containers want to share product specification documents with customers who do not have Salesforce access. These customers should only be allowed to preview the document in the browser without download permissions.**

**What solution should a consultant recommend to meet this requirement?**

- A Upload the file to documents and enable the externally available option.
- B Upload the file to Chatter files and disable the download delivery option.
- C Upload the file to Content and disable the download delivery option.
- D Upload the file to Chatter files and enable the password-protection option.

**24 Universal Containers wants to equip its sales team with mobile capabilities. The sales team needs to quickly look up contacts, accounts, and opportunities and easily log calls. Due to limited coverage in certain geographic areas. The Sales Team wants access to customer information even without an Internet Connection.**

**What mobile solution would be appropriate for the Universal Container's Sales team?**

- A Salesforce Touch
- B Salesforce Classic
- C Salesforce1 App
- D Custom hybrid app

**25 Universal Containers wants to send out an email promotion on a monthly basis to a list of 50,000 leads. What should a consultant recommend to meet this requirement?**

- A Use an email execution vendor to send emails for marketing campaigns.  
B Create an email alert workflow rule to send the email to the leads monthly.  
C Use the standard Salesforce mass email tool located on the leads tab.  
D Create a lead management rule to send the email to the leads monthly.
- 26 Universal Containers has a private sharing model and wants the ability to share documents related to an opportunity, such as contracts and proposals, with the field sales team. How can the documents be shared efficiently and securely?**  
A The documents should be uploaded to a library that is shared with the field sales organization.  
B The documents should be uploaded to Salesforce files from the opportunity record.  
C The documents should be emailed to the Sales Team on the opportunity record.  
D The documents should be uploaded to Salesforce files and shared with the field sales organization.
- 27 Universal Containers has a private sharing model for accounts and opportunities. Each sales representative is assigned to work with a dedicated sales engineer. The sales engineer will need access to their assigned sales representative accounts and opportunities. What should a consultant recommend to meet this requirement?**  
A Create criteria-based sharing rules to share the accounts and opportunities with sales engineers.  
B Enable account and opportunity teams and have each sales representative configure their default teams.  
C Have the sales representative manually share the accounts and opportunities with their assigned sales engineers.  
D Create a trigger to add the sales engineers to their sales representative account and opportunity teams.
- 28 Universal Containers' current solution for managing its forecasts is cumbersome. The sales managers do not have visibility with their team's forecasts and are not able to update the forecasts. As a result, the managers are continually asking their sales representatives to provide updated forecast data via email or phone. What solution should a consultant recommend to help Universal Containers improve the management of their forecasts? (Choose 2 answers)**  
A Create forecast chatter groups where sales representatives can post and share their forecasts.  
B Create a forecast hierarchy and assign managers to the forecast manager role.  
C Configure weekly customized forecast reports and dashboards to be emailed to sales management.  
D Configure customizable forecasts to give managers forecast override capabilities.
- 29 The members of an opportunity team at Universal Containers are working together to close an opportunity. The Sales engineer on the team is having trouble keeping up with the most current quote. How can the sales engineer identify the opportunity's latest quote?**  
A Reference synced quote history on the opportunity.  
B Reference the last modified date on the quotes.  
C Follow the opportunity's quotes in Chatter.  
D Reference the synced quote field on the opportunity record.
- 30 Universal Containers wants to implement a website for a new product launch. The site should be publicly available, allow visitors to submit requests for information, and be managed by the non-technical marketing team. What solution should the consultant recommend?**  
A Force.com sites  
B Site.com  
C Customer Community  
D Salesforce site
- 31 Universal Insurance is a large insurance company with a customer base that includes both individual consumers and businesses. The company has implemented person accounts in Salesforce. It has a custom object for policies that needs to relate to both person accounts and business accounts. What is the minimum configuration on the policy custom object needed to meet the requirement?**  
A Create a custom contact lookup field.  
B Create a master-detail contact relationship.  
C Create a master-detail account relationship.

D Create a contact lookup field and an account lookup field.

**32 What is a capacity of Data Loader? (Choose 2 answers)**

- A Ability to prevent importing duplicate records
- B Ability to export field history data
- C Ability to run one-item or scheduled data loads
- D Ability to extract organization and configuration data

**33 Universal Containers uses Products in Salesforce and has a private security model. The product management employees do not have access to all opportunities but would like to track the performance of a new product after launched. What should a consultant recommend to allow the product management employees to track the performance of the product?**

- A Create a criteria-based sharing rule to add the product management team to relevant opportunities.
- B Create a new product and add it to the price book with the product manager as an owner.
- C Create a trigger to add the product management team to the sales team of relevant opportunities.
- D Create a trigger to set the product manager as owner for opportunities on the new product.

**34 Universal Containers plans to implement lead management functionality for channel sales representatives who need to push pre-qualified leads to their partners. Partners need the ability to access and update the leads assigned to them. What solution should a consultant recommend for this scenario?**

- A Create a task for a partner when a new lead is created and assign it to the partner in the Partner Community.
- B Configure a separate lead record type and page layout for the Partner Community.
- C Create a customized site where partners can self-register and access their leads.
- D Add the leads tab to the Partner Community and configure partner profiles to access leads.

**35 The marketing department at Universal Containers is migrating from its legacy campaign and email management system to Salesforce and wants to ensure that its communication materials can be migrated as well. What should a consultant recommend to migrate the marketing department's email templates?**

- A Create an email template change set or use the Force.com IDE.
- B Manually recreate the email and mail merge templates in Salesforce.
- C Enable Email to Salesforce before sending email templates to Salesforce.
- D Enable Email-to-Case and use the Import Wizard.

**36 Universal Containers wants to integrate a Sales Cloud solution with its accounting system. What standard objects are likely to be used in the integration?**

- A Accounts, Contacts, and contracts
- B Accounts, contacts, and leads
- C Accounts, leads, and opportunities
- D Accounts, cases, and leads

**37 Joe is the record owner of a lead. A lead sharing rule has been defined so that leads owned by Joe are shared with the public group called "Joe's team". When the lead is converted to an account, contact, and opportunity, who will have access to these records assuming that a private sharing model is in place on these objects and there are no sharing defined to those objects?**

- A Joe, all members of the public group, Joe's team, and anyone above any group member in the role hierarchy will be able to access the three records.
- B Joe, all members of the public group, and Joe's team will be able to access the three records.
- C Joe will be the only person who is able to access the account, contact, and opportunity records.
- D Joe and anyone above him in the role hierarchy will be able to access the three records.

**38 The Universal Containers credit department uses a third-party application for credit ratings. Credit department managers need to launch an external web-based credit application from a customer's account record in Salesforce. The application uses a credit ID on the account object. What should a consultant recommend to meet this requirement?**



- A Create a custom credit ID field as an external ID on the account to launch the credit application and pass the credit ID.
- B Create a workflow rule to launch the product fulfillment application and pass the credit ID.
- C Create a custom button that calls an Apex trigger to launch the credit application and pass the credit ID.
- D Create a formula field that uses the hyperlink function to launch the credit application and pass the credit ID.

**39 Universal Containers requires credit checks for all opportunities greater than \$50,000. The credit management team members are all Salesforce users. What should a consultant recommend to notify the credit manager that an opportunity needs a credit check?**

- A Use workflow to assign a task to the credit manager user.
- B Use workflow to send an email to the credit manager profile.
- C Use a Validation Rule to send an email to the credit manager role.
- D Use an APEX Trigger to create a task for the credit manager user.

**40 Universal Containers has enabled Social Accounts and Contacts. When a sales representative accessing a contact within Salesforce, the representative is unable to see detailed information from the contact's Facebook profile (Contact's wall postings). What is preventing the sales representative from accessing detailed information on the contact's Facebook page?**

- A The information shown is based on the sales representative's connection level with the contact of Facebook.
- B The fields configured by Universal Container's administrator on the contact page layout are missing.
- C Universal Containers must purchase the Facebook license to access public profile information for the users.
- D The link to the Facebook profile is not configured with the administrator password to access desired information.

**41 Universal Containers' management wants to increase the productivity of his sales representatives. How can Work.com be used to meet this requirement? (Choose 2 answers)**

- A Feedback can be given publicly or privately
- B Coaching statistics can be linked to reports
- C Feedback can be requested for the entire sales team
- D Coaching goals can be linked to reports

**42 Universal Containers acquires sales leads each year through trade show attendance by its sales and marketing employees. Occasionally, duplicate leads are generated when the marketing team imports leads that already exist in the system. What should a consultant recommend to prevent duplicate leads in the system?**

- A Upload the leads to Data.com to remove the duplicates and select the option to have them automatically imported.
- B Upload the leads and click the "Find Duplicates" button for each of the leads to identify potential duplicate lead records.
- C Upload the leads using Data Loader and enable the "Find Duplicates" setting to prevent duplicate records.
- D Upload the leads using the Lead Import Wizard and select the appropriate field to match duplicates against existing records.

**43 Universal Containers would like to associate some contacts with more than one account (e.g., a contact is an employee of one account and on the boards of several other accounts). What solution should a consultant recommend to meet this requirement?**

- A Associate the contact to other accounts using a custom lookup field.
- B Add the contact to the partners related list on the second account.
- C Clone the contact record and it to the second account.
- D Add the contact to the contacts role related list on the second account.

**44 Universal Containers would like to capture business sector infos on a lead and display the infos on the account and contact once the lead has been converted. How can these requirements be met?**

- A Create a custom field on lead, account, and contact objects and configure mapping of these two fields for conversion. Use a trigger to update the contact field with the account value.
- B Create a custom field on lead and account objects and configure mapping of these two fields for conversion.

- Create a custom formula field on the contact object to pull the value from the account object.
- C Create a custom field on lead and account objects. Create a custom formula field on the contact object to pull the value from the account object.
- D Create a custom field on lead and account objects and configure mapping of these two fields for conversion. Create a custom formula field on the account object to pull the value from the contact object.

- 45 **Universal Containers is planning to hire more sales representatives in response to three consecutive quarters of rapid growth. To optimize their sales impact, the sales management team wants to develop a better sales territory structure.**  
**What data should the sales management team consider when developing the new sales territories? (Choose 2 answers)**
- A Number of currencies needed to support each sales territory
  - B Attributes needed to segment and categorize customers
  - C Distance between customer headquarters and their sales representatives
  - D Average number of customers managed by a sales representative
- 46 **Universal Containers has an extensive distributor and reseller community. To help manage this partner network, the company is implementing a Partner Community.**  
**What must be considered when setting up partner users? (Choose 2 answers)**
- A Partner users are associated with the same set of profiles as internal users.
  - B Partner users can own account opportunity records in Salesforce.
  - C The sharing model should be re-evaluated when the Partner Community is enabled.
  - D Partner users cannot receive emails generated through workflow actions.
- 47 **Universal containers wants to track the campaigns that influence won opportunities.**  
**Using standard functionality, what should a consultant recommend to meet this requirement? (Choose 2 answers)**
- A Automatically add child campaigns of the primary campaign source if the child campaigns have an end date that falls before the opportunity close date.
  - B Have representatives populate a field on the opportunity record with the dollar amount for the expected revenue from the campaigns that influenced the opportunity.
  - C Add campaigns to opportunities when the campaign is related to a contact that is assigned a contact role to the opportunity prior to the close date.
  - D Have the administrator specify a timeframe that limits the time a campaign can influence an opportunity that the campaign first associated date and before the opportunity created date.
- 48 **Universal Containers wants to improve the accuracy of its current sales forecast. It also wants to improve the relevance of its sales stages and the role they play in the sales process.**  
**How should the relationships between the various elements of the sales process be defined to meet these requirements?**
- A Map sales probability values to forecast categories; assign sales stages; assign sales stages accurate percentages.
  - B Map opportunity stages to forecast categories; assign accurate probability to each stage.
  - C Map appropriate sales stage to opportunity stage; assign accurate forecast probability.
  - D Map forecast probability to opportunity probability; assign appropriate sales stage.
- 49 **Universal containers has its sales representatives enter a new lead whenever they are prospecting a new customer. After qualifying the new lead, a new opportunity must be created to track the deal.**  
**What should a consultant recommend to enforce data quality and accuracy? (Choose 3 answers)**
- A Create an apex trigger to perform data quality checks.
  - B Enable validation rules on the lead.
  - C Enable the lead conversion permission.
  - D Enable validation rules on the opportunities.
  - E Map lead fields to corresponding opportunity fields.
- 50 **Universal Containers sells products that require frequent collaboration with the same team of individuals who play a key role in closing deals. The lead sales representative determines the level of access for each of the collaborating team members on an opportunity.**  
**What solution should a consultant recommend to facilitate the collaboration of the lead sales**



**representative and team members?**

- A Enable chatter to have the lead sales representative facilitate collaboration through sales team managing.
- B Configure default opportunity teams for all leads sales representatives with team selling enable.
- C Create public groups for extended team members and allow the sales representative to assign manual sharing on their opportunities.
- D Define a sharing rule for each lead sales representative to assign appropriate access for all extended team members.

**51 The sales representatives at Universal Containers use various email applications and often receive important customer emails while they are away from the office. Sales management wants to ensure sales representatives are recording email activity with customers in Salesforce while they are away from the office.**

**What solution should a consultant recommend to meet this requirement?**

- A Forward emails using their Email -to -Salesforce email address from their smartphone and computers.
- B Copy and paste emails manually to the customer record in Salesforce form their smartphones and computers.
- C Download and install a salesforce universal connector for their smartphones and computers.
- D Download and install the salesforce for outlook connector on their smartphones and computers.

**52 The management at Universal Containers noticed the lead conversion ratio has remained the same for the hospitality industry despite an increase in lead creation.**

**What reporting tool can help determine the issue?**

- A Report on lead lifetime by industry
- B Industry performance dashboard
- C Campaign dashboard by industry
- D Report on leads by source

**53 Sales management at Universal Containers would like to track the following infos :**

- **Nb of open opportunities in the current quarter by sales representative**
- **Nb of closed opportunities in the last quarter by sales representative**

**What should a consultant recommend to meet these requirements?**

- A Create a joined report.
- B Create a dynamic dashboard.
- C Create a reporting snapshot.
- D Create a summary report with cross filters.

**54 Universal Containers has automatized the process of creating new account records in SFDC. All account record created through this process are owned by a generic user. There are now two million account records that have been created in this manner. Universal Containers is now seeing performance issues when it makes any changes in account sharing rules.**

**What can Universal Containers do to address the issue without changing its integration?**

- A Contact Salesforce support to add an index to the account object.
- B Ensure that the generic user has not been assigned to a role.
- C Ensure that the generic user has the "modify all data" permission.
- D Set the organization -wide defaults for accounts to public R/W.

**55 Universal Containers has set the organization-wide default to public read-only for accounts, contacts, and opportunities. Activities are set to be controlled by the parent. The ABC Corporation account is owned by a sales user whose profile grants create, read, edit, and delete access to accounts, contacts, and opportunities.**

**Based on this information, the owner of the ABC Corporation account record has the rights to take which actions? (Choose 2 answers)**

- A Share the account with other users through manual sharing and account teams.
- B View, edit, and delete activities owned by other users directly related to the account.
- C View, edit, and delete related contacts and opportunities owned by other users.
- D Transfer ownership of related contacts and opportunities owned by other users.

**56 What is capability of Data.com Clean? (Choose 3 answers)**

- A Data.com Clean can be used with Salesforce.com person accounts and business accounts.
- B Individual records can be manually compared side-by-side with matched Data.com records and updated field-by-field.
- C Accounts must be cleaned before cleaning contacts, but leads may be cleaned either before or after cleaning accounts.
- D Accounts, contacts, and lead records can be selected from a list and cleaned all at once.
- E Data.com can be configured to run automated Clean jobs to flag field differences and automatically fill blank fields.

**57 Universal Containers has been awarded a government contract to supply shipping materials for all regional locations. There are 12 regional offices and each office has a single individual who is responsible for ordering boxes. Each regional office is managed by a regional sales team and each office should be invoiced individually.**

**Which approach should a consultant recommend to set up the data in Salesforce?**

- A Create 12 leads and use the standard lead conversion process to create accounts and contacts
- B Create 12 accounts records, add each contacts to the corresponding account, and associate all 12 accounts with a parent account
- C Create a single account record, add each contact to the account, and create a custom object to track each office
- D Create a single parent account record, add all 12 contacts to the account, and create 12 child account records

**58 Universal Containers is preparing for the launch of its new Sales Cloud implementation to a global user base. With previous sales automation applications, the company had slow adoption of the new solution. What factor should be considered with the Sales Cloud deployment to help ensure adoption? (Choose 3 answers)**

- A Sales rep quota Target
- B Maintenance release Schedule
- C Training in local language
- D Type of training delivered
- E Management communications

**59 Universal Containers uses a seven-step methodology. Each sales stage corresponds with a step in the methodology. The first stage is a preliminary qualification step, and opportunities in this stage should not contribute to the forecast.**

**What should a consultant recommend for this scenario? (Choose 2 answers)**

- A Assign 0% probability to the first sales stage.
- B Override the forecast to be \$0 for first stage opportunities.
- C Instruct sales users to enter \$0 for the opportunity amount.
- D Configure the first stage with the omitted forecast category.

**60 Universal Containers has enabled Advanced Currency Management.**

**What is the converted amount data reported on a report that spans time periods when the exchange rate was different?**

- A Converted amounts are based on exchange rates that use the oldest entry.
- B Converted amounts are based on the exchange rates entered in the opportunity.
- C Converted amounts are based on exchange rates that use the most current entry.
- D Converted amounts are based on the historical exchange rate associated with the close date.