**1.  BD**

[When enabling multiple currencies what feature is enabled on all opportunity? 2 ANSWERS](http://www.proprofs.com/discuss/q/72149/when-enabling-multiple-currencies-what-feature-is-enabled)

* A. User's defaults currency overrides the specified opportunity currency
* B.  The selected currency is used for the Amount (Converted) field
* C.  The selected currency is used for the Amount field
* D.  Currency must be specified for the opportunity

**2. BC**

[What is a capability of Data Loader? Choose 2 answers](http://www.proprofs.com/discuss/q/94836/what-is-capability-of-data-loader-choose-answers)

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

**3. C**

[Universal Containers sells two product lines that 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?](http://www.proprofs.com/discuss/q/94784/universal-containers-sells-product-lines-that-each-distinct-)

* A. Create one page layout, two sales processes, and validation rules to capture relevant opportunity information.
* 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 two page layouts, one opportunity record type, and one workflow rule to assign the correct page layout to the record type.

**4. A**

[Sales management at Universal Containers would like to track the following information:Number of open opportunities in the current quarter by sales representativeNumber of closed opportunities in the last quarter by sales representative What should a consultant recommend to meet these requirements?](http://www.proprofs.com/discuss/q/91420/sales-management-at-universal-containers-would-like-to)

* A. Create a joined report.
* B. Create a dynamic dashboard.
* C. Create a summary report with cross filters.
* D. Create an analytic snapshot.

**5. CD**

[Universal Containers uses a seven-step selling 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](http://www.proprofs.com/discuss/q/91611/universal-containers-uses-seven-step-selling)

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

**6. AD**

[What is the Capability of Chatter Files?Choose 2 answers](http://www.proprofs.com/discuss/q/91072/what-is-the-capability-of-chatter-fileschoose)

* 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

**7. AD**

[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](http://www.proprofs.com/discuss/q/92786/department-universal-containers-approval-processes-streamlin)

* 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.

**8. D**

[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?](http://www.proprofs.com/discuss/q/72370/universal-containers-purchased-new-marketing-database)

* 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.

**9. AD**

[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:](http://www.proprofs.com/discuss/q/91166/the-sales-management-at-universal-containers-is-reviewing)

* 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

**10. BD**

[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](http://www.proprofs.com/discuss/q/91140/universal-containers-requires-its-sales-representatives)

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

**11. B**

[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?](http://www.proprofs.com/discuss/q/94840/representatives-universal-containers-experiencing-following-)

* 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.

**12. A**

[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 noticed a significant drop in the lead conversion rate. What should a consultant recommend to improve partner satisfaction with the leads being shared?](http://www.proprofs.com/discuss/q/72372/universal-containers-does-not-have-direct-sales-team)

* A. Create a custom lead score field to assess lead quality and assign the leads that exceed this score to partners.
* B. Assign all leads to the partner channel manager to validate the lead data and manually assign to partners.
* C. Create multiple validation rules to ensure that all fields on the lead record are populated with data.
* D. Use the lead score on the Find Duplicates button and assign the leads with a score in the high category.

**13. BC**

[What actions can a consultant take during the project planning phase to ensure client stakeholder goals are met? Choose 2 answers](http://www.proprofs.com/discuss/q/94846/actions-consultant-during-project-planning-phase-ensure-clie)

* A. Ensure the project key performance indicators are profitable.
* B. Acquire the client stakeholders' key performance indicators.
* C. Establish a stakeholder committee and meeting schedule.
* D. Create scheduled dashboard to be sent weekly to all stakeholders.

**14. BD**

[A premier customer for Universal Software needs access to confidential product roadmap information. To securely send this information using content delivery, what step should a sales representative take? Choose 2 answers](http://www.proprofs.com/discuss/q/91618/premier-customer-for-universal-software-needs-access-to)

* A. Require the customer to enter a security token to download the content.
* B. Remove access to the content after a specified date.
* C. Require the recipient to log into Salesforce to access the content.
* D. Require the customer to enter a password to view the content.

**15. A**

[UC has org-wide default set to private .Sales representative owns an account and would like to collaborate with internal (...external) people from other department (marketing and other management.) What should a consultant recommend to ensure collaborating team member can report and access relevant data in salesforce?](http://www.proprofs.com/discuss/q/94875/orgwide-default-private-representative-account-collaborate-i)

* A. Use account team to share records to relevant people
* B. Use Opportunity team to share records to relevant people
* C. Use custom sharing on account to share specific record.
* D. Use chatter to share records with relevant people

**16. B**

[Universal Containers implemented new quoting functionality for sales representatives and needs to enable the same functionality for its partners.How can this be accomplished?](http://www.proprofs.com/discuss/q/91779/universal-containers-implemented-new-quoting)

* A. Create a custom quote object to capture partner quotes on opportunities separate from non-partner quotes.
* B. Grant partner access to quotes and add the quotes related list to the partner opportunity page layouts.
* C. Update the partner sales process to include stages for managing and submitting partner quotes.
* D. Enable quotes and content in the partner portal to allow partners to store their PDF quotes.

**17. A**

[Universal Containers wants to improve the accuracy of its current sales forecast. It also wants to improve the relevance of its sales stage and the role they play in sales process.How should the relationships between the elements of the sales process be defined to meet these requirements?](http://www.proprofs.com/discuss/q/100522/universal-containers-wants-improve-accuracy-current-sales-fo)

* A. Map opportunity stage to forecast categories; assign accurate probability to each stage.
* B. Map forecast probability to opportunity probability; assign appropriate sales stage.
* C. Map sales probability values to forecast categories; assign sales stages accurate percentages.
* D. Map appropriate sales stage to opportunity stage; assign accurate forecast probability.

**18. A**

[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?](http://www.proprofs.com/discuss/q/152881/universal-containers-customer-transactions-customers-monitor)

* 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.

**19. C**

[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 this requirement?](http://www.proprofs.com/discuss/q/91432/universal-insurance-is-large-company-with-customer-base)

* A. Create a master-detail contact relationship.
* B. Create a contact lookup field and an account lookup field.
* C. Create a master-detail account relationship.
* D. Create a custom contact lookup field.

**20. A**

[Universal Containers wants to improve the accuracy of its current sales forecast. It also wants to improve the relevance of its sales stage and the role they play in sales process. How should the relationships between the elements of the sales process be defined to meet these requirements?](http://www.proprofs.com/discuss/q/94879/universal-containers-wants-improve-accuracy-current-sales-fo)

* A. Map opportunity stage to forecast categories; assign accurate probability to each stage.
* B. Map forecast probability to opportunity probability; assign appropriate sales stage.
* C. Map sales probability values to forecast categories; assign sales stages accurate percentages.
* D. Map appropriate sales stage to opportunity stage; assign accurate forecast probability.

**21. AB**

[Universal Containers recently completed the implementation of a new Sales Cloud solution. The stakeholder committee 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](http://www.proprofs.com/discuss/q/91426/universal-containers-recently-completed-the)

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

**22. C**

[Universal publications are a publishing house that sells online subscriptions for its leadingmagazine. 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?](http://www.proprofs.com/discuss/q/92742/universal-publications-publishing-online-subscriptions-leadi)

* A. Use assets with a lookup to opportunity object.
* B. Enable schedules on opportunity object.
* C. Enable schedules on product object.
* D. Use contracts with a lookup to opportunity object.

**23. AC**

[What is the capability of Chatter feed post editing?Choose 2 answers](http://www.proprofs.com/discuss/q/85495/what-is-the-capability-of-chatter-feed-post)

* 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

**24. AD**

[What is the Capability of Chatter Files? Choose 2 answers](http://www.proprofs.com/discuss/q/100516/what-is-the-capability-of-chatter-fileschoose-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

**25. BD**

[Sales representatives at Universal Software need to collaborate with customers on sales deals to gather requirements, analyse 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](http://www.proprofs.com/discuss/q/72378/sales-representatives-at-universal-software-need-to)

* 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

**26. BD**

[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](http://www.proprofs.com/discuss/q/93928/universal-containers-purchasing-smartphones-tablets-global-m)

* A. AppExchange mobile plugin
* B. Native mobile applications
* C. Visualforce for mobile
* D. Salesforce Touch

**27. BC**

[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](http://www.proprofs.com/discuss/q/207985/universal-containers-undergoing-sales-reorganization-and-wan)

* A. Multi-currency and contracts
* B. Account and opportunity sharing
* C. Opportunities and forecasting
* D. Quotes and orders

**28. BCD**

[What are the benefits of territory management? Choose 3 ANSWERS](http://www.proprofs.com/discuss/q/91430/what-are-the-benefits-of-territory-management-choose)

* A. Ability to generate account sharing rule based on territory membership
* B. Ability to expand private sharing model using account criteria
* C. support to complex and frequently changing sales organization
* D. Support for multiple forecast per user based on territory membership
* E. Ability to include opportunity in more than one record.

**29. B**

[Universal Containers manages its sales pipeline using Salesforce. However, when an opportunity moves to the closed list stage, the company would like to enforce that the expected revenue value be $0 in reports.Which solution should a consultant recommended to meet this requirement?](http://www.proprofs.com/discuss/q/91436/universal-containers-manages-its-sales-pipeline-using)

* A. Define a workflow rule to set the forecast category to omitted when the opportunity stage is closed/lost.
* B. Define a workflow rule to set the expected revenue field to $0 when the opportunity stage is closed/lost.
* C. Create a validation rule to verify that the forecast probability for dosed/lost opportunities is 0%.
* D. Create a dependency between stage and forecast category to enforce the omitted value for closed/lost stages.

**30. AB**

[Universal Containers is following a traditional waterfall project delivery methodology. The analysis phase is complete with the sign-off of the requirements.What action consultant a take to minimize changes in scope during the design and build phases? Choose 2 answers](http://www.proprofs.com/discuss/q/72381/universal-containers-is-following-traditional-waterfall)

* A. Map business requirements to the solution design.
* B. Obtain customer sign-off on the solution design.
* C. Update requirements based on feedback from key stakeholders.
* D. Map solution design documents to system test scripts.

**31. D**

[Universal Containers requires credit checks for all opportunities greater than $50000. 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?](http://www.proprofs.com/discuss/q/91438/universal-containers-requires-credit-checks-for-all)

* A. Use a validation rule to send an email to the credit manager role.
* B. Use workflow to send an email to the credit manager profile.
* C. Use an Apex trigger to create a task for the credit manager user.
* D. Use workflow to assign a task to the credit manager user.

**32. D**

[The management at universal container noticed that the lead conversion ratio has remained the same for the hospitality industry despite increase in lead creation. What steps can help determine the issue](http://www.proprofs.com/discuss/q/98074/management-universal-container-noticed-that-lead-conversion-)

[Discuss](http://www.proprofs.com/discuss/q/98074/management-universal-container-noticed-that-lead-conversion-)

* A. Report on lead by source.
* B. Industry performance dash board
* C. Campaign dashboard by industry
* D. report on lead lifetime by industry

**33. A**

[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?](http://www.proprofs.com/discuss/q/72383/universal-containers-wishes-to-track-relationships)

* 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.

**34. A**

[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?](http://www.proprofs.com/discuss/q/140716/universal-containers-design-phase-complex-sales-cloud-implem)

* A. Conduct end-to-end solution reviews.
* B. Conduct executive committee review.
* C. Conduct integration performance reviews.
* D. Conduct data migration reviews.

**35. AD**

[UC representative wants to see forecast amount by all sales representative and by multipleproduct group. What would a consultant recommend to meet these requirement? Choose 2 answers](http://www.proprofs.com/discuss/q/72385/uc-representative-wants-to-see-forecast-amount-by-all)

* A. Implement collaborative forecast with product family
* B. Build a custom forecast report showing product group
* C. Create a forecast list view by product family groups
* D. Implement collaborative forecast with quota alignment (....)

**36. D**

[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?](http://www.proprofs.com/discuss/q/99183/universal-containers-wants-send-out-email-promotion-monthly-)

* A. Create an email alert workflow rule to send the email to the leads monthly.
* B. Create a lead assignment rule to send the email to the leads monthly.
* C. Use the standard Salesforce mass email tool located on the leads tab.
* D. Use an email execution vendor to send emails for marketing campaigns.

**37. BC**

[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 address the issue?Choose 2 answers](http://www.proprofs.com/discuss/q/91794/sales-management-at-universal-containers-is-concerned)

* A. Run the opportunity pipeline standard report to view the upcoming opportunities by stage.
* B. Use a workflow rule to email sales management when the opportunity is created in the closed/won stage.
* C. Create a report that displays opportunities that have a closed date less than or equal to the created date.
* D. Create a workflow rule that automatically updates the opportunity to the first stage in the sales process.

**38. A**

[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?](http://www.proprofs.com/discuss/q/120576/universal-containers-processes-orders-through-separate-syste)

* 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.

**39. B**

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.

**40. CD**

[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:](http://www.proprofs.com/discuss/q/91796/universal-containers-has-noticed-sizeable-decrease-in)

* 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

**41. ABC**

[Universal Container has its sales representative enter a new lead whenever they are prospecting a new customer, when qualify the new lead, a new opportunity must be created to track the deal. What would a consultant recommend to enforce data quality and accuracy? Choose 3 answers](http://www.proprofs.com/discuss/q/100528/universal-container-sales-representative-enter-whenever-pros)

* A. Create validation rule on lead
* B. Create lead conversion processes.
* C. Map lead fields to corresponding opportunity field
* D. Create an apex trigger to perform data quality check.
* E. Create validation rule on opportunity

**42. B**

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. Relationship selling.
* D. Direct selling.

**43. A**

[Universal Containers is migrating data from a legacy system into Salesforce. The company needs to migrate lead, contact, and opportunity data from its legacy system and must be able to report on historical lead conversion for both legacy and newly created data.What is the recommended order for data migration?](http://www.proprofs.com/discuss/q/174136/universal-containers-migrating-legacy-system-salesforce-comp)

* A. User, Account, Contact, Opportunity, Lead.
* B. User, Opportunity, Account, Contact, Lead.
* C. User, Contact, Account, Lead, Opportunity
* D. User, Lead, Opportunity, Account, Contact

**44. B**

[Universal Containers uses contracts in Salesforce to record fixed pricing structures from dosed/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.What features of Salesforce should a consultant use to meet this requirement?](http://www.proprofs.com/discuss/q/98311/opportunities-automatically-opportunitiesdeg-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

**45. A**

[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?](http://www.proprofs.com/discuss/q/114621/sales-representatives-universal-containers-activities-accoun)

* A. Activities report on accounts the manager owns
* B. Activities report on accounts, contacts, and opportunities the manager owns
* C. Activities report on accounts and contacts the manager owns
* D. Activates report on accounts and opportunities the manager owns

**46. A**

[UC wants to migrate accounts from the legacy system into Salesforce. Client want the unique Account Ids for the account records in the legacy system to be imported into the salesforce to allow the quality control comparison to be conducted after the migration is completed and facilitate future integration.What solution the consultants recommend to meet this requirement?](http://www.proprofs.com/discuss/q/174145/migrate-accounts-legacy-system-salesforce-client-unique-acco)

* A. Create a custom External Id in salesforce and migrate the legacy system Account Id into this.
* B. Ensure the names of Account Records are migrated correctly so the client can conduct proper quality control testing.
* C. Create a custom unique number field in salesforce and migrate the legacy account Id in this field.
* D. Create a custom object called external Id and migrate the legacy system account Id data this custom objects.

**47. B**

[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?](http://www.proprofs.com/discuss/q/97926/universal-containers-credit-department-thirdparty-applicatio)

* 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 formula field that uses the hyperlink function to launch the credit application and pass the credit ID.
* C. Create a workflow rule to launch the product fulfilment application and pass the credit ID.
* D. Create a custom button that calls an Apex trigger to launch the credit application and pass the credit ID.

**48. C**

[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 recommended to meet these requirements?](http://www.proprofs.com/discuss/q/101265/universal-finance-divisions-division-customers-individuals-b)

* A. Use field-level security to hide the "Is Person Account" checkbox from the Division B sales representative user profile.
* B. Check the "disable person accounts" permission on the Division B sales representative user profile.
* C. Remove person account record types from the Division B sales representative user profile.
* D. Use Divisions to hide person accounts from the Division B sales representative user profile.

**49. A**

[Universal Containers has automated the process of creating new account records in Salesforce. All account records created through this process are owned by a generic user. There are two million account records that have been created in this manner. Universal Containers is now seeing performance issues when it makes any changes to account sharing rules. What can Universal Containers do to address the issue without changing its integration?](http://www.proprofs.com/discuss/q/72231/universal-containers-has-automated-the-process-of)

* A. Set the organization-wide defaults for accounts to public read/write
* B. Ensure that the generic user has not been assigned to a role.
* C. Contact Salesforce support to add an index to the account object.
* D. Ensure that the generic user has the Modify All Data permission.

**50. AD**

[Universal Containers' current solution for managing its forecasts is cumbersome. The sales managers do not have visibility into their teams' forecasts and are not able to update the forecasts. As a result, the managers are continually asking their sales representatives to provide update forecast data via email or phone. What solution should a consultant recommend to help Universal Container improve the management of their forecasts? Choose 2 answers](http://www.proprofs.com/discuss/q/185648/universal-containers39-current-solution-managing-forecasts-c)

* A. Create a forecast hierarchy and assign manager to the forecast manager role.
* B. Configure weekly customized forecast report and dashboards to be emailed to sales management.
* C. Create forecast Chatter groups where sales representatives can post and share their forecasts.
* D. Configure customizable forecasts to give managers forecast override capabilities.

**51. A**

[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 partnerWhat should a consultant recommend to meet this requirement?](http://www.proprofs.com/discuss/q/99050/universal-containers-partner-relationships-customer-account-)

* 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.

**52. A**

[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?](http://www.proprofs.com/discuss/q/91457/the-shipping-department-at-universal-containers-is)

* A. Create it on the opportunity using a Visualforce email template.
* B. Create it on the opportunity product using a Visualforce email template.
* C. Create it on the opportunity using a HTML email template.
* D. Create it on the opportunity product using an HTML email template.

**53. B**

[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?](http://www.proprofs.com/discuss/q/233605/universal-containers-collaborates-with-consulting-partners-s)

* 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.

**54. B**

[Universal Containers has configured a private sharing model with opportunity team selling enabled. The company allows 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 other sales representatives. Which data set filter on a single report would allow the sales representatives to see all opportunities they are involved with?](http://www.proprofs.com/discuss/q/91467/universal-containers-has-configured-private-sharing)

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

**55. A**

[Universal Containers successfully converted from a legacy CRM system to the Sales Cloud solution. The stakeholder committee will meet in a week to review the revenue performance of the sales team.Which report should the committee use to assess sales team revenue performance?](http://www.proprofs.com/discuss/q/98080/universal-containers-successfully-converted-from-legacy-syst)

* A. Opportunity pipeline report by sales rep.
* B. Report on number of sales meetings completed by sales rep
* C. Campaign return on investment report
* D. Report on number of open quotes for opportunities.

**56. BD**

[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](http://www.proprofs.com/discuss/q/91471/universal-containers-has-set-the-organization-wide)

* A. Transfer ownership of related contacts and opportunities owned by other users.
* 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. Share the account with other users through manual sharing and account teams.

**57. C**

[UC uses product in salesforce and has private security model. The product management Employee do not have access to the opportunity but would like to track the performance of a new product after it is launched. What would a consultant recommend to allow the product management employee to track the performance of the product?](http://www.proprofs.com/discuss/q/72387/uc-uses-product-in-salesforce-and-has-private-security)

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

**58. ACE**

[What is to be considered when implementing Currency Advanced Management? Choose 3 answers](http://www.proprofs.com/discuss/q/92538/what-is-to-be-considered-when-implementing-currency)

* A. Currency roll-up summary fields from opportunities products to an opportunity use the dated exchange rate.
* B. Advanced Currency Management can be enabled or disabled in the organization under the company profile, if needed.
* C. The converted amount of an opportunity uses dated exchange rates based on the close date of the opportunity.
* D. Advanced Currency Management dated exchange rates are automatically update on a monthly basis.
* E. Currency roll-up summary fields from opportunities to an account use the static conversion rate.

**59. AD**

[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](http://www.proprofs.com/discuss/q/58421/universal-container-wants-to-improve-sales-productivity)

* A. Log activity for each record
* B. Need to chat with customer in real time with chatter
* C. Need to provide search result for contact and opportunity
* D. Need to see records and related items as tabs under one common screen

**60. B**

[Universal Containers (UC) and Global Shipping (GS) are affiliates of ABC Corporation. Both affiliates use separate Instances of Salesforce and work Independently but sell to some of the same customers. They would like to collaborate on the common customers but keep the data for other customersseparate.What approach should a consultant recommend for implementing Salesforce to meet these requirements?](http://www.proprofs.com/discuss/q/226187/universal-containers-shipping-affiliates-corporation-separat)

* A. Set up a single instance for ABC Corporation and set up partner portals for UC and GS.
* B. Use separate Salesforce Instances and link shared records using Salesforce to Salesforce.
* C. Set up a single Salesforce Instance and maintain exclusive customer data using divisions.
* D. Use separate Salesforce instances and link shared records using a customer portal.

**61. ABD**

[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](http://www.proprofs.com/discuss/q/58425/universal-containers-has-three-sales-divisions-hardware)

* A. Create the record types.
* B. Define stage picklist values.
* C. Create separate stage fields.
* D. Create sales process.
* E. Create separate page layout.

**62. CD**

[Universal Containers uses a seven-step selling 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](http://www.proprofs.com/discuss/q/223910/universal-containers-sevenstep-selling-methodology-sales-sta)

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

**63. D**

[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 lostWhat are the sales representatives Best Case forecast for the current quarter?](http://www.proprofs.com/discuss/q/91479/universal-containers-currently-uses-the-customizable)

* A. $2,000
* B. $3,500
* C. $5,500
* D. $6,500

**64. ACE**

[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](http://www.proprofs.com/discuss/q/91483/universal-containers-is-deploying-formal-sales)

* A. Embed custom components within Salesforce to support the sales methodology.
* B. Develop a data integration between Salesforce and the sales methodology database.
* C. Configure Salesforce standard and custom objects to support the sales methodology.
* D. Override Salesforce user interface with the sales methodology user interface.
* E. Consider available sales methodology AppExchange applications.

**65. C**

[Universal Containers has set the organization-wide default for accounts to private. Bill owns the Aare account and the General Inductees account. Acme is the parent account for General Industries. Bill needs to collaborate with Mary on his account, so he manually shares read access to Acme.What access will Mary have to these accounts?](http://www.proprofs.com/discuss/q/126607/universal-containers-organizationwide-default-accounts-priva)

* A. Read-only on General Industries and read-write on Acme.
* B. Read-only on General Industries and read-only on Acme.
* C. Read-only on Acme and no access on General Industries.
* D. Read-write on Acme and no access on General Industries.

**66. A**

[UC plans to implement lead mgmt. functionality for channel sales representative who need to push prequalified leads to their partner. Partners need the ability to access and update the lead assigned to them, what solution should a consultant recommend for this scenario?](http://www.proprofs.com/discuss/q/126609/plans-implement-functionality-channel-sales-representative-p)

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

**67. AD**

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. Create a custom roll-up field to calculate the average product discount for each customer.
* C. Limit the number of discounted products that can be added to an opportunity.
* D. Run a report on opportunities showing list price and discounted price.

**68. A**

[Marketing department at Universal container is migrating from legacy campaign and email management system 2 salesforce want to ensure that its communication material is migrated as well. What should consultant recommend to migrate the marketing departments email templates?](http://www.proprofs.com/discuss/q/93823/marketing-department-universal-container-migrating-legacy-ca)

* A. Force.com IDE and Change set
* B. Manually
* C. Enable Email to salesforce
* D. Enable Email to case

**69. C**

[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?](http://www.proprofs.com/discuss/q/152221/universal-container-requires-account-created-accounts-custom)

* 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.

**70. D**

[A customer successfully places an order with UC for five widgets. The order is activated in Salesforce and the products are shipped to the customer, One week later the customer return one widget. What is the effective method of recording the event in salesforce?](http://www.proprofs.com/discuss/q/94402/customer-successfully-places-order-with-five-widgets-activat)

* A. Change the quantity value on the order product to 4
* B. Create a custom field on the order product object
* C. Create a new sales product with quantity set to -1
* D. Create a return order under returned orders

**71. A**

[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?](http://www.proprofs.com/discuss/q/72389/universal-containers-has-private-sharing-model-and)

* A. The documents should be uploaded to chatter files and shared with the field sales organization.
* B. The documents should be uploaded to chatter 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 a library that is shared with the field sales organization.

**72. A**

[Resellers for Universal Containers need access to reports in the partner communities to help manage their opportunities. How should Salesforce be configures to give resellers the correct level of access to reports?](http://www.proprofs.com/discuss/q/92542/resellers-for-universal-containers-need-accessto)

* A. Create a new tab in the partner communities to display the appropriate list views and report folders.
* B. Create the appropriate list views and report folders, and share with all partner users.
* C. Create a Chatter group that allows partners to post links to appropriate list views and reports.
* D. Create the appropriate list views and report folders in the partner communities for all partner users.

**73. CD**

[Historically, Universal Containers has sold to shipping department contacts within its customer and prospect accounts. It recently launched a new product line that will appeal to operations department contacts.What data enrichment can Data.com provide Universal Containers to expand its sales network?Choose 2 answers](http://www.proprofs.com/discuss/q/58441/historically-universal-containers-has-sold-to-shipping)

* A. Add new operations prospect accounts
* B. Add operations leads and opportunities
* C. Add operations contacts to accounts
* D. Append qualification scores to operations leads

**74. C**

[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?](http://www.proprofs.com/discuss/q/58449/universal-containers-has-large-sales-department-that-is)

* A. Define a workflow rule and email task is triggered when key fields are updated to new values.
* B. Configure the opportunity teams for opportunities so that only interested sales users are receiving notifications.
* C. Configure the Chatter and its related notification settings to provide relevant updates to interested sales managers.
* D. Configure the individual Salesforce for Outlook email setting to control notification frequency.

**75. B**

[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?](http://www.proprofs.com/discuss/q/92546/the-sales-representatives-at-universal-containers-use)

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

**76. AC**

[The sales management team at Universal Containers wants to monitor the progress of high-value sales deals and enable collaboration with cross-functional teams to help remove any obstacles.Which feature should a consultant recommend to meet these requirements? Choose 2 answers:](http://www.proprofs.com/discuss/q/58471/the-sales-management-team-at-universal-containers-wants)

* A. Enable Big Deal Alerts.
* B. Use opportunity update reminders.
* C. Allow Chatter feed tracking on opportunities.
* D. Enable Chatter feed on similar opportunities.

**77. AC**

[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](http://www.proprofs.com/discuss/q/174393/universal-containers-sales-process-requires-opportunities-as)

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

**78. D**

The marketing Manager at UC wants to leverage the power of sales cloud to support the sales following requirement:- monitor website traffic- Email 1200 leads per day- capture customer satisfaction survey result on a web form- Understand (report) the case of marketing exercise vs sales activityWhat should a consultant recommend to meet this requirement?

* A. Use site.com campaign web-to lead opportunity, report, and dashboard
* B. Use mass email, campaign, campaign influence, web-to-lead, opportunity and report
* C. Use community campaign, web-to-lead, opportunity and report and dashboard
* D. Use AppExchange marketing app, campaign, web-to-lead, opportunity and report

**79. A**

[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 Salesforce1 Mobile App and want to easily create new Insight records from their phones.What should a consultant recommend to meet this requirement?](http://www.proprofs.com/discuss/q/94968/universal-containers-insight-masterdetail-relationship-oppor)

* A. Create a related list button.
* B. Create a custom object tab.
* C. Create a publisher action.
* D. Create a Visualforce page.

**80. A**

[Universal Containers has just enabled advanced currency management. The Vice President (VP) of Asia Pacific Sales wants to view currency in opportunity revenue reports in both the corporate currency of USE) and the relevant country's currency. The VP of Asia Pacific Sales uses USE) as the default currency.What solution should a consultant recommend to meet this requirement?](http://www.proprofs.com/discuss/q/72391/universal-containers-has-just-enabled-advanced-currency)

* A. Create an opportunity revenue report and include the amount and converted amount values.
* B. Create an opportunity revenue report for each country and use a Joined report to display values.
* C. Create a dashboard and a dashboard filter to only display Asia Pacific currencies.
* D. Create a dashboard and set the display currency to show all currencies for Asia Pacific.

**81. AB**

[Universal Containers uses Salesforce for Outlook to synchronize contacts between Microsoft Outlook and Salesforce. The executive team wants to ensure that user's personal contacts in Microsoft Outlook are not synced with Salesforce.Which solution should a consultant recommend to meet this business requirement?Choose 2 answers](http://www.proprofs.com/discuss/q/59247/universal-containers-uses-salesforce-for-outlook-to)

* A. Train users to mark personal contacts as private in Microsoft Outlook and choose not to sync private contacts in Salesforce.
* B. Train users to assign personal contacts in Microsoft Outlook to the Don't Sync with Salesforce category.
* C. Train users to sync personal contacts in Salesforce using one-way synchronization from Salesforce to Microsoft Outlook.
* D. Train users to manually remove personal contacts from Salesforce after syncing with Microsoft Outlook.

**82. AD**

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.

**83. B**

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.

**84. A**

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 Rep 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.

**85. B**

[The Vice President of Sales for Universal Containers wants a pipeline trending report that will be used for a monthly sales forecast meeting.What solution should a consultant recommend to meet this requirement?](http://www.proprofs.com/discuss/q/91497/the-vice-president-of-sales-for-universal-containers)

* A. Create a month-over-month trending report and save the results in a public sales folder.
* B. Create an analytic snapshot to run monthly for opportunities by forecast category.
* C. Create a custom object to store monthly opportunity data populated by a scheduled job.
* D. Create reports to run monthly and save the results in a personal report folder.

**86. D**

[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?](http://www.proprofs.com/discuss/q/91941/universal-containers-supports-two-lines-of-business)

* A. Create different record types sales processes for each line of business, and assign different stages to each page layout.
* B. Create different record types sales processes for each line of business, and assign different sales processes to each page layout.
* C. Create different record types sales processes for each line of business, and use workflow field updates to assign stages.
* D. Create different record types sales processes for each line of business, and assign different page layouts to each record type.

**87. B**

[Universal Containers has enabled Social Accounts and Contacts. When a sales representative accesses a contact within Salesforce, the representative is unable to see detailed information from the contact's Facebook profile (e.g., contact's wall postings).What is preventing the sales representative from accessing detailed information on the contact's Facebook page?](http://www.proprofs.com/discuss/q/94970/universal-containers-enabled-social-accounts-contacts-sales-)

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

**88. B**

[Universal Containers needs to have opportunity discounts approved by the senior management team. The appropriate approver is dynamically determined based on the requestor's region and the opportunity's account type.Which solution should be recommended to support these requirements?](http://www.proprofs.com/discuss/q/98092/universal-containers-needs-opportunity-discounts-approved-se)

* A. Create a workflow approval task as the first step in the approval process to assign the approver.
* B. Use Apex to populate a user lookup field for the approval process based on an approval matrix.
* C. Allow the requestor to select the appropriate approver prior to submitting the record for approval.
* D. Automatically populate the delegated approver based on the requestors region and opportunity account type.

**89. AB**

[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](http://www.proprofs.com/discuss/q/99058/universal-containers-wants-track-campaigns-that-influence-op)

* A. Add campaigns to opportunities when the campaign is related to a contact that is assigned a contact role on the opportunity prior to the close date.
* B. Have the administrator specify a timeframe that limits the time a campaign can influence an opportunity after the campaign first associated date and before the opportunity created date.
* C. Have representatives populate a field on the opportunity record with the dollar amount of the expected revenue from the campaigns that influenced the opportunity.
* D. Automatically add child campaigns of the primary campaign source if the child campaigns have an end date that falls before the opportunity close date.

**90. AB**

[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](http://www.proprofs.com/discuss/q/60796/sales-management-at-universal-containers-wants-product)

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

**91. CDE**

[Universal Containers wants to manage their sales territories in Salesforce. What questions should be asked to determine if territory management is an appropriate solution? Choose 3 answers](http://www.proprofs.com/discuss/q/61264/universal-containers-wants-to-manage-their-sales)

* A. Are your lead assignments based on sales territories
* B. Is your sales organization set up as a matrix or a tree
* C. Are there specific rules for account and opportunity access
* D. Are commissions calculated by the number of territories to which a representative belongs
* E. Does account sharing depend more on account traits than on ownership

**92. A**

[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?](http://www.proprofs.com/discuss/q/61508/universal-containers-forecasts-and-closes-business)

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

**93. D**

[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?](http://www.proprofs.com/discuss/q/99801/universal-containers-wants-restrict-access-accounts-and-cont)

* A. Set accounts to public read-only and contacts to private.
* B. Set accounts to private and contacts to controlled by parent.
* C. Set accounts to private and contacts to private.
* D. Set accounts to public read-only and contacts to controlled by parent.

**94. AC**

[UC has configured salesforce to store all individual consumer contact under a single account called "Consumer". The consumer business has grown to more than 500,000 Contacts. Mass update are no longer completed within the defined maintenance timeframe and an increased number of errors are being reported. What should consultant recommend to improve system performance? Choose 2 Answers](http://www.proprofs.com/discuss/q/61706/uc-has-configured-salesforce-to-store-all-individual)

* A. Ensure that no single account has more than 10,000 contacts
* B. Enable person account and migrate the data
* C. Add an index to the account field on the contact object
* D. removes the account assignment for all objects

**95. D**

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

* A. Accounts, cases, and leads
* B. Accounts, contacts, and leads
* C. Accounts, leads, and opportunities
* D. Accounts, contacts, and contracts

**96. A**

UC would like to capture qualification information for new leads (e.g. whether or not a person is a decision maker). The information should also appear in the contact record once the lead has been converted.Which approach should a consultant recommend?

* A. Create a custom field on lead and contact object, configure mapping for these two fields for conversion.
* B. Create a custom field on lead and contact object, advice user to select it for transfer during conversion.
* C. Create a custom field on lead and contact object; these fields will be mapped automatically during conversion.
* D. Create a custom field on lead and contact object, utilize a trigger to transfer the value after conversion.

**97. A**

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 rules defined for those objects?

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

**98. B**

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.

**99. C**

[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?](http://www.proprofs.com/discuss/q/91509/universal-containers-wants-to-prevent-sales-users-from)

* A. Create a workflow rule to enable field access for sales directors based on the sales stage.
* 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. Modify the profile for sales directors to enable the "Modify All" object permission for opportunities.

**100. BD**

[Universal Containers sells three unique products and each product has its own sales process. The company qualifies prospects for the three products in a consistent manner; however, once the customer has shown interest, the sales representatives must follow the relevant product's sales process.What solution should a consultant recommend to meet these requirements? Choose 2 answers](http://www.proprofs.com/discuss/q/72245/universal-containers-sells-three-unique-products-and-each)

* A. Configure opportunity record types for each sales process.
* B. Define sales process to map to each opportunity record type.
* C. Define the default opportunity teams for each opportunity record type.
* D. Create sales stages that align with opportunity record type.

**101. A**

[Universal Containers has a private sharing model. Sales representatives are required to collaborate with the same group of people from other departments for every deal; however, the individuals in the group will vary for each representative.What solution should a consultant recommend to ensure correct record visibility and collaboration?](http://www.proprofs.com/discuss/q/63616/universal-containers-has-private-sharing-model-sales)

* A. Set up a default opportunity team for each sales rep that is automatically added to every opportunity.
* B. Add all team members to a private Chatter group for each opportunity.
* C. Configure a criteria-based sharing rule to add sales team member records automatically.
* D. Configure a public group for each sales rep that is manually shared for each opportunity.

**102. A**

[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?](http://www.proprofs.com/discuss/q/97583/universal-containers-wants-implement-website-product-launch-)

* A. Site.com
* B. Force.com Sites
* C. Customer Community
* D. Salesforce1 Sites

**103. A**

UC has set accounts, contacts and opportunities to private. Sales Rep manage the account for which they are the account owner. The company also employs sales specialist to assist sales rep on deals.What should a consultant recommend to allow sales specialist to see account information and any opportunity information associated with the account?

* A. Add the sales specialist to the account team and assign them read access to the opportunity.
* B. Share opportunity manually with the sales specialist and assign them read access.
* C. Assign the sales specialist to the same profile as Account owner.
* D. Assign the sales specialist to the same role in the role hierarchy as account owners.

**104. A**

[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?](http://www.proprofs.com/discuss/q/64249/universal-containers-has-public-sharing-model-for)

* A. Create a link on the account that opens a report showing the total value of open opportunities for all accounts in the hierarchy.
* B. Define a workflow rule to update the custom field on the parent account with the total value of open opportunities from the child accounts.
* C. Create a roll-up summary field on the parent account showing the total value of open opportunities from the child accounts.
* D. Use Apex to update a custom field on the parent account with the total value of open opportunities from the child accounts.

**105. C**

Universal Containers has set accounts, contacts, and opportunities to private. Sales representatives manage the accounts for which they are the account owner. The company also employs sales specialists to assist sales representatives on deals. What should a consultant recommend to allow the sales specialists to see account information and any opportunity information associated with an account?

* A. Assign the sales specialists to the same profile as the account owners.
* B. Assign the sales specialists to the same role in the role hierarchy as the account owners.
* C. Add the sales specialists to the account team and assign them read access to opportunities.
* D. Share opportunities manually with the sales specialists and assign them read access.

**106. A**

[Universal Containers would like to capture business sector information on a lead and display the information on the account and contact once the lead has been converted. How can these requirements be met?](http://www.proprofs.com/discuss/q/233982/universal-containers-would-like-capture-business-sector-info)

* A. Create a custom field on the 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.
* B. Create a custom field on the 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.
* C. Create a custom field on the 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 the 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.

**107. B**

[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?](http://www.proprofs.com/discuss/q/93093/universal-containers-complex-sales-process-that-requires-dif)

* A. Create one sales process and a validation rule that evaluates opportunity amount to determine the appropriate sales stage.
* B. Create two sales processes, two opportunity record types, and a workflow rule triggered by the opportunity amount.
* C. Create two sales processes and a workflow rule triggered by opportunity amount to assign a sales process.
* D. Create two sales processes, two opportunity record types, and a workflow rule triggered by sales stage.

**108. AC**

[Universal Containers shares specific accounts with its partners and is considering the use of Salesforce to Salesforce to increase visibility and collaboration for deals managed through its partner channel. The company's key partners also currently use Salesforce.What should be considered for this implementation?Choose 2 answers](http://www.proprofs.com/discuss/q/72397/universal-containers-shares-specific-accounts-with-its)

* A. Partners can create and share opportunities associated to shared accounts.
* B. Partners will be able to see all Chatter feeds on shared opportunities.
* C. Universal Containers can report on shared opportunities managed by partners.
* D. Partners can see all opportunities created by Universal Containers on shared accounts.

**109. B**

[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?](http://www.proprofs.com/discuss/q/159056/universal-containers-devising-separate-sales-methodology-ups)

* A. Create a separate page layout and report to flag and report on these deals.
* B. Create an opportunity record type and sales process for reporting on these deals.
* C. Create a custom field on opportunity to flag and report on these deals.
* D. Add "upsell" as a stage and create a summary report by opportunity stage.

**110. AC**

What is the capability of Chatter Groups?Choose 2 answers

* A. Chatter group owners can delete other users' posts in groups they own.
* B. Chatter group owners can write a group description of any length.
* C. Administrators can choose which custom object records can be added to groups.
* D. Administrators can assign non-unique names to any Chatter group.

**111. D**

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. Follow the Opportunity's quotes in Chatter.
* B. Reference synced quote history on the opportunity.
* C. Reference the last modified date on the quotes.
* D. Reference the synced quote field on the opportunity record.

**112. D**

Universal Containers has a large sales department that manages its individual deals through opportunities. The sales teams report to of their Regional Sales Manager (RSM) and the SMs report to the Vice President (VP) of Sales. To manage the region effectively, the RSMs and VP need to have full access to the opportunities managed by their direct reports through standard report filters.What is the recommended solution to accommodate this scenario?

* A. Create opportunity triggers to apply manual shares to the appropriate RSMs and VP.
* B. Create a public group that includes all of the sales team members and assign a sharing rule for opportunities.
* C. Set up automatic membership for the opportunity team members for each opportunity to the RSMs and VP.
* D. Define roles for the sales team members, RSMs, and VP with the appropriate reporting relationships.

**113. C**

[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?](http://www.proprofs.com/discuss/q/224103/representatives-universal-containers-product-specification-d)

* 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.

**114. AC**

The sales manager at Universal Containers is concerned that the leads from the marketing department are outdated and poor quality.What action should be taken to address this issue?Choose 2 answers

* A. Create a validation rule that prevents the lead from being converted without specific fields completed and train the users to enter all data accurately.
* B. Create a workflow rule to update the lead rating field based on the lead status field and use assignment rules to route leads to appropriate sales reps.
* C. Create a calculated field that scores leads based on lead attributes and use assignment rules to route leads to appropriate sales reps.
* D. Create lead assignment rules to assign leads to sales representatives based on the city and the state in which the lead resides.

**115. B**

[UC is moving their legacy CRM system to salesforce sales cloud. What should be done?](http://www.proprofs.com/discuss/q/93831/moving-their-legacy-crm-system-salesforce-sales-cloud-what-s)

* A. Review the current system with and configure sales cloud to work in the same way
* B. Review the current system with executive management to understand their requirement
* C. Review the current system with IT management to understand their requirement
* D. Review the current system with all level of user to understand their requirement

**116. C**

Universal Containers has a private sharing model for accounts and opportunities. Each sales representative is assigned to work a dedicated sales engineer. The sales engineer will need access to their assigned sales representatives' accounts and opportunities.What should a consultant recommend to meet this requirement?

* A. Create a trigger to add the sales engineers to their sales representatives' account and opportunity teams.
* B. Create criteria-based sharing rules to share the accounts and opportunities with sales engineers.
* C. Enable account and opportunity teams selling and have each sales representative configure their default teams.
* D. Have the sales representatives manually share the accounts and opportunities with their assigned sales engineers.

**117. ACD**

[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](http://www.proprofs.com/discuss/q/94445/universal-containers-preparing-launch-sales-cloud-implementa)

* A. Type of training delivered
* B. Sales rep quota targets
* C. Training in local language
* D. Management communications
* E. Maintenance release schedule

**118. D**

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. Add the contacts to the partner related list on the second Account.
* B. Clone the contact record and add to the 2nd account.
* C. Associate the contact to other account using lookup field.
* D. Add the contact to the contacts role related list to the other account.

**119. D**

[UC would like to record performance about the conference and people who attended them. A contact would potentially attend multiple conference. Company would like to display this information on the contact layout using the standard configuration. How the system should be designed to meet the company's requirement.](http://www.proprofs.com/discuss/q/94447/would-record-performance-about-conference-people-attended-co)

* A. Create a custom object for conference and a custom object to record attendee information
* B. Use campaign for conference and a custom object to record attendee information
* C. Create a custom object for conference and a custom lookup field to conference on Contact
* D. Use campaign for conference and add Campaign member to record attendee information

**120. C**

UC has enabled advanced currency Management. How the converted amount data reported on a report that specific time period when the exchange rates was different.

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

**121. A**

[A sales representative at Universal Containers frequently has multiple quotes related to an opportunity. Which solution should a consultant recommend to manage the quotes?](http://www.proprofs.com/discuss/q/95475/sales-representative-universal-containers-frequently-has-mul)

* A. Click the Start Sync button on a quote to link it to the opportunity for automatic synchronization.
* B. Update the quote line item when a change is made to the opportunity product line items.
* C. Create workflow rules on opportunity product and quote line items to keep them synchronization.
* D. Click the Start Sync button on an opportunity to link it to a quote for an automatic synchronization.

**122. A**

Universal Containers wants to improve the information profile of its current contacts in Salesforce by using social networking applications (e.g., LinkedIn and Twitter) to add to the information currently gathered for accounts, contacts, and leads. What should a consultant recommend to meet this requirement?

* A. Enable Social Accounts and Contacts to link records to social profiles.
* B. Create custom fields that hold URL links to social profiles for social profiles for accounts, contacts, and leads.
* C. Define the social network fields and enable them on account, contacts, and leads.
* D. Enable the Salesforce to Social Network API connection to sync records.

**123. BD**

[Sales representatives and partners of Universal Containers constantly complain about the poor quality of lead data. Leads are owned by the Vice President of Marketing, who has established a task force and a project to remedy the situation. Which approach should the task force consider to improve and maintain the quality of lead data? (Choose 2 answers.)](http://www.proprofs.com/discuss/q/224109/representatives-partners-universal-containers-constantly-com)

* A.Create a workflow notification when leads are created with poor Quality data.
* B. Use Data.com to clean the existing lead data and new data going forward.
* C. Import the lead data using the Find Duplicates wizard on the lead object.
* D. Use tools like the Lead Import wizard to identify and remove duplicates.

**124. A**

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. Campaigns in which a contact became a member within the last 60 days will be added to the campaign influence related list.
* B. All campaigns created within the last 60 days will be added to the campaign influence related list.
* C. All contacts associated with campaigns will be added to the campaign influence related list.
* D. Sales reps can choose which campaigns created within the last 60 days should be added to the campaign influence related list.

**125. D**

[AW Computing just added the "Total Converted Leads in Hierarchy" roll-up summary field to all campaign page layouts. However, the administrator cannot see the new field on a campaign record. What else needs to be configured to see this field?](http://www.proprofs.com/discuss/q/224117/computing-just-added-quottotal-converted-leads-hierarchyquot)

* A. Select the "Marketing User" checkbox
* B. Select the "Create" permission for the Campaigns object
* C. Set the org-wide defaults for the Campaign object to "Public Full Access"
* D. Make the field visible using field-level security

**126. CDE**

[Territory Management (why use it?) (Choose 3 answers.)](http://www.proprofs.com/discuss/q/160851/territory-management-why-use-it-choose-3-answers)

* A. Sales commissions
* B. Currency reconciliation
* C. Data access rules for accounts & opportunities
* D. Assigning accounts to territories
* E. Alignment of overlay sales teams

**127. A**

[The Forecast Category on the Opportunity record maps directly, on a one-to-one basis, to the aggregates on the Forecast tab.](http://www.proprofs.com/discuss/q/197007/the-forecast-category-opportunity-record-maps-directly-oneto)

* A. False
* B. True

**128. D**

[UC has implemented forecasting in Salesforce. Sales reps can roll up to many branches in the sales hierarchy based on the product being sold. Which solution would allow a sales rep to submit multiple forecasts for each position they occupy in the hierarchy?](http://www.proprofs.com/discuss/q/224121/implemented-forecasting-salesforce-sales-reps-roll-many-bran)

* A. Set up multiple price books with separate forecasts for each product.
* B. Allow sales reps to select a different role in the hierarchy depending on the product.
* C. Configure territory management to enable sales reps to assign opportunities to territories.
* D. Set up multiple opportunity record types and reps match type to a product.

**129. AD**

[UC recently enabled Chatter and has found it extremely helpful in the sales process. Given the success, UC would like to bring the competitive intelligence team into Salesforce to leverage Chatter to collaborate on opportunities when key competitors are identified. Which step should be considered when setting up the competitive intelligence team? (Choose 2 answers.)](http://www.proprofs.com/discuss/q/227357/recently-enabled-chatter-extremely-helpful-process-success-c)

* A. Add the competitive intelligence team to Chatter groups organized by competitor.
* B.Create a single user for the competitive intelligence team to share.
* C. Set up each member of the competitive intelligence team with standard user licenses.
* D. Set up each member of the competitive intelligence team with Chatter Free licenses.

**130. C**

[When the billing address on an account is changed, the mailing address of all related contact records should be updated to reflect the new address.How can this requirement be met?](http://www.proprofs.com/discuss/q/187973/when-the-billing-address-account-changed-mailing-all-related)

* A. Create a workflow rule on accounts.
* B. Create a workflow rule on contacts.
* C. Create a Force.com trigger on accounts.
* D. Create a Force.com trigger on contacts

**131. C**

Universal Containers needs the ability to associate installed products at an account to specific cases. Those installed products contain information on the account's contracted Service Level Agreement (SLA) as well as the installed product serial number. Which approach should Universal Containers consider implementing to best satisfy these requirements?

* A. Create a lookup object to the contract record
* B. Create a lookup to a custom object for the installed product
* C. Use the standard Asset relationship
* D. Use the standard Opportunity relationship

**132. C**

[UC needs to show a dashboard with forecast by product family with quotas. What solution should consultant recommend?](http://www.proprofs.com/discuss/q/224130/needs-show-dashboard-with-forecast-product-family-quotas-wha)

* A. Customize Quotas with product report and add necessary field
* B. Create custom report with closed opportunity, forecasting leads (...) and quotas
* C. Create an analytical snapshot to capture the opportunity forecast
* D. Create custom report type with forecasting quotas and forecasting leads (...)

**133. CD**

UC is deploying the Sales Cloud to 500 sales users. The implementation team is planning an end user support plan for the first week of the implementation. Which item should be included in the plan? (Choose 2 answers)

* A. Communication to customers about potential issues
* B. 24-7 support from the IT team
* C. Meeting schedule to review open issues and escalations
* D. Process for users to report issues

**134. D**

[Universal Containers has many customers that repeat the same purchase on aregular 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?](http://www.proprofs.com/discuss/q/114792/universal-containers-customers-repeat-purchase-aregular-basi)

* A. Develop an Apex trigger for repeat accounts that inserts a copy of an opportunity for the sales representative when it reaches dosed/won stage.
* B. Configure a workflow rule for repeat accounts that inserts a copy of an opportunity for the sales representative when it reaches dosed/won stage.
* C. Develop an Apex trigger to set an opportunity revenue schedule that automatically sets up a new opportunity for repeat a accounts when it reaches closed/won stage.
* D. 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.

**135. AC**

[Universal Containers operates in two currencies: EUR and USD. Its corporatecurrency is USD. When a sales team member tries to add products to an opportunity for a customer in the Eurozone, they are unable to find EUR prices.What is the likely cause of this problem? Choose 2 answers:](http://www.proprofs.com/discuss/q/114796/universal-containers-operates-currencies-corporatecurrency-s)

* A.Opportunity currency is set to USD.
* B. Price book entries are missing EUR prices.
* C. Sales users default currency is set to USD.
* D. Advanced currency management is deactivated.

**136. A**

[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?](http://www.proprofs.com/discuss/q/227459/universal-containers-qualification-qualifies-converts-leads-)

* A. Apex
* B.
* C.
* D. .

**137. ABE**

[Universal Containers determines that opportunities are taking longer to close than in the past.Which action should the management take to determine the reason behind the additional time to close?Choose 3 answers](http://www.proprofs.com/discuss/q/224141/universal-containers-determines-that-opportunities-taking-lo)

* A. Examine user logins rates & activity on open opportunity records
* B. Evaluate whether the complexity of deals have changed over the time
* C. Evaluate whether lead conversion rates have decreased over the time
* D. Review the budget allocated to marketing campaigns
* E. Build a dashboard to display opportunity stage duration

**138. CD**

Universal Containers is deploying Salesforce for lead and opportunity Management. Several area ofthe application need to be customized using Apex & Visualforce in order to meet businessrequirements.Which step can be taken to execute an effective test plan that will ensure high quality components?

* A.Delegate unit testing to application end users because they understand the requirements best
* B. Rely on automated test script tools to ensure maximum test coverage
* C. Create test conditions that cross-reference use cases from project documents
* D. Write detailed test scripts that define specific conditions, actions, and expected results

**139. A**

[Universal Containers manages oppty forecasts 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 the opptys that are in pipeline, best case, and commit. What number in the forecast would provide Universal Containers with the appropriate information?](http://www.proprofs.com/discuss/q/93833/universal-containers-manages-forecasts-standard-forecast-cat)

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

**140. ABC**

[What is the capability of Data.com Clean ?](http://www.proprofs.com/discuss/q/214713/what-is-the-capability-of-datacom-clean-)

* A.Configure and run automated Clean jobs to flag field value differences on Salesforce records, fill blank fields, overwrite field values.
* B. Select account, contact, and lead records from a list, and clean them all at once.
* C. Manually compare individual Salesforce records side by side with matched Data.com records, and update Salesforce records field by field.
* D. Accounts must be cleaned before cleaning Contacts, and Leads can either be cleaned before or after
* E. Data.com can be used on both Normal and Person Accounts

**141. A**

[UC wants to give access to Salesforce to its sales reps on the road, even when they are in areas not covered by internet reception. What solution should a consultant propose?](http://www.proprofs.com/discuss/q/155669/wants-give-access-salesforce-its-sales-reps-the-road-even-wh)

* A. Salesforce1 app
* B. Salesforce Touch
* C. Salesforce Classic
* D. Custom hybrid app

**142. D**

[Universal Containers allows its sales reps to negotiate up to a 5% discount for their opptys. Discounts greater than 5% must be sent to their Regional Sales Manager for approval. Discounts greater than 15% must also be sent to the Regional Vice President for approval. Which approach would satisfy these requirements?](http://www.proprofs.com/discuss/q/155673/universal-containers-allows-sales-negotiate-discount-their-o)

* A. Create two approval processes, one for the RSM and one for the RVP
* B. Create one approval process and 1 WF, one for the RSM and one for the RVP
* C. Create an approval task with email reminder for both the RSM and one for the RVP
* D. Create a 2 step approval process for both the RSM and one for the RVP

**143. BC**

Universal Containers has an extensive distributor and reseller community. To help manage this partner network, the company is implementing a partner portal. What must be considered when setting up partner users? Choose 2.

* A. Partner users are associated with the same set of profiles as internal users
* B.The sharing model should be re-evaluated when the partner portal is enabled
* C. Partners can own Account and Opportunities
* D. Partners can't receive workflow emails

**144. D**

[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?](http://www.proprofs.com/discuss/q/215102/universal-containers-acquires-sales-leads-through-trade-atte)

* A. Data.com
* B. Find duplicate button
* C. Data loader with find duplicate setting
* D. Lead Import wizard

**145. BC**

[What is to be considered when enabling territory management? (Choose 2)](http://www.proprofs.com/discuss/q/68863/what-is-to-be-considered-when-enabling-territory)

* A. Distance between Sales rep and client headquarter
* B. Attribute used to segment customer
* C. Average number of customer by sales rep
* D. Number of currencies needed to support each sales territory

**146. D**

[UC need to see customers purchasing activity on Accounts, contacts and contracts detailed pages, how could this be done?](http://www.proprofs.com/discuss/q/224155/need-customers-purchasing-activity-accounts-contacts-contrac)

* A. Global Publisher action
* B. Custom object linked to Accounts, contacts and contracts
* C. Enable the Sales Console
* D. Enable the orders object

**147. BD**

[How can work.com increase productivity of Sales rep](http://www.proprofs.com/discuss/q/68947/how-can-workcom-increase-productivity-of-sales-repa)

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

**148. D**

[Universal Containers was bought by a larger company and needs to provide information on a monthly basis to the new parent company to help predict sales. Which data should the new parent company review?](http://www.proprofs.com/discuss/q/155679/universal-containers-was-bought-larger-company-and-needs-pro)

* A. Dashboard of user login history
* B. Count of new lead records created
* C. Number of activities tied to opportunities
* D. Opportunity pipeline report grouped by month

**149. A**

Universal Containers is expanding sales internationally and has created new price books to handle the various currencies for the five new countries. When a sales representative selects one of the new price books to add a product to an oppty, there are no products available. What should be evaluated when troubleshooting this issue?

* A.Confirm that the products and currencies are associated wtih the pricebook
* B. Confirm that the old pricebook is disabled for the sales rep
* C. Confirm that products are shared with the sales rep's role
* D. Confirm that product line items on opptys are enabled
* **1. D**

UC wants to integrate a Sales Cloud solution with its accounting system.  Which standard objects are likely to be used in the integration?

* + A. Accounts, Cases and Leads
  + B. Accounts, Leads and Opportunities
  + C. Accounts, Contacts and Leads
  + D. Accounts, Contacts and Contracts
* **2. A**

UC 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 the opportunity amount
  + B. Create two sales processes, two opportunity record types, and a workflow rule triggered by sales stage
  + C. Create two sales processes and a workflow rule triggered by opportunity amount to assign a sales process
  + D. Create one sales process and a validation rule that evaluates opportunity amount to determine the appropriate sales stage
* **3. ACD**

UC wants to manage their sales territories in Salesforce. What questions should be asked to determine if territory management is an appropriate solution? (Choose 3 answers).

* + A. Are commissions calculated by the number of territories to which a rep belongs?
  + B. Is your sales organization set up as a matrix or a tree?
  + C. Does Account sharing depend more on Account traits rather than on ownership?
  + D. Are there specific rules for Account and Opportunity access?
  + E. Are your Lead assignments based on sales territories?
* **4. C**

[UC’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?](http://www.proprofs.com/discuss/q/182785/ucrsquos-american-european-different-business-requirements-c)

* + A. Create separate page layouts and record types for each of the regional sales teams
  + B. Utilize VisualForce to build an opportunity page that dynamically checks the user’s region to determine which fields to display
  + C. Implement field-level security to allow access to fields for the respective regional sales teams
  + D. Build a custom object with private sharing to capture the additional fields as a separate record
* **5. D**

[UC 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?](http://www.proprofs.com/discuss/q/124767/purchased-marketing-database-campaign-launch-product-respons)

* + A. Create a campaign, qualify the respondents, and create Accounts and Contacts
  + B. Create both Account and Contact records then associate the Contacts to the campaign
  + C. Create Leads, convert them to Opportunities, and qualify the respondents on the Opportunities
  + D. Create a campaign, associate the Leads to the Campaign, and qualify the respondents
* **6. AC**

Sales reps and partners of UC constantly complain about the poor quality of lead data. Leads are owned by the VP of Marketing, who has established a task force and a project to remedy the situation. Which approach should the task force consider to improve and maintain the quality of the lead data?  Choose two answers.

* + A. Use tools like the Lead Import Wizard to identify and remove duplicates
  + B. Create a workflow notification when leads are created with poor quality
  + C. Use Data.com to clean the existing lead data and new data going forward
  + D. Import the lead data using the Find Duplicates wizard on the lead object
* **7. A**

UC has two sales divisions. Sales Division A’s customers are individuals and Sales Division B’s customers are businesses. Each division’s sales reps have their own user profiles, and person accounts are enabled. Sales Division B’s sales reps 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 rep user profile
  + B. Use Divisions to hide person accounts from Division B sales rep user profile
  + C. Check the “Disable person accounts” permission on the Division B sales rep user profile
  + D. Use field-level security to hide the “Is Person Account” checkbox from the Division B sales rep user profile
* **8. AD**

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. Invite customers into private Chatter groups
  + B. Allow customers to follow Opportunities in Chatter
  + C. Share Chatter files with customers
  + D. Add customers to Salesforce as Chatter Free users
* **9. CD**

UC is experiencing a drop in profitability due to excessive sales discounting.  What can UC do to monitor and control discounting?  (Choose two answers)

* + A. Publish an approval matrix doc. to centralize repository
  + B. Limit the # of products that can be added to an Opportunity
  + C. Ensure that sales management has approval authority on requested discounts
  + D. Evaluate the difference between listed price and discounted price on Opportunities
* **10. CD**

Due to recent organizational changes, UC is considering Territory Management in its existing SF implementation. Which area of the application should be evaluated before enabling Territory Management? Choose two answers.

* + A.  Whether multi-currency is enabled
  + B. The sharing model for Quotes and Orders
  + C. Whether customizable forecasting is enabled
  + D. The sharing model for Accounts and Opportunities
* **11. AD**

UC will be using multiple environments to manage the development, testing and deployment of new functionality to sales users. Which deployment tool can be used to migrate metadata across SF environments? Choose two answers.

* + A. Change sets
  + B. Force.com Excel Connector
  + C. Apex Data Loader
  + D. Force.com IDE
* **12. B**

UC is implementing the Sales Cloud to improve the sales team’s ability to close deals. The org is global, sells products in different currencies, and has different complex business processes within each business region. Which training approach should be recommended to optimize deployment success and promote user adoption?

* + A. Standardized course content delivered globally via Train the Trainer
  + B. Instructor-lead classroom training customized for each region
  + C. Online, self-paced training for application end users
  + D. Standardized virtual training classes delivered by UC
* **13. CD**

UC is deploying the Sales Cloud to 500 users. The implementation team is planning an end-user support plan for the first week of the implementation.  Which item should be included in the plan? Choose two answers.

* + A. Communication to customers about potential issues
  + B. 24-7 support from the IT team
  + C. Meeting schedule to review open issues and escalations
  + D. Process for users to report issues
* **14. D**

A consultant is working on a Sales Cloud implementation and the client indicates the implementation will only be successful if every sales user logs into SF three times a day. How should the consultant proceed?

* + A. Finalize the requirements for a login report
  + B. Import an adoption dashboard from the AppExchange
  + C. Create a report to document the number of logins per sales user
  + D. Engage in a conversation about the underlying objective
* **15.  B**

UC is launching a new product and has planned a number of marketing activities to support the launch, including press releases, emails, webinars, trade shows and customer conferences. Which solution should a consultant recommend to meet these requirements?

* + A. Create a campaign for each activity and mark each campaign as inactive as the events are created
  + B. Create multiple campaigns, add members, update the member status, and associate with a parent campaign
  + C. Create an event for each activity against the lead records and update the status to Complete
  + D. Create a single campaign and add an event on the campaign for each activity
* **16. B**

UC requires an Opportunity record type to be created upon lead conversion. How can this requirement be met?

* + A. Create validation rules on the Opportunity record
  + B. Override the convert button to use custom lead conversion logic
  + C. Create validation rules on the account record
  + D. Make Opportunity stage a required field
* **17. AC**

UC has identified two distinct selling methodologies that its different sales teams must follow to close business after qualifying a prospect. Which solution will meet this requirement? Choose two answers.

* + A. Define sales stages for each methodology
  + B. Create lead record types for each methodology
  + C. Create Opportunity record types for each methodology
  + D. Define a campaign code for each methodology
* **18. A**

UC is integrating SF with its accounting system. The accounting system has a one-to-many relationship of addresses to accounts. The IT Dept. needs to integrate all of the accounting system addresses with SF.  Current analysis indicates that, on average, each account has five addresses. Which solution should a consultant recommend?

* + A. Build a custom object related to accounts to hold the addresses
  + B. Use the two standard address fields on the account object
  + C. Create five sets of address fields on the account object
  + D. Create a text field to populate with the account address data
* **19. C**

UC has two different groups who use accounts. The sales group needs to populate 15 fields and use the fields on the account record. The support group does NOT need to save the 15 fields on the account record, but must be able to run reports on them. Which solution will satisfy this requirement?

* + A. Create separate record types for the sales and support groups
  + B. Hide the fields through field-level security from the support group
  + C. Create separate page layouts for the sales and support groups
  + D. Create a custom object for the 15 fields with a master-detail relationship
* **20. D**

UC has recently migrated data from multiple legacy systems to a single SF instance. Sales users are testing duplicate records in the new system, but UC needs to restrict sales users from deleting data. Which solution should a consultant recommend to solve this problem?

* + A. Archive duplicate records in a custom object that is inaccessible by sales users
  + B. Allow sales users to review and merge records that are considered duplicates
  + C. Create a custom profile that sales users can log into and delete the duplicate records
  + D. Allow users to flag duplicates and define a process for an admin to review and merge records
* **21. BC**

UC sells to both individual consumers and corporations. Sales reps on the enterprise sales team sell to corporations only and are reporting that the consumer accounts are cluttering their search results, which makes it difficult to effectively search the data. Which option should be explored to help improve the user experience?  Choose two answers.

* + A. Disable person accounts and treat the consumer accounts as contacts
  + B. Consider enabling the divisions feature
  + C. Evaluate whether a private sharing model with sharing rules can be applied
  + D. Create a public group for the enterprise sales team
* **22. C**

[UC would like to limit the types of Opportunities sales users can create, but allow sales users to view Opportunities of any type. Which approach will accomplish this?](http://www.proprofs.com/discuss/q/190669/would-limit-types-opportunities-sales-users-create-allow-whi)

* + A. Assign the same page layout to all record types to each sales user profile
  + B. Create a workflow rule to prevent sales users from selecting the incorrect record type
  + C. Assign the appropriate Opportunity record types to each sales user profile
  + D. Set the OWD for Opportunities to private and create applicable sharing rules
* **23. D**

UC needs to ensure that Products are associated with Opportunities in order for the Opportunity to move into or past the quoting stages in the sales process. What should a consultant recommend to meet this requirement?

* + A. Enable the “Prompt users to add products to Opportunities” setting
  + B. Create a workflow rule to assign a task to add products upon Opportunity creation
  + C. Create a custom Opportunity entry wizard using VisualForce
  + D. Create a validation rule using the Has Line Item and Stage fields
* **24. D**

UC needs to prevent duplicate leads from being created in SF. Leads are deemed duplicates if they match on the name, last name, phone and email address. Which solution should be recommended to prevent duplicate leads?

* + A. Select the “Prevent Duplicates” checkbox in the Lead Settings
  + B. Create a validation rule on the lead object
  + C. Expose the “Find Duplicates” button the Lead page layout
  + D. Create an Apex trigger on the Lead object
* **25. C**

UC needs to ensure that when a Product is associated with an Opportunity, the appropriate Product Specialists are added to the sales team. Which solution would meet this business requirement?

* + A. Create an Apex trigger on the Opportunity line item
  + B. Create a workflow rule on the Opportunity
  + C. Create an Apex trigger on the Opportunity
  + D. Create a workflow rule on the Opportunity sales team
* **26. D**

UC has a strict data access policy related to Opportunities. Sales management needs visibility into which team members are working on each deal. A sales rep collaborates with the same group of people from other departments on every sales deal. The users from the other departments do NOT have access to the Opportunities created by the sales rep. Which approach should a consultant recommend to meet the reporting requirement and to grant Opportunity access?

* + A. Share Opportunities created by users in the sales rep role with each of the team members roles
  + B. Add each team member individually to the Account team when creating an Opportunity
  + C. Create a public group for the extended team and share Opportunities owned by the sales rep with the group
  + D. Set up a default sales team for the sales rep that is automatically added to every Opportunity created
* **27. C**

A Regional Sales Manager’s direct reports are frequently added as sales team members for other sales reps’ Opportunities. Which report view filter should be applied to a pipeline report to display all of the Opportunities for which the RSM’s direct reports are involved?

* + A. My team’s team-selling and their Opportunities
  + B. My team-selling Opportunities
  + C. My team-selling and my Opportunities
  + D. My team’s Opportunities
* **28. BC**

UC has set up SF to SF with one of its partners as a way to share deals with the partner. What standard functionality will UC gain when implementing SF to SF? (Choose 2 answers).

* + A. Automated Opportunity assignment to the partner
  + B. Ability to manage internal and channel sales in one place
  + C. Visibility into partner updates on shared records
  + D. Access to a partner’s reports and dashboards
* **29. AC**

UC evaluates sales management on the overall length of the sales cycle in their respective regions. Sales managers are required to review deals in certain stages before deals can advance to the next stage. Sales management has observed that deals are getting stuck in the “Determining Price Options” stage. Which step should a consultant recommend to improve the efficiency of the sales process? (Choose 2 answers).

* + A. Add an approval process
  + B. Implement quote functionality
  + C. Add a “Needs Manager Approval” Stage
  + D. Set up product schedules
* **30. D**

It is unclear how the money spent on marketing campaigns is helping UC grow its sales business. What is the best way for UC to capture a return on investment?

* + A. Count the number of leads generated from each campaign
  + B. Determine the number of activities created by sales related to a campaign
  + C. Determine the number of Opportunities generated by each campaign
  + D. Track the value of closed won Opportunities generated by each campaign
* **31. A**

The marketing team of UC runs campaigns using a variety of media, such as print, email and online. Each media campaign has a unique URL, for an online contact form and number. UC needs to determine the ROI across campaigns. What should be evaluated by the marketing team to determine this?

* + A. Compare the actual cost by campaign type to the total amount of all closed-won Opportunities by lead source
  + B. Compare the actual cost by campaign type to the total amount of Opportunities converted by lead source
  + C. Compare the budgeted cost by campaign type to the total amount of closed Opportunities by lead source
  + D. Compare the total leads converted to the total number of campaign members by campaign type and lead source
* **32. C**

UC has experienced a month-over-month increase in leads generated through numerous marketing campaigns and sales events. As a result, it has been difficult for the sales org to prioritize which leads to pursue. The Director of Sales Operations has asked that a lead scoring engine be deployed to help sales execs prioritize the leads. Which technique should be implemented?

* + A. Calculate the number of products related to a lead and assign leads based on the number of products
  + B. Enable the “Score My Lead” setting to display and a lead score to be used when routing leads
  + C. Capture the relevant data on the lead form and calculate a score to be used when prioritizing leads
  + D. Assign leads to execs based on seniority within the sales org
* **33. A**

UC imports approximately 100 leads into SF each month and needs to prevent as many duplicates as possible. Which approach should a consultant recommend?

* + A. Import leads using the Import Wizard and select a matching type
  + B. Import leads and use global search to identify duplicates
  + C. Export the existing leads using a report and scrub the data clean prior to import
  + D. Run a script in an external database to identify duplicates prior to import
* **34. D**

UC needs to implement a process to maintain high quality lead data. Which approach should be recommended?

* + A. Establish a limit for the number of leads that can be imported at one time
  + B. Establish a cross-functional team responsible for monitoring data quality
  + C. Create a report to show the number of new lead records imported monthly
  + D. Conduct training on how to import lead records for all SF users
* **35. B**

*Sales users at UC need access to all Account and Contact records.  OWD for Accounts and Contacts have been set to public. However, users would like their Activities to be visible only to themselves and their managers. How should a consultant meet this requirement?*

* + A. Set the OWD for activities to be controlled by the parent
  + B. Set the OWD for activities to private
  + C. Set the OWD for accounts and contacts to private
  + D. Advise users to set their activity records to private
* **36. C**

UC has been awarded a government contract to supply shipping materials to all regional locations. There are 12 regional offices and each office has an individual who is responsible for ordering boxes. Each regional office should be invoiced individually. Which method should a consultant recommend to set up the data in SF?

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

UC recently changed the sharing model for Accounts from public to private. Users must be able to view Contacts they own for Accounts that are owned by other users. However, Account owners do NOT need access to Contacts owned by other users. How should this be accomplished?

* + A. Move Contacts NOT owned by the Account to an Account owned by the account owner
  + B. Set the OWD for Contacts to be controlled by the parent
  + C. Instruct users to create new Account records and new Contacts related to the Accounts
  + D. Set the OWD for Contacts to private
* **38. B**

A sales rep at UC works with multiple Contacts in various roles throughout a sales cycle. The sales rep needs to track these individuals and the type of influence each has on the respective deals.  How can a consultant meet this requirement in Salesforce?

* + A. Add several Opportunity Lookup fields and Role pick list fields to the Contact
  + B. Add the Contact Roles related list to the Opportunity page layout
  + C. Add a new junction object to connect Contacts and Opportunities
  + D. Add several Contact lookup fields and role pick list fields to the Opportunity
* **39. C**

UI is a medical insurance company that provides liability insurance policies to doctors. Many of the doctors have an independent practice with a primary office, but they also work at a number of hospitals. UI requires the options listed below.

* + The policy for each doctor is associated with a single contact record
  + The ability to track which doctors are associated with each of the hospitals in their network

Which solution would a consultant recommend to meet these requirements?

* + A. Use the Person Account related list on the Account
  + B. Use the Partner related list on the Contact
  + C. Use the Contact Roles related list on the Account
  + D. Use the Contact Roles related list on the Contact
* **40. A**

UC has a private sharing model and is using Account hierarchies to track relationships between parent and child Accounts. The company needs to see the total market share of all child Accounts on the parent Account, even if the child Account is inaccessible to the user viewing the parent. How can the market share for the parent be calculated?

* + A. Use Apex to update the Total Market Share field on the parent Account with the combined market share values from all child Accounts
  + B. Use a roll-up summary field to calculate the value of Opportunities related to the child Accounts and roll them up to the parent Account
  + C. Create a report to summarize the Market Share field for all Accounts in the hierarchy, and a link to the report from the Account page
  + D. Use roll-up summary fields to calculate the market share on the child Accounts and roll them up to the parent Account
* **41. B**

A sales rep manages the UC account, which has two subsidiaries: Universal Storages and Universal Movers. Other sales reps outside of his territory own both of the subsidiary Accounts, and the OWD for Accounts is private. The sales rep needs to report on all of the sales-related Activities for all of the Accounts in the hierarchy. What would a consultant recommend to grant the sales rep visibility to the sales-related Activities for the account hierarchy?

* + A. Create a sharing rule to grant access to the subsidiary Accounts for the sales reps
  + B. Add the sales rep to the Account team for the subsidiary Accounts
  + C. Add the sales reps to the sales team for the subsidiary Accounts
  + D. Set the sales rep as the designated approver for the Account hierarchy
* **42. BCD**

UC is evaluating Jigsaw/Data.com as a tool to improve the quality of its sales-related data. Which capabilities can Jigsaw/Data.com provide? Choose three answers.

* + A. Ability track account performance
  + B. Ability to remove duplicate contacts
  + C. Ability to report on the completeness of data
  + D. Ability to complete account information
  + E. Ability to qualify leads
* **43. A**

Universal Finance is a large financial services company with a business model that supports the need for B2B and B2C relationships in Salesforce. UF has implemented person accounts and needs to distinguish business Accounts from customer Accounts using list views. Which solution should be recommended?

* + A. Filter list views by the IS Person Account field
  + B. Create a custom field to distinguish the business from consumer Accounts
  + C. Filter list views by Contacts with and without Accounts
  + D. Enable divisions to separate businesses from consumer Accounts
* **44. A**

UC has a subscription-based sales model and is using Opportunities and Opportunity line items in the sales process. Which process should a consultant recommend to sales users when creating renewal Opportunities?

* + A. Open the original Opportunity and use the Clone with Products button
  + B. Use the renewal Opportunity wizard and select the option to copy line items
  + C. Create a renewal Opportunity and use the Copy Products selection page
  + D. Use an Apex trigger to copy the original Opportunity and associated Products
* **45. C**

UC needs to have Opportunity pricing approved by a member of the executive management team before it can progress to the next stage in the sales process. The designated approver is determined by several attributes on the Opportunity record and must be automatically populated before the record is submitted for approval. How can this requirement be met in Salesforce?

* + A. Use the standard approval process and allow the submitter to select the approver before the record is submitted for approval
  + B. Create a workflow rule to assign an activity to the designated approver once the Opportunity is ready for approval
  + C. Create an approval matrix and use Apex to populate a user lookup field used by the standard approval process
  + D. Create a formula field and validation rule to require the designated approver before the Opportunity is submitted for approval
* **46. C**

UC has implemented an approval process to manage non-standard discounting quotes. Sales management needs to view metrics, such as the number of quotes currently in the approval queue, rejected quotes, and number of approvals by manager. What is required to support this request?

* + A. Add field updates to the approval process to capture the current status and approver
  + B. Create a roll-up summary field for approvals related to quotes
  + C. Create an approval process report and filter by quote status
  + D. Create a custom report type to allow reporting on quotes with approvals
* **47. C**

UC uses a consistent set of sales stages and probability percentages in its sales process across all product lines. The product lines must be aligned with specific forecast categories, and sales management must forecast different product lines using different forecast categories. Which step must be taken to support this requirement?

* + A. Use field-level security to ensure that the forecast category matches the sales stage
  + B. Create a workflow rule to update the forecast category field when the Opportunity is closed
  + C. Manually select the correct record type when creating the Opportunity
  + D. Create a workflow rule to update the sales process for the Opportunity
* **48. D**

UC uses Salesforce to manage its sales pipeline. The forecast category and probability fields are editable on the page layout for sales users. For reporting purposes, UC requires that the probability of all closed/lost Opportunities must be zero after the Opportunity is closed. How can this requirement be met?

* + A. Export all closed/lost opportunities, update the probability field to zero, and re-import the records
  + B. Create a validation rule to validate that the probability for closed/lost opportunities is zero
  + C. Create a report to include all closed/lost opportunities with a probability greater than zero
  + D. Assign the closed/lost stage a probability of zero when setting up the sales process
* **49. B**

The standard quote functionality has been implemented for sales users at UC. Which solution should a consultant recommend to keep opportunity product line items synchronized with quote product line items?

* + A. Train users to add/update/delete a quote line item any time they make changes to Opportunity product line items
  + B. Train users to click the start sync button on the quote they want to synchronize with the Opportunity
  + C. Create workflow rules on Opportunity product and quote line items object to ensure they stay synchronized whenever a change is made
  + D. Create triggers on the Opportunity product and quote line item objects to ensure they stay synchronized whenever a change is made
* **50. CD**

A sales rep at UC is working on an Opportunity and has created several quotes. A sales team member is unsure of which quote is active for the sales representative. How can the sales team member identify the appropriate quote? Choose two answers.

* + A. Review the last modified date on the quotes
  + B. Review the last modified date on the Opportunity
  + C. Look for the Syncing checkbox on the Quote related list
  + D. Look for the Synced Quote field on the Opportunity record
* **51. CD**

The marketing department at UC has been running several campaigns to target existing Contacts within a sales region. The marketing department needs to know the effect of the Campaigns on the Opportunities. Which solution would be recommended to the marketing department?  (Choose 2)

* + A. Add a formula field on Opportunities that references the associated campaigns
  + B. Add Opportunity records as Campaign members to identify Campaign influence
  + C. Add the Campaign Influence related list and run the Campaigns with Influenced Opportunities report
  + D. Add the Contact Roles related list to include associated Campaigns in the Campaign influence
* **52. A**

The sales department at UC defines its sales Pipeline as all open Opportunities and its Forecasts as Opportunities with a 75% or greater probability of becoming closed/won. The sales department needs to monitor its information by region and revenue amount closing each month. Which solution should a consultant recommend?

* + A. Create a matrix report of Opportunity amount by region and close month, and filter by probability
  + B. Instruct sales operations and the regional leads to build monthly analytic snapshots
  + C. Create a workflow rule to notify sales operations when an Opportunity exceeds 75%probability
  + D. Enable the regional pipeline and forecasting dashboard, and schedule a monthly refresh
* **53. D**

[UC has implemented forecasting in Salesforce. Sales reps can roll up to many branches in the sales hierarchy based on the product being sold. Which solution would allow a sales rep to submit multiple forecasts for each position they occupy in the hierarchy?](http://www.proprofs.com/discuss/q/124690/implemented-forecasting-salesforce-sales-branches-hierarchy-)

* + A. Set up multiple Price Books with separate Forecasts for each Product
  + B. Allow sales reps to select a different role in the hierarchy depending on the Product
  + C. Configure Territory Management to enable sales reps to assign Opportunities to Territories
  + D. Set up multiple Opportunity Record Types and reps match type to a Product
* **54. AB**

The sales management team at UC travels frequently and is often unable to log into the application to review their pending approvals. Which option should a consultant recommend to facilitate the approval process?  (Choose 2 answers).

* + A. Enable approvals by email for each approval process
  + B. Enable Mobile to allow approvals via mobile devices
  + C. Create a report of all pending approvals and add to the home page
  + D. Schedule and email a dashboard of all pending approvals
* **55. ACD**

UC has a complex suite of products and pricing structure, which can be challenging for new sales reps. The VP of Sales would like to facilitate collaboration between new and more experienced sales reps in order to improve the on-boarding process and to enable new sales reps to become productive faster. Which features should a consultant recommend to facilitate the collaboration? (Choose 3 answers).

* + A. Enable Content and share documents using libraries
  + B. Enable Content and share documents using content deliveries
  + C. Enable Similar Opportunities
  + D. Enable Chatter feed tracking on Opportunities
  + E. Schedule a dashboard to display sales rep performance
* **56. A**

Sales users at UC use MS Outlook to communicate with contacts. The System Admin has installed Connect for Outlook to synchronize sales users’ data. Sales users are reporting the issues listed below:

* + Duplicate Contact records are being created in Salesforce
  + Tasks and Events between Outlook and Sales do NOT match

Which synchronization configuration will address this issue?

* + A. One-way synchronization from Salesforce to Outlook for Contacts, and two-way synchronization for Activities
  + B. Two-way synchronization between Salesforce and Outlook for all records
  + C. One-way synchronization from Outlook to Salesforce for contacts and two-way synchronization for activities
  + D. One-way synchronization from Salesforce to Outlook for all records
* **57. AD**

UC recently enabled Chatter and has found it extremely helpful in the sales process. Given the success, UC would like to bring the competitive intelligence team into Salesforce to leverage Chatter to collaborate on Opportunities when key competitors are identified. Which step should be considered when setting up the competitive intelligence team?  (Choose 2 answers).

* + A. Add the competitive intelligence team to Chatter groups organized by competitor
  + B. Create a single user for the competitive intelligence team to share
  + C. Set up each member of the competitive intelligence team with standard user licenses
  + D. Set up each member of the competitive intelligence team with Chatter Free licenses
* **58. ADE**

A sales rep at UC is creating a content delivery for a high-profile prospect that contains sensitive information in the form of a pricing quote with terms and discounts. What should the sales rep do before sending the content delivery URL to the prospect?  (Choose 3 answers).

* + A. Preview the URL to ensure that the formatting in the original file displays properly in the online version
  + B. Send a preview e-mail of the content delivery to ensure the link works properly
  + C. Create a workspace for the content delivery and add the prospect as a library member
  + D. Set an expiration date for the content delivery
  + E. Require a password on the content delivery before it can be viewed
* **59. BC**

UC is purchasing smartphones and tablets for its 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. Salesforce Touch (now known as Salesforce1)
  + D. Visualforce for Mobile
* **60. C**

UC wants to use its customer portal to allow customers to provide suggested changes to products and comment on other peoples’ suggestions.  What Salesforce feature supports this?

* + A. Chatter
  + B. Solutions
  + C. Ideas
  + D. Answers
* **61. AD**

Historically, UC has sold to shipping department Contacts within its Customer and Prospect Accounts.  It recently launched a new product line that will appeal to operations department Contacts. What data enrichment can Data.com provide UC to expand its sales network? (Choose 2 answers).

* + A. Add Operations Contacts to Accounts
  + B. Append qualification scores to operations leads
  + C. Add operations Leads and Opportunities
  + D. Add new operations prospect Accounts
* **62. BC**

How can Chatter Free licenses be enabled to allow collaboration between the sales team and the customer during the sales process?  (Choose 2 answers).

* + A. Create Chatter Free users outside of a specified domain
  + B. Create new user and assign a Chatter Free license
  + C. Enable invitations and allow users to invite within a specified domain
  + D. Assign Chatter Free licenses to existing Salesforce users
* **63. C**

UC has a public sharing model for Accounts and uses the parent Account field to create a multi-level 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. Create a link on the account that opens a report showing the total value of open Opportunities for all Accounts in the hierarchy
  + B. Define a workflow rule to update the custom field on the parent Account with the total value of open Opportunities from the child Accounts
  + C. Use Apex to update a custom field on the parent Account with the total value of open Opportunities from the child Accounts
  + D. Create a roll-up summary field on the parent Account showing the total value of open Opportunities from the child Accounts
* **64. AD**

[UC operates in two currencies: EUR and USD. Its corporate currency is USD. When a sales team member tries to add Products to an Opportunity for a customer in the Eurozone, they are unable to find EUR prices.  What is going on? (Choose 2 answers).](http://www.proprofs.com/discuss/q/120695/operates-currencies-corporate-currency-when-sales-team-membe)

* + A. Opportunity currency is set to USD
  + B. Pricebook entries are missing EUR prices
  + C. Advanced currency management is deactivated
  + D. Sales user’s default currency is set to USD
* **65. AD**

UC has a complex sales process methodology that requires several different pricing scenarios to be generated. Once a customer has agreed upon a price scenario, the sales rep needs to document it in Salesforce.  Which solution should a consultant recommend to accommodate a multi-price scenario methodology?

* + A. Implement Quotes with the Quote Syncing feature
  + B. Configure Opportunities with a relationship to a custom object called Pricing
  + C. Configure Leads with custom pricing fields to collect data
  + D. Implement Opportunities with Product line items
* **66. D**

UC processes its orders through a separate system from Salesforce, but would like to integrate the order history data into Salesforce. This would give sales reps a view of all past orders by Account.  Which solution should a consultant recommend?

* + A. Configure the Opportunity history object to hold order history data
  + B. Configure the Quote object to hold the order history data
  + C. Create a closed Opportunity record type for each order history record
  + D. Create an Order History object with a relationship to Accounts
* **67. A**

UC 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 page layouts to each record type
  + 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 stages to each page layout
  + D. Create different record types and sales processes for each line of business, and assign different sales processes to each page layout
* **68. C**

UC is devising a 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. Add “upsell” as a stage and create a summary report by Opportunity Stage
  + B. Create a separate page layout and report to flag and report on these deals
  + 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
* **69. D**

[UC manages Opportunity forecasts using the standard forecast categories in Salesforce customizable forecasting. Each sales stage is aligned with a forecast category. When reviewing the forecast, UC wants the roll-up of just the Opportunities that are in pipeline, best case and commit.  What number in the forecast would provide UC with the appropriate information?](http://www.proprofs.com/discuss/q/121214/manages-opportunity-forecasts-standard-forecast-categories-s)

* + A. Pipeline and Commit
  + B. Pipeline and Best Case
  + C. Pipeline and Closed/Won
  + D. Pipeline
* **70. C**

UC is 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. UC 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 Opportunity object
  + B. Use assets with a lookup to Opportunity object
  + C. Enable schedules on Product object
  + D. Use Contracts with a lookup to Opportunity object
* **71. D**

UC 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
* **72. AB**

[The sales management at UC is reviewing the quality of Leads generated from marketing campaigns. What information is available to assist with this type of analysis? (Choose 2 answers).](http://www.proprofs.com/discuss/q/121178/the-sales-management-reviewing-quality-leads-generated-from-)

* + A. Percentage of Leads that could not be contacted due to bad data
  + B. Percentage of Leads converted to Opportunities
  + C. Average number of Activities required to convert Leads to Opportunities
  + D. Average number of time required to convert Leads to Opportunities
* **73. B**

UC recently acquired Global Packaging, a company that has complementary products. UC 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 UC?

* + 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
* **74. BD**

UC uses Salesforce Outlook to synchronize Contacts between Outlook and Salesforce. The executive team wants to ensure that users’ personal contacts in MS Outlook are not synced with Salesforce. Which solution should a consultant recommend to meet this business requirement? (Choose 2 answers).

* + A. Train users to sync personal contacts in Salesforce using one-way synchronization from Salesforce to MS Outlook
  + B. Train users to mark personal Contacts as private in MS Outlook and choose not to sync private Contacts in Salesforce
  + C. Train users to manually remove personal contacts from Salesforce after syncing with Outlook
  + D. Train users to assign personal Contacts in MS Outlook to the Don’t Sync with Salesforce category
* **75. C**

[*UC 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?*](http://www.proprofs.com/discuss/q/124477/qualification-qualifies-converts-leads-opportunities-during-)

* + A. Create a trigger on the Opportunity
  + B. Create an assignment rule on the Account
  + C. Create a workflow on the Opportunity
  + D. Create an assignment rule on the Opportunity
* **76. AC**

What is the capability of Data Loader? (Choose 2 answers).

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

UC’s 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 of the Campaign Influence for Opportunities?

* + A. Campaigns in which the Contact became a member within the last 60 days will be added to the Campaign Influence related list
  + B. All Campaigns created within the last 60 days will be added to the Campaign Influence related list
  + C. All Contacts associated with Campaigns will be added to the Campaign Influence related list
  + D. Sales reps can choose which Campaigns created within the last 60 days should be added to the Campaign influence related list
* **78. D**

UC 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. Relationship selling
  + C. Direct selling
  + D. Solution selling
* **79. D**

UC currently uses the customizable forecasting feature. A sales rep at UC has four Opportunities for the current quarter which are detailed below:

* + $3500 Opportunity in the Best Case forecast category
  + $2000 Opportunity in the Commit forecast category
  + $1000 Opportunity that has been closed/won
  + $1000 Opportunity that has been lost

What is the sales rep’s Best Case forecast for the current quarter?

* + A. $2000
  + B. $3500
  + C. $5500
  + D. $6500
* **80. BC**

[*A Sales Cloud implementation at UC 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).*](http://www.proprofs.com/discuss/q/120904/sales-cloud-implementation-requires-global-design-that-invol)

* + A. Developing only a standardized, global training curriculum for all users
  + B. Communicating the training plan well in advance of the training start date
  + C. Customizing the training curriculum for each specific region
  + D. Employing realistic training data in the corporate standard currency
* **81. A**

[UC needs to have Opportunity discounts approved by the senior management team. The appropriate approver is dynamically determined based on the requestor’s region and the Opportunity’s Account type.  Which solution should be recommended to support these requirements?](http://www.proprofs.com/discuss/q/182773/needs-opportunity-discounts-approved-senior-management-appro)

* + A. Use Apex to populate a user lookup field for the approval process based on an approval matrix
  + B. Create a workflow approval process task as the first step in the approval process to assign the approver
  + C. Automatically populate the delegated approver based on the requestor’s region and Opportunity Account type
  + D. Allow the requestor to select the appropriate approver prior to submitting the record for approval
* **82. A**

UC successfully converted from a legacy CRM system to the Sales Cloud solution. The stakeholder committee will meet in a week to review the revenue performance of the sales team.  Which report should the committee use to assess sales team revenue performance?

* + A. Opportunity pipeline report by sales rep
  + B. Report on number of open quotes for Opportunities
  + C. Report on number of sales meetings completed by sales rep
  + D. Campaign return on investment report
* **83. A**

UC is migrating data from a legacy system into Salesforce. The company needs to migrate Lead, Contact and Opportunity data from its legacy system and must be able to report on historical Lead conversion for both legacy and newly created data. What is the recommended order for data migration?

* + A. User, Account, Contact, Opportunity, Lead
  + B. User, Opportunity, Account, Contact, Lead
  + C. User, Lead, Opportunity, Account, Contact
  + D. User, Contact, Account, Lead, Opportunity
* **84. C**

UC needs to create two communities for customers so that they can share and discuss ideas related to UC products. The requirements for each community are listed below:

* + Community A will be a public community with ideas and comments that are visible to anyone
  + Community B will be a private community restricted to UC’s most strategic customers

Which option will allow UC to meet these requirements?

* + A. Configure unique categories for each community and ensure the proper access settings
  + B. Set the sharing model for Community A to public and the sharing model for Community B to private
  + C. Create two customer portals, map each community to its respective portal, and expose Community A using Sites
  + D. Set up two Sites and map Community A to a publicly accessible URL and Community B to a hidden URL
* **85. AC**

*UC is enabling the partner portal to allow partners to update their Opportunities in Salesforce. Partners should only have access to specific Opportunity list views and Opportunity reports. How can this level of access be enforced for partner portal users? (Choose 2 answers).*

* + A. Remove permissions for existing list views and report folders that should NOT be shared with partner users
  + B. Create the appropriate list views and report folders and share with all partner users only
  + C. Create list views and report folders in the partner portal setup so they are available to all partner users
  + D. Create a new tab in the partner portal to display the appropriate list views and report folders
* **86. AD**

[*The VP of Sales at UC is reviewing sales team member productivity and effectiveness and needs to know the relationship between the sales reps’ level of engagement on deals and the deal close rate. Which metric will allow the VP of Sales to better understand the relationship? (Choose 2 answers).*](http://www.proprofs.com/discuss/q/191108/sales-reviewing-member-productivity-effectiveness-needs-rela)

* + A. Average number of Activities associated with closed/won versus closed/lost Opportunities
  + B. Total number of Opportunity-related Activities by each sales rep
  + C. Total number of Lead, Account and Opportunity records created by each sales rep
  + D. Average Opportunity stage duration by each sales rep
* **87. A**

UC has observed a seasonal slow-down in sales. To address the issue, the company is running a contest for the sales team as described below.

* + Increase the number of Leads qualified weekly
  + Increase the number of Activities per sales deal
  + Increase the Opportunity close ratio

The VP of Sales needs to rack the sales team’s progress against these goals on a daily basis. Which solution will provide the required information?

* + A. Create a dashboard to track the metrics, set the VP of Sales as the running user, and schedule a daily refresh to be emailed
  + B. Create three reports to track the metrics and schedule a daily refresh to be emailed
  + C. Create a dashboard to track the metrics, set the VP of Sales as the running user, and set this as the default dashboard for all sales reps
  + D. Create a custom report type to join Leads, Activities and Opportunities in a single report, and schedule a daily refresh to be emailed
* **88. C**

UC has enabled multi-currency in Salesforce. How can the VP of Global Sales summarize the pipeline from multiple currencies in the corporate currency?

* + A. Enable advanced currency management to set the default report currency to the corporate currency
  + B. Create a set of reports for each currency and export to Excel to aggregate the data
  + C. Set the display currency for the report to the corporate currency
  + D. Modify the report filters to only display Opportunity records in the corporate currency
* **89. AB**

UC receives an average of 100,000 leads from an external source on a monthly basis and needs to import these into Salesforce. Which approach can a consultant suggest for importing these leads? (Choose 2 answers).

* + A. Use the Data Loader in bulk-API mode
  + B. Use Extract Transform Lead (ETL) tool
  + C. Use import wizard for leads (would be correct, but import wizard max at once is 50k)
  + D. Use a batch Apex job
* **90. C**

UC sells a large suite of products and its product pricing changes frequently. The company manages the Product and pricing information in an Enterprise Resource Planning (ERP) system, and would like to manage sales Opportunities in Salesforce and leverage the product and pricing data from the ERP system. Which factors should a consultant evaluate before suggesting a solution?

* + A. Frequency of product and pricing data updates and ability of the ERP system to process outbound messages
  + B. Ability of the ERP system to expose product and pricing data as a web page that can be used in a web tab
  + C. Volume and frequency of product and pricing data updates and ability of the ERP system to host a Web service
  + D. Volume and frequency of product and pricing data updates and ability of the ERP system to call a web service
* **91. A**

*UC is implementing Salesforce and plans to migrate several marketing campaigns from a legacy system. Which approach would a consultant recommend to ensure that the Campaign and Campaign Member data is accurately maintained?*

* + A. Create external ID fields for Campaigns, Leads and Contacts
  + B. Create external ID fields for Campaigns, Campaign Members and Accounts
  + C. Create external ID fields for Campaigns, Accounts and Contacts
  + D. Create external ID fields for Campaigns, Leads and Accounts
* **92. B**

[UC has enabled Social Accounts and Contacts. When a sales rep accesses a Contact within Salesforce, the rep is unable to see detailed information from the Contact’s Facebook profile (e.g., Contact’s Wall Postings). What is preventing the sales rep from accessing detailed information on the contact’s FB page?](http://www.proprofs.com/discuss/q/188607/enabled-social-accounts-contacts-sales-accesses-contact-with)

* + A. The fields configured by UC’s admin on the Contact page layout are missing
  + B. The information shown is based on the sales rep’s connection level with the Contact on FB
  + C. UC must purchase the FB license to access public profile information for its users
  + D. The link to the FB profile is not configured with the admin password to access detailed info
* **93. B**

UC 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 account team, with supplier as the role
  + B. Add the related company to the first company’s PARTNER related list, with supplier as a VALUE
  + C. Add the related company to the first company’s custom supplier lookup field as a value
  + D. Add the related company to the first company’s contact roles related list, with supplier as the value
* **94. B**

The UC 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, account, 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, Opportunity, product, custom object-shipment status
* **95. A**

Sales reps at UC want to share product specification documents with customers who do not have Salesforce access. These customers should not 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 Content and disable the download delivery option
  + B. Upload the file to documents and enable the externally available option
  + C. Upload the file to Chatter files and disable the download deliver option
  + D. Upload the file to Chatter files and enable the password-protection option
* **96. C**

UC 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 customer’s 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 scheduled batch using Apex to retrieve credit balances each night
  + B. Create a data mapping in Data Loader for periodic manual credit uploads
  + C. Create a web service using Apex to retrieve credit balances as needed
  + D. Create a daily job using the custom object import wizard to retrieve credit balances
* **97. BC**

UC 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 solution design documents to system test scripts
  + B. Obtain customer sign-off on the solution design
  + C. Map business requirements to the solution design
  + D. Update requirements based on feedback from key stakeholders
* **98. CD**

[UC has noticed a sizeable decrease in the number of sales reps who are meeting their Quotas. What should be evaluated to determine the cause of this decline? (Choose 2 answers).](http://www.proprofs.com/discuss/q/182680/has-noticed-sizeable-decrease-the-number-sales-reps-who-are-)

* + A. Comparison report of forecasts versus converted leads
  + B. Percent of converted Leads per sales rep
  + C. Trending report on won versus lost Opportunities
  + D. Activity history report on open and closed Opportunities
* **99. AD**

UC 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 reps have access to at least one Pricebook item when creating Product lines
  + B. Configure the Opportunity record types to enforce Product line item entry before selecting the negotiation Stage
  + C. Define a workflow rule that automatically defaults to a Pricebook and Product line item when selecting the negotiation Stage
  + D. Configure a validation rule that tests the Has Line Item and Stage fields for the correct condition
* **100. BD**

Universal Containers has a private sharing model. Sales reps own Accounts and would like to collaborate with relevant people from other departments (e.g., marketing and Product management). The role hierarchy has separate branches for each department to facilitate reporting. What should a consultant recommend to ensure collaborating team members can report on and access relevant data in Salesforce? (Choose 2 answers).

* + A. Use Chatter to share records with relevant people
  + B. Use manual sharing on Account to share specific records
  + C. Use Opportunity team to share records with relevant people
  + D. Use Account team to share records to relevant people
* **101. C**

Universal Containers has just enabled advanced currency management. The VP of Asia Pacific Sales wants to view currency in Opportunity revenue reports in both the corporate of USD and the relevant country's currency. The VP of Asia Pacific Sales uses USD as the default currency. What solution should a consultant recommend to meet this requirement?

* + A. Create a Dashboard and set the display currency to show all currencies for Asia Pacific
  + B. Create a Dashboard and a Dashboard filter to only display Asia Pacific currencies
  + C. Create an Opportunity revenue report and include the amount and converted amount values
  + D. Create an Opportunity revenue report for each country and use a joined report to display values
* **102. BD**

The sales management team at UC wants to monitor the progress of high-value sales deals and enable collaboration with cross-functional teams to help remove any obstacles. (Choose 2 answers).

* + A. Use Opportunity update reminders
  + B. Enable Big Deal alerts
  + C. Enable Chatter feed on similar Opportunities
  + D. Allow Chatter feed tracking on Opportunities
* **103. BC**

Universal Containers sells three unique products, and each product has its own sales process. The company qualifies prospects for the three products in a consistent manner; however, once the customer has shown interest, the sales rep must follow the relevant product's sales process. What solution should a consultant recommend to meet these requirements? (Choose 2 answers).

* + A. Configure Opportunity record types for each sales process
  + B. Create sales stages that align with Opportunity record types
  + C. Define sales processes to map to each Opportunity record type
  + D. Define the default Opportunity teams for each Opportunity record type
* **104. D**

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 a validation rule to send an email to the credit manager profile
  + B. Use an Apex trigger to create a task for the credit manager user
  + C. Use workflow to send an email to the credit manager profile
  + D. Use workflow to assign a task to credit manager user
* **105. BC**

*Universal Containers shares specific Accounts with its partners and is considering the use of Salesforce-to-Salesforce to increase visibility and collaboration for deals managed through its partner channel. The company's key partners also currently use Salesforce. What should be considered for this implementation? (Choose 2 answers).*

* + A. Partners can see all Opportunities created by UC on shared Accounts
  + B. UC can report on shared Opportunities managed by partners
  + C. Partners can create and share Opportunities associated to shared Accounts
  + D. Partners will be able to see all Chatter feeds on shared Opportunities
* **106. D**

Universal Containers sells two product lines that 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 and two sales processes; assign them to the respective product lines to collect relevant information
  + B. Create two page layouts, one Opportunity record type, and one workflow rule to assign the correct page layout to the record type
  + C. Create one page layout, two sales processes, and validation rules to capture relevant Opportunity info
  + D. Create two sales processes and two page layouts; assign them to two different Opportunity record types for each product line
* **107. AB**

UC is undergoing a sales reorganization and wants to enable Territory Management.  What should UC review before enabling Territory management? (Choose 2 answers).

* + A. Opportunities and Forecasting
  + B. Account and Opportunity sharing
  + C. Quotes and Orders
  + D. Multi-currency and Contracts
* **108. D**

Universal Containers plans to implement Lead management functionality for channel sales reps 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 customized site where partners can self-register and access their Leads
  + B. Create a task for a partner when a new Lead is created and assign it to the partner in the portal
  + C. Configure a separate Lead record type and page layout for the partner portal
  + D. Add the Leads tab to the partner portal and configure partner profiles to access Leads
* **109. C**

UC would like to capture qualification information for new Leads (i.e., whether or not a person is a decision maker). The information should also appear in the Contact record once the Lead has been converted. Which approach should a consultant recommended?

* + A. Create a custom field on Lead and Contact object, utilize a trigger to transfer the value after conversion
  + B. Create a custom field on Lead and Contact object; these fields will be mapped automatically during conversion
  + C. Create a custom field on Lead and Contact object, configure mapping for these two fields for conversion
  + D. Create a custom field on Lead and Contact object, advise users to select it for transfer during conversion
* **110. D**

Your current database has 50 million records (migrated from legacy systems). Now you want to migrate to Salesforce, and then you also want the ability to search and cross-reference records with the original source system. How do you do this?

* + A. Use the standard external ID field and map this to the current record ID value
  + B. Use the standard external ID field and map this to the original record ID value
  + C. Use a custom field named external ID and map this to the current record ID value
  + D. Use a custom external ID field and map this to the original record ID value
* **111. AD**

[Management wants to see Forecast numbers by all sales reps and by multiple Product groups. How? (Choose 2 answers)](http://www.proprofs.com/discuss/q/124510/management-wants-forecast-numbers-sales-reps-multiple-produc)

* + A. Implement Collaborative Forecasting with Quota attainment
  + B. Build a Forecast list view by Product family group
  + C. Build a custom forecast report showing Product groups
  + D. Implement Collaborative Forecasting with Product family
* **112. ACD**

What is a consideration when implementing Advanced Currency Management? (Choose 3 answers)

* + A. Currency roll-up summary fields from Opportunities to an Account use the static conversion rate
  + B. Advanced Currency Management dated exchange rates are automatically updated on a monthly basis
  + C. Currency roll-up summary fields from Opportunity Products to an Opportunity use dated exchange rate
  + D. The converted amount of an Opportunity uses dated exchange rates based on the close date of the Opportunity
  + E. Advanced Currency Management can be enabled or disabled in the organization under the company profile, if needed
* **113. BC**

*What should be considered when developing new sales territories? (Choose 2 answers)*

* + A. Distance between customer headquarters and your sales reps
  + B. Average number of customers managed by a sales rep
  + C. Attributes needed to segment and categorize customers
  + D. Number of currencies needed to support each sales territory
* **114. A**

Your company implemented Person Accounts. It has a custom object for Policies that needs to relate to both person and business accounts. How would you set this up?

* + A. Create a master-detail Account relationship
  + B. Create a Contact lookup field and an Account lookup field
  + C. Create a master-detail Contact relationship
  + D. Create a custom Contact lookup field
* **115. B**

Your Sales Reps want to share product specification docs with customers who do not have Salesforce. They should only be allowed to preview the document in the browser (no downloads). To where should the Sales Reps upload the files?

* + A. Chatter Files + disable the download delivery option
  + B. Content + disable the download delivery option
  + C. Chatter Files + enable password-protection
  + D. Documents + enable externally available option
* **116. D**

A company wants to send an email promotion every month to 50,000 leads. How do you do this?

* + A. Create a Lead assignment rule to send the email monthly
  + B. Create an email alert workflow rule to send the email monthly
  + C. Use standard mass email tool on Leads
  + D. Use an email execution vendor to send emails for marketing campaigns
* **117. BC**

A company has distributors and resellers, wants to implement Partner Community. What must be considered? (Choose 2 answers)

* + A. Partner users are associated with the same set of profiles as internal users
  + B. Partner users can own Account and 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
* **118. BD**

Sales reps must be "certified" (internal process) to sell certain products. What can you use to prevent the rep from adding those Products to Opportunities if they are not certified to sell them? (Choose 2 answers)

* + A. Criteria-based sharing rule on Products marked as requiring certification
  + B. Separate price book for the Products requiring certification
  + C. Validation rule on Products marked as requiring certification
  + D. Validation rule on Opportunity Products to prevent them from adding Products marked as requiring certification
* **119. B**

Your company does not have a direct sales team (channel partners sell and service products). Last quarter you've got much more Leads, but partners are complaining of their poor quality (big drop on Lead conversion rate). What do you do?

* + A. Assign all leads to the partner channel manager to validate data and manually reassign to partners
  + B. Create custom Lead score field to assess Lead quality and assign the Leads that exceed this score to partners
  + C. Use the Lead score on the Find Duplicates button and assign the Leads with a score in the high category
  + D. Create multiple validation rules to ensure that all fields on the Lead record are populated with data
* **120. A**

Org with PRIVATE sharing model. Michael owns a Lead. A sharing rule has been defined so that Leads owned by Michael are shared with a public group called "Michael's Team". When the Lead is converted to an Account/Contact/Opportunity, who will have access to these three records?

* + A. Michael and anyone above him in the role hierarchy
  + B. Only Michael
  + C. Michael, all members of the public group, and Michael's team
  + D. Michael, all members of the public group, Michael's team, and anyone above any group member in the role hierarchy
* **121. AB**

Org-wide defaults set to PUBLIC READ-ONLY for Accounts, Contacts, and Opportunities. Activities are set to "controlled by parent". Acme Account is owned by a sales user whose profile grants create, read, edit, and delete access to Accounts, Contacts, and Opportunities. Thus, the owner of the Acme Account record has the rights to: (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
* **122. B**

Your company wants 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.

* + A. Force.com
  + B. Site.com
  + C. Salesforce1 Sites
  + D. Customer Community
* **123. CDE**

[What are the capabilities of Data.com Clean? (Choose 3 answers)](http://www.proprofs.com/discuss/q/208417/what-are-the-capabilities-of-datacom-clean-choose-answers)

* + A. Can be used with both person and business Accounts
  + B. Accounts must be cleaned before cleaning Contacts, but Leads may be cleaned either before or after cleaning Accounts
  + C. Account, Contact, and Lead records can be selected from a list and cleaned all at once
  + D. Data.com can be configured to run automated Clean jobs to flag field differences and automatically fill blank fields
  + E. Individual records can be manually compared side-by-side with Data.com records and updated field-by-field
* **124. A**

Several members of an Opportunity team are working together to close an Opportunity. How can a sales engineer identify the Opportunity's LATEST quote?

* + A. Reference the synced Quote field on the Opportunity record
  + B. Reference the last modified date on the Quotes
  + C. Reference synced Quote History on the Opportunity
  + D. Follow the Opportunity's Quotes in Chatter
* **125. CD**

How can you use Work.com to increase the productivity of your sales reps? (Choose 2 answers)

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

How can you track "Number of open Opportunities in current quarter by sales rep" and also "Number of closed Opportunities last quarter by sales rep"?

* + A. Joined report
  + B. Reporting snapshot
  + C. Dynamic dashboard
  + D. Summary report with cross filters
* **127. C**

A customer needs Chatter, a custom mobile layout, and custom branding for its mobile users. How?

* + A. Custom mobile solution
  + B. Chatter for Mobile
  + C. Salesforce1
  + D. Mobile Classic
* **128. A**

A customer wants to improve the accuracy of its sales forecast. It also wants to improve the relevance of its sales Stages and the role they play in the sales process. How?

* + A. Map Opportunity Stages to Forecast categories; assign accurate probability to each Stage
  + B. Map Forecast probability to Opportunity probability; assign appropriate sales Stage
  + C. Map sales probability values to forecast categories, assign sales stages accurate percentages
  + D. Map appropriate sales stage to opportunity stage; assign accurate forecast probability
* **129. AD**

[Sales management wants product managers to become more involved with delayed sales deals. Product managers need to understand the details of specific deals, address product capability and roadmap questions with customers. (Choose 2 answers)](http://www.proprofs.com/discuss/q/120716/sales-management-wants-product-managers-become-more-involved)

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

[Because sales reps are creating Opportunities after they are closed/won, pipeline/forecasting reports are inaccurate. How do you identify and address this issue? (Choose 2 answers)](http://www.proprofs.com/discuss/q/182562/because-sales-reps-are-creating-opportunities-after-they-clo)

* + A. Create report with Opportunities where close date
  + B. Workflow rule to update the Opportunity to the first stage of the sales process
  + C. Workflow rule to email sales manager when Opportunity Stage
  + D. Run Opportunity pipeline standard report to view the upcoming Opportunities by Stage
* **131. C**

When the billing address on an Account is changed, the mailing address of all related Contact records should be updated to reflect the new address. How can this requirement be met?

* + A. Create a workflow rule on Accounts
  + B. Create a workflow rule on Contacts
  + C. Create a Force.com trigger on Accounts
  + D. Create a Force.com trigger on Contacts
* **132. A**

Sales management at Universal Containers needs to provide channel partners with easy access to approved product documentation. They also need to notify partners about the material revisions and updates. How can they achieve these goals in Salesforce?

* + A. Enable Content in the Partner Community and enable Content email alerts for partner users
  + B. Enable the Document tab in the Partner Community and enable email alerts for partner users
  + C. Add the Content related list to the partner Contact page layout and enable content delivery
  + D. Add the Content related list to the partner Account page layout and enable content delivery
* **133. ADE**

UC 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. Management communications
  + B. Maintenance release schedule
  + C. Sales rep quota targets
  + D. Training in local languages
  + E. Type of training delivered
* **134. B**

The Marketing Manager at UC wants to leverage the power of sales cloud to support the sales team’s following requirements:

* + Monitor website traffic
  + Email 1200 Leads per day
  + Capture customer satisfaction survey results on a web form
  + Understand the case of marketing exercise vs sales activity

What should a consultant recommend to meet this requirement?

* + A. Use community Campaign, Web-to-Lead, Opportunity, Report and Dashboards
  + B. Use AppExchange marketing app, Campaign, Web-to-Lead, Opportunity and Report
  + C. Use mass e-mail, Campaign, Campaign Influence, Web-to-Lead, Opportunity and Report
  + D. Use site.com, Campaign, Web-to-Lead, Opportunity, Report and Dashboard
* **135. D**

UC 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 rep 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 a closed/won stage
  + C. Configure a workflow rule for repeat accounts that inserts a copy of an Opportunity for the sales rep when it reaches closed/won stage
  + D. Develop an Apex trigger for repeat Accounts that inserts a copy of an Opportunity for the sales rep when it reaches a closed/won stage
* **136. D**

UC uses Products in Salesforce and has a private security model. The Product management manager does not have access to Opportunities, but would like to track the performance of a new product after it is launched. What would a consultant recommend to allow the product management manager to track the performance of the product?

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

The marketing department at UC is migrating from a legacy Campaign and e-mail management system to Salesforce, and wants to ensure that its communication material is migrated as well. What should a consultant recommend to migrate the marketing department’s e-mail templates?

* + A. Enable E-mail-to-case
  + B. Force.com IDE and Change Sets
  + C. Manually
  + D. Enable E-mail-to-Salesforce
* **138. C**

UC allows its sales rep to negotiate up to 5% discount for their Opportunities. Discounts more than 5% must be sent to the Regional Sales Manager (RSM) for the approval. Discounts greater than 15% must be able to send to the Regional Vice President (RVP) for the approval. What should a consultant recommend to meet these requirements?

* + A. Create two approval processes one for RMS and one for RVP
  + B. Configure an approval process for the RSM and workflow for the RVP
  + C. Create two-step approval processes for the RSM and RVP as approvers
  + D. Configure a workflow approval task and e-mail to RSM and RVP
* **139. A**

UC would like to associate some Contacts with more than one Account (e.g. 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. Add the Contact to the Contacts Roles related list of the other Account(s)
  + B. Add the Contacts to the Partner related list on the second Account
  + C. Associate the Contact to other Account using lookup field
  + D. Clone the Contact record and add to the 2nd Account
* **140. A**

The VP of Sales at UC wants to be able to see a visual representation of sales by month for each Account in the Salesforce 1 mobile app. What should a consultant recommend to meet this requirement?

* + A. Embed a chart on the Account page, no other customization needed
  + B. Create a Visualforce page with an embedded chart component for each Account
  + C. Create a dashboard component and use Chatter feed on the Account on Salesforce 1
  + D. Embed a chart on the Account page and use a custom link to filter by Account
* **141. B**

UC wants to restrict access to Accounts and Contacts. All users should be able to access all the Accounts, but only edit the Accounts they own. Users should be able to edit only the Contacts for the Accounts they own. To meet these requirements, what should be the OWD access for Accounts and Contacts?

* + A. Set Account to public read-only and Contacts to private
  + B. Set Account to public read-only and Contacts to controlled by parent
  + C. Set Account to private and Contact to private
  + D. Set Account to private and Contacts to controlled by parent
* **142. AC**

[UC has a large customer base of over 15,000 Accounts and 60,000 Contacts. The Marketing Manager wants to use the customer data for an upcoming new product launch, but is concerned the Contacts may have moved to another organization. What should a consultant recommend to ensure that customer data is accurate?](http://www.proprofs.com/discuss/q/121367/large-customer-15000-accounts-60000-contacts-marketing-manag)

* + A. Create a workflow rule for the Account and Contact owner to confirm Contact data
  + B. Create a Visualforce rule to mass e-mail Contacts and capture any e-mail bounces
  + C. Use a data cleaning tool and the stay-in-touch feature of Salesforce to e-mail the contact
  + D. Use the data enhancement tool to verify that the Account and Contact data is up-to-date
* **143. CDE**

UC has its sales rep enter a new Lead whenever they are prospecting a new customer.  When qualifying the new Lead, a new Opportunity must be created to track the deal. What would a consultant recommend to enforce data quality and accuracy? (Choose 3 answers).

* + A. Create an Apex trigger to perform a data quality check
  + B. Create validation rule on Opportunity
  + C. Map Lead fields to corresponding Opportunity field
  + D. Create Lead conversion process
  + E. Create validation rule on Lead
* **144. AC**

UC 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 timeframe and an increased number of errors are being reported. What should a consultant recommend to improve the system performance? (Choose 2 answers).

* + A. Add an index to the Account field on the Contact object
  + B. Enable person Accounts and migrate the data
  + C. Ensure that no single account has more than 10,000 Contacts
  + D. Remove the Account assignment for all objects
* **145. C**

[UC 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 fields in case last minute updates are required. Which solution should a consultant recommend?](http://www.proprofs.com/discuss/q/184759/wants-prevent-sales-users-modifying-certain-opportunity-fiel)

* + A. Change the field level security for the sales rep to restrict field’s access based on the sales stage
  + B. Modify the profile for Sales Directors to enable the “Modify All” object permission for the Opportunities
  + 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 the Sales Directors based on sales stages
* **146. A**

UC Credit department uses a 3rd party application for credit ratings. The credit department manager needs to launch an external web-based credit application from a customer’s Account record in Salesforce. The application uses the credit ID on the Account object. What should a consultant recommend to meet these requirements?

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

UC would like to record performance about the conference and people who attended them. A Contact would potentially attend multiple conferences. UC would like to display this information on the Contact page layout using standard configuration. How can Salesforce be designed to meet the company’s requirement?

* + A. Use Campaign for conference and add Campaign member to record attendee information
  + B. Create a custom object for conference and a custom lookup field to conference on Contact
  + C. Use Campaign for conference and a custom object to record attendee information
  + D. Create a custom object for conference and a custom object to record attendee information
* **148. D**

A partner at UC needs access to a report in the partner community to help manage its Opportunities. How should Salesforce be designed to grant the partner an appropriate level of access to the report?

* + A. Create an Opportunity list view and report folder, and share with all partner users
  + B. Create a Chatter group that allows a partner to post appropriate list view and report
  + C. Create an Opportunity list view and report folder in the partner communities for all partners
  + D. Create a new tab in the partner communities to display the appropriate list view and report folder
* **149. D**

UC generates the sales proposal for each Opportunity and needs to share it with the customer. All members of the sales team are able to update and comment on the proposal. It is important that the customer does not see the earlier version of the proposal or the team comments. Which solution should a consultant recommend to meet this requirement?

* + A. Upload the proposal in the private Chatter group accessible to the sales team and invite the customer to join
  + B. Save the proposal as a Chatter file on the Opportunity record and add the customer as follower
  + C. Save the proposal as an attachment on the Opportunity record and share it with the customer using the link
  + D. Upload the proposal as a Chatter file on the Opportunity record and share it with the customer using a link
* **150. AD**

[When enabling the multiple currencies, what feature is enabled on all Opportunities? (Choose 2 answers).](http://www.proprofs.com/discuss/q/120826/when-enabling-multiple-currencies-what-feature-enabled-oppor)

* + A. The selected currency is used for the Amount Converted field
  + B. User’s default currency overrides the specified Opportunities currency
  + C. The selected currency is used for the Amount field
  + D. Currency must be specified for the Opportunity
* **151. AB**

What actions can a consultant take during the project-planning phase to ensure client stakeholder goals are met? (Choose 2 answers).

* + A. Establish a stakeholder committee and meeting schedule
  + B. Acquire the client stakeholder’s key performance indicators
  + C. Create scheduled dashboards to be sent weekly to all stakeholders
  + D. Ensure that project key performance indicators are profitable
* **152. BD**

UC wants to improve Inside Sales sales productivity and it has been advised to consider Salesforce Console for Sales. What use case will satisfy this requirement? (Choose 2 answers).

* + A. Need to provide search results for Contact and Opportunity
  + B. Log Activity for each record
  + C. Need to chat with customer in real time with Chatter
  + D. Need to see records and related items as tabs under one screen
* **153. A**

UC implemented new quoting functionality for sales reps 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. Enable Quotes and content in the partner portal to allow partners to store their PDF quotes
  + C. Update the partner sales process to include stages for managing and submitting partner Quotes
  + D. Create a custom Quote object to capture partner Quotes on Opportunities separate from non-partner Quotes
* **154. C**

UC needs to show a dashboard with Forecast by Product family with Quotas. What solution should a consultant recommend?

* + A. Customize quotas with product report and add necessary field
  + B. Create custom report with closed Opportunity, forecasting Leads and Quotas
  + C. Create an analytic snapshot to capture the Opportunity forecast
  + D. Create custom report type with forecasting Quotas and forecasting Leads
* **155. AD**

UC uses a seven-step selling methodology. Each sales stage corresponds with the methodology. The first stage is a preliminary qualification step, and Opportunities in this stage should not contribute to the forecast. What should the consultant recommend for this scenario?  (Choose 2 answers).

* + A. Assign 0% probability to the first sales stage
  + B. Instruct sales users to enter $0 for the Opportunity amount
  + C. Over-ride the forecast to be $0 for the first stage Opportunity
  + D. Configure the first stage with the omitted forecast category
* **156. B**

The management at UC noticed that the Lead conversion ratio has remained the same for the hospitality industry despite an increase in Lead creation. What steps can help determine the issue?

* + A. Report on Lead source
  + B. Report on lead lifetime by industry
  + C. Campaign dashboard by industry
  + D. Industry performance dashboard
* **157. C**

A customer successfully places an order with UC 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 the most effective method of recording the event in Salesforce?

* + A. Change the quantity value on the order product to four
  + B. Create a new sales product with quantity set to -1
  + C. Create a return order under returned orders
  + D. Create a custom field on the order product object
* **158. A**

UC has implemented Account hierarchies with a private sharing model. A sales rep would like to give another user access to one of the Accounts she owns and the three child Accounts. How can the sales rep 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 each child account team; visibility will then roll up to the parent account
  + C. Add the user to a public group for that Account and share all child Accounts to this group
  + D. Add the user to the Account team on the parent account; the child accounts will inherit access
* **159. B**

[Sales reps at UC 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?](http://www.proprofs.com/discuss/q/141256/sales-reps-log-activities-accounts-contacts-and-opportunitie)

* + A. Activities report on Accounts and Contacts the manager owns
  + B. Activities report on Accounts the manager owns
  + C. Activities report on Accounts, Contacts and Opportunities the manager owns
  + D. Activities report on Accounts and Opportunities the manager owns
* **160. C**

The sales manager at UC wants to be informed when a Lead created from the “Contact Us” form on the company website has not been followed up within 24 hours of being submitted. What Salesforce feature should the consultant use to meet the requirement?

* + A. Send an e-mail using Lead escalation rule
  + B. Notify using publisher action
  + C. Send an e-mail using time-based workflow rule
  + D. Notify using Chatter on lead
* **161. BCE**

UC is deploying a formal sales methodology while implementing SF. What should a consultant recommend to ensure the alignment of the sales methodology and Salesforce? (Choose 3 answers).

* + A. Override SF user interface with the sales methodology user interface
  + B. Embed custom components within SF to support the sales methodology
  + C. Consider available sales methodology AppExchange applications
  + D. Develop data integration between SF and the sales methodology database
  + E. Configure SF standard and custom objects to support the sales methodology
* **162. ADE**

UC has three sales divisions; hardware, software and consulting. Hardware and software divisions follow a ten-step sales process. The consulting division follows an eight-step division process 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 record types
  + B. Create separate stage fields
  + C. Create separate page layouts
  + D. Create sales processes
  + E. Define stage picklist values
* **163. A**

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 Chatter files and shared with the field sales organization
  + B. The documents should be uploaded to a library that is shared with the field sales organization
  + C. The documents should be uploaded to Chatter files from the Opportunity record
  + D. The documents should be emailed to the sales team on the Opportunity record
* **164. A**

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. Modify the Account Plans object to be in a master-detail relationship with Accounts
  + B. Create a trigger on Account Plans that adds a manual share automatically to the Account owner
  + C. Create sales team users with read access to the Account Plans object
  + D. Apply manual sharing to the Account owner after each Account Plans record is created
* **165. AB**

[The finance department of UC 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 two answers.](http://www.proprofs.com/discuss/q/141970/finance-department-noticing-decline-profitability-which-they)

* + A. Run a report on Opportunities showing list price and discounted price
  + B.  Ensure that sales management approves discount requests for each opportunity.
  + C. Create a custom roll-up field to calculate the average product discount for each customer
  + D. Limit the number of discounted products that can be added to an opportunity.
* **166. A**

Universal Containers is in the planning stages of deploying SF within its sales org. The project manager has asked for a breakdown of the expected deliverables that will need sign-off at each stage of the project. Match the deliverable with the appropriate project phase (Plan, Design, Analyze, Verify, Build)

* + A. Project plan, Requirements matrix, Functional specifications,User acceptance testing scripts, Application configuration
  + B. Project plan, Functional specifications, Requirements matrix, Application configuration, User acceptance testing scripts
  + C. Project plan, User acceptance testing scripts, Functional specifications, Requirements matrix, Application configuration
  + D. Functional specifications, Project plan, User acceptance testing scripts, Requirements matrix, Application configuration