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:

Are commissions calculated by the number of territory to which a representative belongs?

Is your sales organization set up as a matrix or a tree'?

Does account sharing depend more on account traits than on ownership?

Are there specific rules for account and opportunity access?

Are your lead assignments based on sales territories

Does account sharing depend more on account traits than on ownership?

Are there specific rules for account and opportunity access?

Are your lead assignments based on sales territories

A customer needs chatter, a custom mobile layout, and custom branding for its mobile users. Which solution should a consultant recommend

a. Salesforce1

b. Mobile classis

c. chatter for mobile

d. Custom mobile

a. Salesforce1

The Universal Containers sales team would like to track product shipments for each of its customers. The shipment tracking information is currently available in a back- end system, which the company plans to integrate with Salesforce. Which objects are relevant for this integration?

Lead, account, opportunity product, custom object-shipment status

Lead, opportunity, product, custom object-shipment status

Opportunity, opportunity product, contact, custom object-shipment status

Opportunity, opportunity product, custom object-shipment status

Opportunity, opportunity product, custom object-shipment status

UC has configured salesforce to store all individual consumer contact under a single account called "Consumer". The consumer business has grown to more then 500,000 Contacts .Mass update are no longer completed within the defined maintenance time frame and an increased number of errors are being reported.What should consultant recommend to improve system performance. 2ANS

Add an index to the account field on the contact object

Enable person account and migrate the data

Ensure that no single account has more than 10000 contacts

Removes the account assignment for all objects

Enable person account and migrate the data

Ensure that no single account has more than 10000 contacts

71. 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 to create, read, edit and delete access to accounts, contacts and opportunities. Based on this information, the owner of the ABC Corporation account record has the rights to take which actions? Choose 2 answers

a. Transfer ownership of related contacts and opportunities owned by other users

b. Share the account with other users through manual sharing and account teams

c. View, edit, and delete related contacts and opportunities owned by other users

d. View, edit, and delete activities owned by other users directly related to the account

b. Share the account with other users through manual sharing and account teams

d. View, edit, and delete activities owned by other users directly related to the account

UC needs to show a dashboard with forecast by product family with quotas. What solution should consultant recommend

a. Customize Quotas with product report and add necessary fields

b. Build a joined report with closed opportunities, forecasting items, and quotas

c. Build a custom report with closed forecasting quotas with forecasting items

d. Create an analytical snapshot to capture the opportunity forecast

d. Create an analytical snapshot to capture the opportunity forecast

Universal Containers sells products that require frequent collaboration with the same team of individuals who play a key role in closing deals. The lead sales representative determines the level of access for each of the collaborating team members on the opportunity. What solution should the consultant recommend to facilitate the collaboration of the lead sales representative and team members?

a. Enable chatter to have the lead sales representative facilitate collaboration through sales team sharing

b. Define a sharing rule for each lead sales representative to assign appropriate access for all extended team members

c. Configure default opportunity teams for all lead sales representatives with team selling enabled

d. Create a public groups for extended team members and allow the sales representative to assign manual sharing on their opportunities.

c. Configure default opportunity teams for all lead sales representatives with team selling enabled

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?

Remove person account record types from the Division B sales representative user profile.

Use Divisions to hide person accounts from the Division B sales representative user profile.

Use field-level security to hide the “Is Person Account” checkbox from the Division B sales representative user profile.

Check the “disable person accounts” permission on the Division B sales representative user profile.

Remove person account record types from the Division B sales representative user profile.

88. 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

a. My collaborative opportunities

b. My team selling and my opportunities

c. My Team’s Opportunities – not 100% sure due to incomplete question.

d. My Team selling shared opportunities

b. My team selling and my opportunities

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

Salesforce Touch

Visualforce for mobile.

Native mobile applications.

AppExchange mobile plugin.

Salesforce Touch

Native mobile applications.

Universal Containers decided to start using salesforce for all its sales automation its current sales database has about 50 million records. These records were all migrated into the database from other legacy systems. After migration to salesforce. UC wants to be able to search and cross reference records with the original source system. What should a consultant recommend to meet the requirement

a. Use the standard external Id field and map this to the original record Id value

b. Use a custom field named external Id and map this to the current record Id Value

c. Use a custom external Id field and map this to the original record id value

d. Use the standard external Id field and map this to the current record Id Value

c. Use a custom external Id field and map this to the original record id value

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

Map business requirements to the solution design

Map solution design documents to system test scripts

Obtain customer sign-off on the solution design

Update requirements based on feedback from key stakeholders

Map business requirements to the solution design

Obtain customer sign-off on the solution design

Universal Containers has implemented account hierarchies with a private sharing model. A sales representative would like to give another user access to one of the accounts she owns and the three child accounts.How can the sales representative provide this access?

Add the user manually to the parent account team and each of the child account teams.

Add the user to the account team on the parent account; the child accounts will inherit access.

Add the user to each child account team; visibility will then roll up to the parent account.

Add the user to a public group for that account and share all child accounts to this group.

Add the user manually to the parent account team and each of the child account teams.

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?

Universal Containers must purchase the Facebook license to access public profile information for its users

The link to the Facebook profile is not configured with the administrator password to access detailed information.

The fields configured by Universal Containers' administrator on the contact page layout are missing

The information shown is based on the sales representative's connection level with the contact on Facebook

The information shown is based on the sales representative's connection level with the contact on Facebook

Universal Containers has enabled Advanced Currency Management.How is the converted amount data reported on a report that spans time periods when the exchange rate was different?

Converted amounts are based on exchange rates that use the most current entry.

Converted amounts are based on exchange rates that use the oldest entry.

Converted amounts are based on the historical exchange rate associated with the close date.

Converted amounts are based on the exchange rates entered in the opportunity.

Converted amounts are based on the historical exchange rate associated with the close date.

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 its concerned contact may have moved to other organization (Contact's email tec has changed) what should a consultant recommend to ensure customer data is accurate

Use a data cleaning tool and the stay-in-touch feature of salesforce to email contact

Create a workflow rule for the account and contact owner to confirm contact data

Use data enhancement tool to verify that account and contact data is up-to-date

Create a vf rule to mass email contacts and capture any email bounce

Use a data cleaning tool and the stay-in-touch feature of salesforce to email contact

53. Universal Containers wants to improve the information profile of its current Contacts in salesforce by using social networking application (e.g. LinkedIn or Twitter) to add the information currently gathered for accounts, contacts and leads. Which solution should a consultant recommend to meet this requirement

a. Define the social network fields and enabled then for account, contacts and leads.

b. Create custom fields that hold URL links to the social profile of accounts, contacts and leads.

c. Enable social Accounts and Contacts to link records to social profiles.

d. Enable the salesforce to Social network API connection to sync records.

c. Enable social Accounts and Contacts to link records to social profiles.

Universal Containers has many customers that repeat the same purchase on a regular basis. These customers are classified as a repeat account type. Sales management wishes to use Salesforce to automate repeat opportunities. What should a consultant recommend to meet this requirement?

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

Develop an Apex trigger to set an opportunity revenue schedule that automatically sets up a new opportunity for repeat accounts when it reaches closed/won stage

Develop an Apex trigger for repeat accounts that inserts a copy of an opportunity for the sales representative when it reaches closed/won stage

Configure a workflow rule for repeat accounts that inserts a copy of an opportunity for the sales representative when it reaches closed/won stage

Develop an Apex trigger for repeat accounts that inserts a copy of an opportunity for the sales representative when it reaches closed/won stage

Universal Containers uses products in salesforce and has private security model. The product management Employee do not have access to all 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 employee 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 set the product manager as owner for opportunity on the new product.

c. Create a criteria based sharing rule to add the product management team to relevant opportunities.

d. create a trigger to add the product management team to the sales team of the relevant opportunities

d. create a trigger to add the product management team to the sales team of the relevant opportunities

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?

Create campaigns for each channel with members and link child campaigns to a parent campaign.

Create a single campaign, add members, and set the status to active.

Create campaigns for each channel, link them to a parent, and add members to the parent.

Create a single campaign and add member statuses for each marketing channel.

Create campaigns for each channel with members and link child campaigns to a parent campaign.

Universal publications are a publishing house that sells online subscriptions for its leading magazine. Customers can make a single Payment, or set up to pay weekly, monthly or quarterly. Universal Publications wants to use opportunities to track and report on these subscription deals. What should a consultant recommend to meet this requirement

a. Enable schedules on product object.

b. Use assets with a lookup to opportunity object.

c. Enable schedules on opportunity object.

d. Use contracts with a lookup to opportunity object

a. Enable schedules on product object.

Universal Containers management wants to increase the productivity of its sales representatives. How can Work.com be used to meet this requirement? Choose 2 answers

Feedback can be requested for the entire sales team.

Coaching goals can be linked to reports.

Coaching statistics can be linked to reports.

Feedback can be given publicly or privately.

Coaching goals can be linked to reports.

Feedback can be given publicly or privately.

UC representative wants to see forecast amount by all sales representative and by multiple product group.What would a consultant recommend to meet these requirement? 2 Ans

Build a custom forecast report showing product group

Implement collaborative forecast with product family

Implement collaborative forecast with quota alignment (....)

Create a forecast list view by product family groups

Implement collaborative forecast with product family

Implement collaborative forecast with quota alignment (....)

What features of work.com can managers use to help sales representatives meet their quotas? Choose 2 answers

a. Coaching plans to help the sales rep drive results

b. Coaching feedback that automatically adjusts the goals

c. Coaching feed visible to the entire sales teams

d. Coaching dashboards to monitor progress

a. Coaching plans to help the sales rep drive results

b. Coaching feedback that automatically adjusts the goals

Universal Containers' 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?

Utilize Visualforce to build an opportunity page that dynamically checks the user's region to determine which fields to display.

Build a custom object with private sharing to capture the additional fields as a separate record.

Create separate page layouts and record for each of the regional sales teams.

Implement field-level security to allow access to fields for the respective regional sales teams.

Implement field-level security to allow access to fields for the respective regional sales teams.

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

Embed custom components within Salesforce to support the sales methodology.

Consider available sales methodology AppExchange applications.

Override Salesforce user interface with the sales methodology user interface.

Configure Salesforce standard and custom objects to support the sales methodology.

Develop a data integration between Salesforce and the sales methodology database.

Embed custom components within Salesforce to support the sales methodology.

Consider available sales methodology AppExchange applications.

Configure Salesforce standard and custom objects to support the sales methodology.

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?

Enable Content in the Partner Community and enable Content email alerts for partner users.

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.

Add the Content related list to the partner account page layout and enable content delivery

c. Add the Content related list to the partner contact page layout and enable content delivery.

The management at Universal Containers noticed the lead conversion ratio hasremained the same for the hospitality industry despite an increase in lead creation.What analytics tool can help determine the issue?

Industry performance dashboard

Report on leads by source.

Campaign dashboard by industry

Report on lead lifetime by industry.

Report on lead lifetime by industry.

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

Run a report on opportunities showing list price and discounted price.

Create a custom roll-up field to calculate the average product discount for each customer.

Limit the number of discounted products that can be added to an opportunity.

Ensure that sales management approves discount requests for each opportunity.

Run a report on opportunities showing list price and discounted price.

Ensure that sales management approves discount requests for each opportunity.

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

a. Create a lead assignment rule to send the email to the leads monthly

b. Use an email execution vendor to send emails for marketing campaigns

c. Use the standard salesforce mass email tool located on the leads tab

d. Create an email alert workflow rule to send the email to the leads monthly

b. Use an email execution vendor to send emails for marketing campaigns

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

Set up a default opportunity team for each sales rep that is automatically added to every opportunity.

Configure a criteria-based sharing rule to add sales team member records automatically.

Add all team members to a private Chatter group for each opportunity.

Configure a public group for each sales rep that is manually shared for each opportunity

Set up a default opportunity team for each sales rep that is automatically added to every opportunity.

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

Use the lead score on the Find Duplicates button and assign the leads with a score in the high category.

Create multiple validation rules to ensure that all fields on the lead record are populated with data.

Create a custom lead score field to assess lead quality and assign the leads that exceed this score to partners.

Assign all leads to the partner channel manager to validate the lead data and manually assign to partners.

Create a custom lead score field to assess lead quality and assign the leads that exceed this score to partners.

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

Create a validation rule that prevents the lead from being converted without specific fields completed and train the users to enter all data accurately.

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.

Create a calculated field that scores leads based on lead attributes and use assignment rules to route leads to appropriate sales reps.

Create lead assignment rules to assign leads to sales representatives based on the city and the state in which the lead resides.

Create a validation rule that prevents the lead from being converted without specific fields completed and train the users to enter all data accurately.

Create a calculated field that scores leads based on lead attributes and use assignment rules to route leads to appropriate sales reps.

Universal Containers supports two lines of business: shipping and freight. The sales cycle for freight deals is more complex and involves more stages than the shipping sales cycle.Which solution should a consultant recommend to meet these business requirements?

A. Create different record types 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 use workflow field updates to assign stages.

C. Create different record types sales processes for each line of business, and assign different page layouts to each record type.

D. 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 assign different page layouts to each record type.

What is the capability of Data.com Clean? Choose 3 answers

a. Accounts must be cleaned before cleaning contacts, but leads may be cleaned either before or after cleaning accounts

b. Individual records can be manually compared side-by-side with matched Data.com records and updated field-by-field.

c. Data.com can be configured to run automated clean jobs to flag field differences and automatically fill blank fields

d. Data.com Clean can be used with salesforce.com person accounts and business accounts

e. Accounts, contact, and lead records can be selected from a list and cleaned all at once

b. Individual records can be manually compared side-by-side with matched Data.com records and updated field-by-field.

c. Data.com can be configured to run automated clean jobs to flag field differences and automatically fill blank fields

e. Accounts, contact, and lead records can be selected from a list and cleaned all at once

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 hour of being submitted.What salesforce feature should the consultant use to meet the requirement?

Send an email using lead escalation rule

Notify using publisher action

Send an email using time based workflow

Notify using chatter on Lead

Send an email using time based workflow

Universal Containers implemented new quoting functionality for sales representatives and needs to enable the same functionality for its partners. How can this be accomplished?

a. 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

b. Grant partner access to quotes and add the quotes related list to the partner opportunity page layouts.

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:

Percent of converted leads per sales representative.

Comparison report of forecasts versus converted leads.

Activity history report on open and closed opportunities.

Trending report on won versus lost opportunities

Activity history report on open and closed opportunities.

Trending report on won versus lost opportunities

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?

a. Create a custom object tab

b. Create a publisher action

c. Create a related list button

d. Create a visualforce page

c. Create a related list button

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?

Report on number of open quotes for opportunities.

Opportunity pipeline report by sales rep.

Campaign return on investment report

Report on number of sales meetings completed by sales rep

Opportunity pipeline report by sales rep.

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

A. Type of training delivered

B. Training in local language

C. Maintenance release schedule

D. Sales rep quota targets

E. Management communications

A. Type of training delivered

B. Training in local language

E. Management communications

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

The documents should be emailed to the sales team on the opportunity record.

The documents should be uploaded to a library that is shared with the field sales organization.

The documents should be uploaded to Chatter files from the opportunity record.

The documents should be uploaded to Chatter files and shared with the field sales organization.

The documents should be uploaded to Chatter files and shared with the field sales organization.

A Sales Cloud implementation at Universal Containers requires a global design that involves mufti-currency, multi-language, region specific sales processes and workflows.Which factor is important for optimizing user adoption? Choose 2 answers

Employing realistic training data in the corporate standard currency

Customizing the training curriculum for each specific region

Developing only a standardized, global training curriculum for all users

Communicating the training plan well in advance of training start date

Employing realistic training data in the corporate standard currency

Communicating the training plan well in advance of training start date

Sales representatives at universal containers want to share product specification with customers who do not have salesforce access. These customers should only be allowed to preview the document in the browser without download permissions. What solution should a consultant recommend to meet this requirement

a. Upload the file to chatter files and disable the download delivery option.

b. Upload the file to documents and enable the externally available 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

c. Upload the file to content and disable the download delivery option.

Universal containers sells two products that each have a unique sales methodology. A few of the sales stages overlap between the selling methodologies, but are unique to just one of the methodologies. What element must be configured to support both selling methodologies? Choose 3 answers

a. Two sets of opportunity stages

b. Two page layouts

c. Two sales processes

d. Two record types

e. One set of opportunity stages

b. Two page layouts

c. Two sales processes

d. Two record types

Universal Containers wishes to implement a sales methodology that focuses on identifying customers challenges and addressing them with offerings. Which sales methodology is described above?

a. Solution selling

b. Direct selling

c. Relationship selling

d. Target account selling

a. Solution selling

When enabling multiple currencies what feature is enabled on all opportunity? 2 ANS

The selected currency is used for the Amount (Converted) field

User's defaults currency overrides the specified opportunity currency

The selected currency is used for the Amount field

Currency must be specified for the opportunity

The selected currency is used for the Amount (Converted) field

Currency must be specified for the opportunity

Universal Containers has set the organization-wide default for accounts to private.Bill owns the Acme account and the General Industries account. Acme is the parent account for General Industries. Bill needs to collaborate with Mary on his accounts, so he manually shares read access to Acme.What access will Mary have to these accounts?

A. Read-only on Acme and no access on General Industries

B. Read-only on General Industries and read-write on Acme

C. Read-only on General Industries and read-only on Acme

D. Read-only on Acme and access on General Industries

A. Read-only on Acme and no access on General Industries

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 most current quote. How can the sales engineer identify the opportunities latest quote?

a. Reference the synced quote field on the opportunity record

b. Reference the synced quote history on the opportunity

c. Reference the last modified date on the quotes

d. Follow the opportunity's quotes in chatter

a. Reference the synced quote field on the opportunity record

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 o f all past orders by account.Which solution should a consultant recommend?

Create an order history object with a relationship to accounts.

Create a closed opportunity record type for each order history record.

Configure the opportunity history object to hold order history data.

Configure the quote object to hold the order history data.

Create an order history object with a relationship to accounts.

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 should a consultant recommend to meet this requirement

a. Download and install a salesforce universal connector for their smartphone and computers

b. Copy and paste emails manually to the customer record in salesforce from their smartphones and computers

c. Forward emails using their email-to-salesforce email address from their smartphones and computers

d. Download and install the salesforce for outlook connector on their smartphones and computers

c. Forward emails using their email-to-salesforce email address from their smartphones and computers

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

a. Use tools like the Lead Import wizard to identify and remove duplicates.

b. Import the lead data using the Find Duplicates wizard on the lead object.

c. Use Data.com to clean the existing lead data and new data going forward.

d. Create a workflow notification when leads are created with poor Quality data

a. Use tools like the Lead Import wizard to identify and remove duplicates.

c. Use Data.com to clean the existing lead data and new data going forward.

99. Universal Containers has a public sharing model for accounts and uses the parent account field to create a multi-level account hierarchy. When viewing a parent account, the company would like to see the total value of open opportunities for all accounts in the hierarchy. What solution should a consultant recommend to meet this requirement?

a. Define a workflow rule to update the custom field on the parent account with the total value of open opportunities from the child accounts.

b. Create a roll-up summary field on the parent account showing 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 link on the account that opens a report showing the total value of open opportunities for all the accounts in the hierarchy.

b. Create a roll-up summary field on the parent account showing the total value of open opportunities from the child accounts.

Universal Containers has a private sharing model. Sales representatives 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

Use manual sharing on account to share specific records.

Use Chatter to share records with relevant people.

Use account team to share records to relevant people

Use opportunity team to share records with relevant people.

Use manual sharing on account to share specific records.

Use account team to share records to relevant people

101. 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. Add customers to Salesforce as Chatter Free users

b. Share chatter files with customers

c. Allow customers to follow opportunities in chatter

d. Invite customers into private chatter groups

a. Add customers to Salesforce as Chatter Free users

b. Share chatter files with customers

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?

Add the sales specialists to the account team and assign them read access to opportunities.

Share opportunities manually with the sales specialists and assign them read access.

Assign the sales specialists to the same profile as the account owners.

Assign the sales specialists to the same role in the role hierarchy as the account owners.

Add the sales specialists to the account team and assign them read access to opportunities.

Universal Containers sells two products that each have a unique sales methodology.A few of the sales stages overlap between the selling methodologies, but are unique to just one of the methodologies.What element must be configured to support both selling methodologies? Choose 3 answers

Company financial information

Key reports from the current system

List of stakeholders with roles and titles

Organizational chart with titles

List of required objects and fields

Key reports from the current system

List of stakeholders with roles and titles

List of required objects and fields

Universal Containers allows to its Sales Rep to negotiate up to 5% discount for their opportunities. Discount more than 5% must be send to their Regional Sale Manager (RSM) for the approval. Discount greater than 15% must be able to send to Regional Vice President (RVP) for the approval.

a. Configure a workflow approval task and email to RSM and 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. Create two approval processes one for RSM and one for RVP

c. Create two step approval processes for the RSM and RVP as approvers.

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

Accounts, contacts, and leads

Accounts, leads, and opportunities

Accounts, contacts, and contracts

Accounts, cases, and leads

Accounts, contacts, and contracts

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

Configure a validation rule that types the Has Line Item and Stage fields for the condition

Ensure that all sales representatives have access to at least one pricebook when creating product lines.

Define a workflow rule that automatically defaults to a pricebook and product line item when selecting the negotiation stage.

Configure the opportunity record types to enforce product line item entry before selecting the negotiation stage.

Configure a validation rule that types the Has Line Item and Stage fields for the condition

Ensure that all sales representatives have access to at least one pricebook when creating product lines.

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

Set the organization-wide defaults for accounts to public read/write.

Contact Salesforce support to add an index to the account object.

Ensure that the generic user has the Modify All Data permission.

Ensure that the generic user has not been assigned to a role.

Ensure that the generic user has not been assigned to a role.

The VP of sales at UC wants to be able to see a visual representation of sales by month for each account in salesforce1 mobile app.What should a consultant recommend to meet this requirement?

Embed a chart on the account page and use a custom link to filter by account

Create a of vf page with an embedded chart component for each account.

Embed a chart on the account page, no other customization needed

Create a dashboard component and use chatter feed on the account on salesforce1

Embed a chart on the account page, no other customization needed

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?

Add “upsell” as a stage and create a summary report by opportunity stage.

Create a custom field on opportunity to flag and report on these deals.

Create an opportunity record type and sales process for reporting on these deals.

Create a separate page layout and report to flag and report on these deals.

Create an opportunity record type and sales process for reporting on these deals.

Universal Containers wants to prevent sales users from modifying certain opportunity fields when the sales stage has reached Negotiation/Review. However sales directors must able to edit these fields in case last minute updates are required. Which solution should a consultant recommended?

a. Create a Workflow rule to enable field access for the sales directors based on 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. Change the field level security for the sales rep to restrict field’s access based on the sales stage

c. Create a validation rule to enforce field access based on the sales stage and profile.

The shipping department at the Universal Containers is responsible for sending product samples as part of the sales process. When an opportunity moves to the ‘Sampling’ stage, Universal Containers an automatic email sent to the shipping department listing the Products on the opportunity. How can this requirement be met using a workflow email?

a. Create it on the Opportunity Product using an HTML email template.

b. Create it on the Opportunity using an HTML email template.

c. Create it on the Opportunity Product using a visual force email template.

d. Create it on the Opportunity using a visual force email template.

d. Create it on the Opportunity using a visual force email template.

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?

Create a trigger on the opportunity.

Create a workflow on the opportunity.

Create an assignment rule on the account.

Create an assignment rule on the opportunity.

Create a trigger on the opportunity.

Universal Containers manages its sales pipeline using Salesforce. However, when anopportunity moves to the closed/lost 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?

Define a workflow rule to set the expected revenue field to $0 when the opportunity stage is closed/lost.

Create a validation rule to verify that forecast probability for closed/lost opportunities is 0%.

Create a dependency between stage and forecast category to enforce the omitted value for closed/lost stages

Define a workflow rule to set the forecast category to omitted when the opportunity stage is closed/lost.

Create a dependency between stage and forecast category to enforce the omitted value for closed/lost stages

Universal Containers has launched an initiative to increase the number of leads being qualified each week, the number of activities being created for each opportunity, and the opportunity win rate. The Vice President (VP) of Sales would like to receive a daily update on the progress being made towards these goals.What solution should a consultant recommend to accomplish this

Build a custom report type to display lead, activity, and opportunity information; have the VP of Sales follow the report on Chatter.

Build three reports for the lead, activity, and opportunity information; have them automatically refreshed daily.

Build three reports for the lead, activity, and opportunity information; add them to a dashboard to be emailed daily to the VP of Sales.

Build a joined report to show the lead, Activity and Opportunity information, scheduled it to email daily to VP of sales.

Build three reports for the lead, activity, and opportunity information; add them to a dashboard to be emailed daily to the VP of Sales.

Sales management at Universal Containers wants product managers to become more involved with sales deals that are being delayed in the negotiation stage of the sales process. Product managers need to understand the details of specific sales deals, and address product capability and roadmap questions with customers. What solution should a consultant recommend to help product managers engage in sales deals? Choose 2 answers

a. Add the opportunity team, product managers, and customers to libraries containing files relevant to sales deals

b. Create a chatter group to share product information with sales team, product managers, and customers

c. Use an assignment rule to notify product managers when opportunities are updated

d. @mention product managers in chatter posts on relevant sales deals

b. Create a chatter group to share product information with sales team, product managers, and customers

d. @mention product managers in chatter posts on relevant sales deals

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?

Configure the opportunity teams for opportunities so that only interested sales users are receiving notifications.

Configure the Chatter and its related notification settings to provide relevant updates to interested sales managers.

Define a workflow rule and email task is triggered when key fields are updated to new values.

Configure the individual Salesforce for Outlook email setting to control notification frequency

Configure the Chatter and its related notification settings to provide relevant updates to interested sales managers.

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

a. Create a customized site where partners can self-register and access their leads.

b. Configure a separate lead record type and page layout for the partner community.

c. Create a task for the partner where a new lead is created and assign it to partner in the Partner Community.

d. Add the leads tab to the Partner Community and configure partner profile to access leads

d. Add the leads tab to the Partner Community and configure partner profile to access leads

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 products sales process. What solution should a consultant recommend to meet these requirements? Choose 2 answers

a. Define sales processes to map to each opportunity record type.

b. Configure opportunity record types for each sales process.

c. Create sales stages that align with opportunity record types.

d. Define the default opportunity teams for each opportunity record type

a. Define sales processes to map to each opportunity record type.

b. Configure opportunity record types for each sales process.

Universal Containers requires that each of its products is sold with 12 months of product maintenance. This is enter… a separate opportunity product line item on the opportunity. Once an opportunity is closed/won and the order has been shipped to the customer, the service manager manually records the maintenance line item in the assets object and sends an alert 90 days prior to the expiration date. What should a consultant recommend to streamline this process

a. Turn on the sync asset feature from the asset settings to create an asset record once an opportunity is closed/won.

b. Create a trigger on the asset object once an opportunity is closed/won, and add a button to the opportunity layout.

c. Request the sync order to asset feature from salesforce to create an asset record once an opportunity is closed/won.

d. Install an AppExchange app or create a trigger to automatically create an asset record once an opportunity is closed/won.

d. Install an AppExchange app or create a trigger to automatically create an asset record once an opportunity is closed/won.

Universal Containers marketing department runs many concurrent campaigns. It hasSpecified 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?

Campaigns in which a contact became a member within the last 60 days will be added to the campaign influence related list

All campaigns created within the last 60 days will be added to the campaign influence related list.

All contacts associated with campaigns will be added to the campaign influence related list.

Sales reps can choose which campaigns created within the last 60 days should be added to the campaign influence related list.

Campaigns in which a contact became a member within the last 60 days will be added to the campaign influence related list

Universal Container wants to improve sales productivity in inside sales and it has been advised to consider Salesforce Console for sales. what use case will satisfy this requirement? 2 ans

Need to provide search result for contact and opportunity

Log activity for each record

Need to chat with customer in real time with chatter

Need to see records and related items as tabs under one common screen

Log activity for each record

Need to see records and related items as tabs under one common screen

Universal containers use forecasts and closes business monthly, and it needs to store the details of open opportunities weekly. The sales management team wants to analyze how the sales funnel is changing throughout the month. What should a consultant recommend to meet this requirement

a. Create an analytic snapshot to run daily 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 run weekly 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.

c. Create an analytic snapshot run weekly and store the results in a custom object

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

a. Use workflow to send an email to the credit manager profile.

b. Use an Apex trigger to create a task for the credit manager user.

c. Use a validation rule to send an email to the credit manager role.

d. Use workflow to assign a task to the credit manager user.

d. Use workflow to assign a task to the credit manager user.

A sales representative at Universal Containers won a sales deal and set the opportunity stage in Salesforce to closed/won.What impact will this change have on the opportunity in the forecast

It will be associated with the closed/won forecast category and will need to be committed by the sales rep.

It will be associated with the closed/won forecast category and automatically contribute to the forecast.

It will be associated with the closed/won forecast category and will need to be added to the forecast by the sales rep.

It will be associated with the closed/won forecast category and contribute to the forecast once approved by the manager.

It will be associated with the closed/won forecast category and automatically contribute to the forecast.

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

Create two sales processes, two opportunity record types, and a workflow rule triggered by sales stage.

Create two sales processes and a workflow rule triggered by opportunity amount to assign a sales process.

Create two sales process and a validation rule that evaluates opportunity amount to determine the appropriate sales stage.

Create two sales processes, two opportunity record types, and a workflow rule triggered by the opportunity amount.

Create two sales processes, two opportunity record types, and a workflow rule triggered by the opportunity amount.

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?

Force.com Sites

Site.com

Salesforce1 Sites

Customer Community

Site.com

Universal Containers wants to restrict access to accounts and contacts. All users should 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 private and contact to private.

c. Set Account to private and Contacts to controlled by parent.

d. Set Account to public read-only and Contacts to controlled by parent.

d. Set Account to public read-only and Contacts to controlled by parent.

Marketing department at Universal container is migrating from legacy campaign and email management system to salesforce want to ensure that its communication material is migrated as well.What should consultant recommend to migrate the marketing departments email templates?

Enable Email to case

Force.com IDE and Change set

Manually

Enable Email to salesforce

Force.com IDE and Change set

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

Automatically add child campaigns of the primary campaign source if the child campaigns have an end date that falls before the opportunity close date.

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.

Have representatives populate a field on the opportunity record with the dollar amount of the expected revenue from the campaigns that influenced the opportunity.

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.

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.

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.

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

a. Create a custom contact lookup field

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

c. Create a master-detail account relationship

d. Create a master-detail contact relationship

c. Create a master-detail account relationship

Universal Containers wants to record information about the conferences it holds and people who attended them. An attendee could potentially attend multiple conferences. The Company would like to display this information on the contact layout using the standard configuration. How the system should be designed to meet the company's requirement

0/5

a. Create a custom object for conferences and a custom object to record attendee information

b. Utilize campaigns 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. Utilize campaigns for conferences and add Campaign member to record attendee information

d. Utilize campaigns for conferences and add Campaign member to record attendee information

Universal Container 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 sales processes and two page layouts, assign them to two different opportunity record types for each product line

b. Create two page layouts and two sales processes, assign them to the respective product lines to collect relevant information.

c. Create one page layout, two sales processes, and validation rules to capture relevant opportunity information

d. Create two page layouts, one opportunity record type, and one workflow rule to assign the correct page layout to the record type.

a. Create two sales processes and two page layouts, assign them to two different opportunity record types for each product line

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?

Create both account and contact records, then associate the contacts to the campaign

Create a campaign, associate the leads to the campaign, and qualify the respondents

Create a campaign, qualify the respondents, and create accounts and contacts.

Create leads, convert them to opportunities, and qualify the respondents on the opportunities.

Create a campaign, associate the leads to the campaign, and qualify the respondents

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

Configure weekly customized forecast report and dashboards to be emailed to sales management.

Create forecast Chatter groups where sales representatives can post and share their forecasts.

Configure customizable forecasts to give managers forecast override capabilities.

Create a forecast hierarchy and assign manager to the forecast manager role.

Configure customizable forecasts to give managers forecast override capabilities.

Create a forecast hierarchy and assign manager to the forecast manager role.

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 relations?

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 custom supplier lookup field as a value.

c. Add the related company to the first company's partner related list, with supplier as a value.

d. Add the related company to the first company's contact roles related list, with supplier as a value

c. Add the related company to the first company's partner related list, with supplier as a value.

Universal Containers 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 Euro zone, they are unable to find EUR prices.What is the likely cause of this problem? Choose 2 answers:

Opportunity currency is set to USD

Price book entries are missing EUR prices.

Sales users default currency is set to USD.

Advanced currency management is deactivated.

Opportunity currency is set to USD

Sales users default currency is set to USD.

Universal Computing is planning to implement salesforce sales cloud to support its professional services division. The universal computing sales team wants to easily see customer purchasing activity on account, contact, and contract detail pages. What should a consultant recommend to meet this requirement

a. Create a global publisher action to view all customer purchasing activity

b. Enable the orders object in salesforce to track customer purchases

c. Enable salesforce console for sales to see customer purchasing activity

d. Create a custom object related to the account, contact and contact objects

b. Enable the orders object in salesforce to track customer purchases

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

Use a validation rule on products marked as requiring certification to prevent them from being added to an opportunity.

Use a separate price book for the products requiring certification and only share the price book to users who are certified.

Use a validation rule on opportunity products to prevent them from adding products marked as requiring certification if they are not certified.

Use a criteria-based sharing rule on products marked as requiring certification to only share the products to users who are certified.

Use a separate price book for the products requiring certification and only share the price book to users who are certified.

Use a validation rule on opportunity products to prevent them from adding products marked as requiring certification if they are not certified.

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.

a. Enable opportunity team selling and have each sales representative configure his or her default opportunity team.

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 answers

a. Partner users cannot receive emails generated through workflow action…3

b. Partner users are associated with the same set of profiles as internal users.

c. Partner user can own account and opportunity records in salesforce.

d. The sharing model should be re-evaluated when the partner community

b. Partner users are associated with the same set of profiles as internal users.

d. The sharing model should be re-evaluated when the partner community

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

a. Create a custom field on Lead, Account and Contact objects and configure mapping of these two fields for conversion. Use a trigger to update the contact field with the Account value.

b. Create a custom field on the Lead and Account objects. Create a custom formula field on the contact object to pull the value from the Account object.

c. 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.

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 contract object

c. 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.

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

Create a custom field on the lead object and contact object; these field will be mapped automatically during conversion.

Create a custom field on the lead object and contact object; configure mapping of these two fields for conversion.

Create a custom field on the lead object and contact object; advise users to select it for transfer during conversion.

Create a custom field on the lead object and contact object; utilize a trigger to transfer the value after conversion.

Create a custom field on the lead object and contact object; configure mapping of these two fields for conversion.

98. Joe is the record owner of a Lead. A Lead sharing rule has been defined so that leads owned by Joe are shared with 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 in place on these objects and there are no sharing rules defined for these objects?

a. Joe, all members of the public group, Joe's Team, and anyone above any group member in the role hierarchy will be able to access the three records.

b. Joe and anyone above him in the role hierarchy will be able to access the three records

c. Joe, all members of the public group, and Joe's Team will be able to access the three records

d. Joe will be the only person who will be able to access the Account, Contact, and opportunity records

b. Joe and anyone above him in the role hierarchy will be able to access the three records

Universal Containers is moving their legacy Customer Relationship Management (CRM) system to salesforce sales cloud. What should the consultant recommend to ensure a successful implementation?

a. Review the current system with all levels of users to understand their requirements

b. Review the current system with and configure sales cloud to work in the same way

c. Review the current system with executive management to understand their requirement

d. Review the current system with IT management to understand their requirement

c. Review the current system with executive management to understand their requirement

Resellers for Universal Containers need access to reports in the partner communities to help manage their opportunities. How should salesforce be configured to give resellers the correct level of access to reports?

a. create a chatter group that allows partner to post item appropriate list view and report

b. create the appropriate list views and report folder, and share with all partner users

c. Create the 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

b. create the appropriate list views and report folder, and share with all partner users

Universal Containers has its sales representatives enter a new lead whenever they are prospecting a new customers, qualifying the new lead, a new opportunity must be created to track the deal.What should a consultant recommend to enforce data quality and accuracy?Choose 3 answers

Create an Apex trigger to perform data quality checks.

Enable validation rules on the lead

Enable validation rules on the opportunity.

Map lead fields to corresponding opportunity fields.

Enable the lead conversion permission.

Enable validation rules on the lead

Map lead fields to corresponding opportunity fields.

Enable the lead conversion permission.

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?

Associate the contact to other accounts using a custom lookup field.

Add the contact to the partners related list on the second account.

Clone the contact record and it to the second account.

Add the contact to the contacts role related list on the second account.

Add the contact to the contacts role related list on the second account.

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

a. Enable account and opportunity teams selling and have each sales representative configure their default teams

b. Create criteria-based sharing rules to share the accounts and opportunities with sales engineers

c. Create a trigger to add the sales engineers to their sales representative account and opportunity teams

d. Have the sales representatives manually share the accounts and opportunities with their assigned sales engineers

a. Enable account and opportunity teams selling and have each sales representative configure their default teams

What is a capability of Data Loader? Choose 2 answers

Ability to extract organization and configuration data

Ability to export field history data

Ability to prevent importing duplicate records

Ability to run one-time or scheduled data loads

Ability to export field history data

Ability to run one-time or scheduled data loads

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 activity. What should a consultant recommend to meet this requirement?

Use community campaign, web-to-lead, opportunity and report and dashboard

Use AppExchange marketing app, campaign, web-to-lead, opportunity and report

Use mass email, campaign, campaign influence, web-to-lead, opportunity and report

Use site.com campaign web-to lead opportunity, report, and dashboard

Use AppExchange marketing app, campaign, web-to-lead, opportunity and report

Universal containers recently completed the implementation of a new sales cloud solution. The stakeholder committee believes that the user adoption is best measured by the number of daily logins. What other measures of sales uses adoption should be considered? Choose 2 answers

a. Number of reports exported to excel for analysis

b. Completeness of records entered into the new system

c. Overall effectiveness of mass email campaigns

d. Number of neglected opportunities over time by role

b. Completeness of records entered into the new system

d. Number of neglected opportunities over time by role

77. Sales management at Universal Containers would like to track the following information: • Number of open opportunities in the current quarter by sales representative • Number of

closed opportunities in the last quarter by sales representatives. What should a consultant recommend to meet these requirements?

a. Create an analytic snapshot

b. Create a dynamic dashboard

c. Create a summary report with cross filters

d. Create a joined report

d. Create a joined report

Universal Containers 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?

Salesforce1

Native mobile applications

AppExchange mobile plugin

Visualforce for mobile

Salesforce1

Native mobile applications

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?

Create a custom credit ID field as an external ID on the account to launch the credit application and pass the credit ID

Create a workflow rule to launch the product fulfillment application and pass the credit ID

Create a formula field that uses the hyperlink function to launch the credit application and pass the credit ID.

Create a custom button that calls an Apex trigger to launch the credit application and pass the credit ID.

Create a formula field that uses the hyperlink function to launch the credit application and pass the credit ID.

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. Create scheduled dashboard to be sent weekly to all stakeholders.

c. Acquire the client stakeholders' key performance indicators.

d. Ensure the project key performance indicators are profitable

a. Establish a stakeholder committee and meeting schedule.

c. Acquire the client stakeholders' key performance indicators.

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

Configure the first stage with the omitted forecast category.

Assign 0% probability to the first sales stage.

Override the forecast to be $O for first stage opportunities.

Instruct sales users to enter SO for the opportunity amount.

Configure the first stage with the omitted forecast category.

Assign 0% probability to the first sales stage.

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

a. Run the opportunity pipeline standard report to view the upcoming opportunities by stage

b. Create a report that displays opportunities that have a closed date less than or equal to the created date.

c. Create a workflow rule that automatically updates the opportunity to the first stage in the sales process

d. Use a workflow rule to email sales management when the opportunity is created in the closed won stage

b. Create a report that displays opportunities that have a closed date less than or equal to the created date.

d. Use a workflow rule to email sales management when the opportunity is created in the closed won stage

Sales representatives at Universal Containers log activities on accounts, contacts, and opportunities. The sales manager wants to create a report to see all activities on all of the accounts that the manager owns, including activities on contacts and opportunities. Which report should be recommended to the sales manager

a. Activities report on accounts 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

a. Activities report on accounts the manager owns

Universal Container 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 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 proposal as Chatter file on the opportunity record and share with customer using a link.

b. Save the proposal as an attachment on the opportunity record and share with customer using with the link.

c. Save the proposal as chatter file on opportunity record and add the customer as follower.co

d. Upload the proposal in the private chatter group accessible to the sales team and invite the customer to join

a. Upload proposal as Chatter file on the opportunity record and share with customer using a link.

Universal containers has recently started using forecasting in collaboration with sales stages to better understand pipeline. All sales reps have submitted their forecasting numbers for approval. The VP pf sales is reviewing the forecast and sees that the open opportunity pipeline report contains a total of $25,000. The VP of sales then notices that there is $15,000 that is not included in the pipeline forecast summary. What should a consultant suggest as a possible reason for exclusion?

a. The $15,000 is business that is too new and has been assigned to the Omitted forecast category

b. The $15,000 is business that had already been lost and, therefore, is excluded from the pipeline forecast summary

c. The $15,000 is business that is in the Best case category, which is excluded from the pipeline forecast summary

d. The $15,000 is business that is in the commit category, which is excluded from the pipeline forecast summary

b. The $15,000 is business that had already been lost and, therefore, is excluded from the pipeline forecast summary

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

Map forecast probability to opportunity probability; assign appropriate sales stage.

Map sales probability values to forecast categories; assign sales stages accurate percentages.

Map appropriate sales stage to opportunity stage; assign accurate forecast probability.

Map opportunity stage to forecast categories; assign accurate probability to each stage.

Map opportunity stage to forecast categories; assign accurate probability to each stage.

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?

Change the quantity value on the order product to 4

Create a new sales product with quantity set to -1

Create a return order under returned orders

Create a custom field on the order product object

Create a return order under returned orders

Universal Containers is planning to hire more sales representatives in response to three consecutive quarters of rapid growth. To optimize their sales impact, the sales management team wants to develop a better sales territory structure. What data should the sales management team consider when developing the new sales territories? Choose 2 answers

a. Distance between the customer headquarters and their sales representatives…..

b. Number of currencies needed to support each sales territory

c. Attributes need to segment and categorize customers

d. Average number of customers managed by a sales representative

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d. Average number of customers managed by a sales representative

What are the benefits of enabling territory management? Choose 3 answers

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.

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

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

a. Currency roll-up summary fields from opportunity products to an opportunity use the dated exchange rate

b. Advanced currency management dated exchange rates are automatically updated on a monthly basis

c. The converted amount of an opportunity uses dated exchange rates based on the close date of the opportunity.

d. Advanced currency management can be enabled or disabled in the organization under the company profile if needed.

e. Currency roll-up summary fields from opportunities to an account use the static conversion rate

a. Currency roll-up summary fields from opportunity products to an opportunity use the dated exchange rate

c. The converted amount of an opportunity uses dated exchange rates based on the close date of the opportunity.

d. Advanced currency management can be enabled or disabled in the organization under the company profile if needed.

Universal Containers 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, Universal Containers wants the roll-up of just the opportunities that are in pipeline, best case, and commit. What number in the forecast would provide Universal Containers with the appropriate information

a. Pipeline + Closed/Won

b. Pipeline + Best Case

c. Pipeline

d. Pipeline + Commit

c. Pipeline

The sales management team of Universal Containers has noticed that opportunitiesare taking longer to close. Historically, it has taken 30 days for a new opportunity to be moved to closed/won. Recently, this time period has increased to 45 days.What analytics tool can sales management team leverage to help determine the cause?Choose 2 answers

Dashboard of opportunity stage duration

Report on campaign return on investment (ROI)

Dashboard of month-over-month trend of lead conversions.

Report on the discount approval time for quotes.

Dashboard of opportunity stage duration

Report on the discount approval time for quotes.

A premier customer for Universal Software needs access to confidential product road map information.To securely send this information using content delivery, what step should a sales representative take? Choose 2 answers

Require the customer to enter a password to view the content.

Require the customer to enter a security token to download the content.

Remove access to the content after a specified date.

Require the recipient to log into Salesforce to access the content.

Require the customer to enter a password to view the content.

Remove access to the content after a specified date.