



**Salesforce.com Certified Sales Cloud Consultant (SP13)**

Time Remaining: 25:58

**1 of 60.** Universal Containers has noticed a sizeable decrease in the number of sales representatives who are meeting their quotas.

What should be evaluated to determine the cause of this decline?

Choose 2 answers

- A. ☐ Percent of converted leads per sales representative
- B. ☒ Activity history report on open and closed opportunities
- C. ☐ Comparison report of forecasts versus converted leads.
- D. ☒ Trending report on won versus lost opportunities

☒ Mark this item for later review.

**B,D**

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 24:27

- 2 of 60.** 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?

- 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 requestor's region and opportunity account type.

☒ Mark this item for later review.

**B**

< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 24:05

**3 of 60.** Universal Containers uses Salesforce for Outlook to synchronize contacts between Microsoft Outlook and Salesforce. The executive team wants to ensure that users' personal contacts in Microsoft Outlook are not synced with Salesforce.

Which solution should a consultant recommend to meet this business requirement?

Choose 2 answers

- 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.

☒ Mark this item for later review.

**Ans: A, B**

< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 22:57

**4 of 60.** Universal Containers processes its orders through a separate system from Salesforce but would like to integrate the order history data into Salesforce. This would give sales representatives a view of all past orders by account.

Which solution should a consultant recommend?

- A. ☒ Create an order history object with a relationship to accounts.
- B. ☐ Configure the quote object to hold the order history data.
- C. ☐ Create a closed opportunity record type for each order history record.
- D. ☐ Configure the opportunity history object to hold order history data.

☒ Mark this item for later review.

**Ans: A**



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 22:44

- 5 of 60. 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 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 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.

☒ Mark this item for later review.

**Ans: A**



< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 22:27

**6 of 60.** 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 stakeholder's key performance indicators.
- D. ☐ Ensure the project key performance indicators are profitable.

☒ Mark this item for later review.

**Ans: A, C**



< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 21:14

**7 of 60.** 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. ☐ Solution selling
- B. ☐ Relationship selling
- C. ☐ Target account selling
- D. ☒ Direct selling

☒ Mark this item for later review.

**Ans: A**

< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 20:33

- 8 of 60.** 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

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

☒ Mark this item for later review.

**Ans: A, B (Not sure)**



< Back

Next >

Review All

Submit Exam





**Salesforce.com Certified Sales Cloud Consultant (SP13)**

Time Remaining: 1:30:57

- 9 of 60.** 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?

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

☐ Mark this item for later review.

**Ans: D**

< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 1:29:30

- 10 of 60.** 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 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 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.

☐ Mark this item for later review.

**Ans: B**

< Back

Next >

Review All

Submit Exam



**Salesforce.com Certified Sales Cloud Consultant (SP13)**

Time Remaining: 1:28:28

**11 of 60.** Universal Containers has many customers that repeat the same purchase on a regular basis. These customers are classified as a repeat account type. Sales management wishes to use Salesforce to automate repeat opportunities.

What should a consultant recommend to meet this requirement?

- A. ☐ 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.
- B. ☐ 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.
- C. ☐ Configure a workflow rule for repeat accounts that inserts a copy of an opportunity for the sales representative when it reaches closed/won stage.
- D. ☐ Develop an Apex trigger for repeat accounts that inserts a copy of an opportunity for the sales representative when it reaches closed/won stage.

☐ Mark this item for later review.

< Back

Next >

Review All

Submit Exam



**Salesforce.com Certified Sales Cloud Consultant (SP13)**

Time Remaining: 1:27:13

**12 of 60.** What is a capability of Data Loader?

Choose 2 answers

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

☐ Mark this item for later review.

**Ans: A, D**

< Back

Next >

Review All

Submit Exam



**Salesforce.com Certified Sales Cloud Consultant (SP13)**

Time Remaining: 1:26:23

- 13 of 60.** 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 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.

☐ Mark this item for later review.

**Ans: A, C**

< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 1:24:21

**14 of 60.** Universal Containers supports two lines of business: shipping and freight. The sales cycle for freight deals is more complex and involves more stages than the shipping sales cycle.

Which solution should a consultant recommend to meet these business requirements?

- A. ☐ Create different record types and sales processes for each line of business, and assign different 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.

☐ Mark this item for later review.

**Ans: A**

< Back

Next >

Review All

Submit Exam



**Salesforce.com Certified Sales Cloud Consultant (SP13)**

Time Remaining: 1:21:41

- 15 of 60.** 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

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

☐ Mark this item for later review.

**Ans: A, B**

< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 1:20:57

**16 of 60.** Universal Containers currently uses the customizable forecasting feature. A sales representative at Universal Containers has four opportunities for the current quarter that are detailed below:

- \$3,500 opportunity in the Best Case forecast category
- \$2,000 opportunity in the Commit forecast category
- \$1,000 opportunity that has been closed/won
- \$1,000 opportunity that has been lost

What is the sales representative's Best Case forecast for the current quarter?

- A. ☐ \$6,500
- B. ☐ \$2,000
- C. ☐ \$5,500
- D. ☐ \$3,500

☐ Mark this item for later review.

**Ans: A**

< Back

Next >

Review All

Submit Exam





### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 1:19:10

**17 of 60.** 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 actions.
- B. ☒ Partner users can own account and opportunity records in Salesforce.
- C. ☐ Partner users are associated with the same set of profiles as internal users.
- D. ☐ The sharing model should be re-evaluated when the partner portal is enabled.

☐ Mark this item for later review.



**Ans: B, D**

< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 1:17:59

- 18 of 60.** 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.

☐ Mark this item for later review.

**Ans: B**



< Back

Next >

Review All

Submit Exam



**Salesforce.com Certified Sales Cloud Consultant (SP13)**

Time Remaining: 1:16:25

**19 of 60.** Universal Containers has set up a sales process that requires opportunities to have associated product line items before moving to the negotiation stage.

What solution should a consultant recommend to meet this requirement?

Choose 2 answers

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

☐ Mark this item for later review.

**Ans: B, D**

< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 1:14:46

- 20 of 60.** 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

- 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.

☐ Mark this item for later review.

**Ans: D, C**



< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 1:13:22

**21 of 60.** 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?

- A. ☐ Add the user to each child account team; visibility will then roll up to the parent account.
- B. ☐ Add the user to a public group for that account and share all child accounts to this group.
- C. ☐ Add the user to the account team on the parent account; the child accounts will inherit access.
- D. ☐ Add the user manually to the parent account team and each of the child account teams.

☐ Mark this item for later review.

**Ans: D**



< Back

Next >

Review All

Submit Exam



**Salesforce.com Certified Sales Cloud Consultant (SP13)**

Time Remaining: 1:11:11

- 22 of 60.** 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.

☐ Mark this item for later review.

**Ans: C**

< Back

Next >

Review All

Submit Exam



**Salesforce.com Certified Sales Cloud Consultant (SP13)**

Time Remaining: 1:10:19

**23 of 60.** 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 Eurozone, they are unable to find EUR prices.

What is the likely cause of this problem?

Choose 2 answers

- A. ☐ Pricebook entries are missing EUR prices.
- B. ☐ Sales user's default currency is set to USD.
- C. ☒ Advanced currency management is deactivated.
- D. ☐ Opportunity currency is set to USD.

☐ Mark this item for later review.

**Ans: D, B**



< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 1:09:25

- 24 of 60. Universal Containers purchased a new marketing database list and wants to use it to run an email campaign for the launch of a new product. The sales team will be responsible for evaluating the respondents and identifying the decision maker before going through the sales process with a prospect.

What steps should a consultant recommend in this scenario?

- A. ☐ Create both account and contact records, then associate the contacts to the campaign.
- B. ☐ Create a campaign, associate the leads to the campaign, and qualify the respondents.
- C. ☐ Create leads, convert them to opportunities, and qualify the respondents on the opportunities.
- D. ☐ Create a campaign, qualify the respondents, and create accounts and contacts.

☐ Mark this item for later review.

**Ans: D \***

< Back

Next >

Review All

Submit Exam





### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 1:08:19

- 25 of 60.** 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. ☐ 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. ☐ Add the opportunity team, product managers, and customers to libraries containing files relevant to sales deals.
- D. ☐ @mention product managers in Chatter posts on relevant sales deals.

☐ Mark this item for later review.

< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 1:07:06

**26 of 60.** Universal Containers is following a traditional waterfall project delivery methodology. The analysis phase is complete with the sign-off of the requirements.

What action should a consultant take to minimize changes in scope during the design and build phases?

Choose 2 answers

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

☐ Mark this item for later review.

**Ans: B, D \***

< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 1:05:22

- 27 of 60.** Universal Containers 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 this scenario?

- 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.

☐ Mark this item for later review.

**Ans: C**

< Back

Next >

Review All

Submit Exam



**Salesforce.com Certified Sales Cloud Consultant (SP13)**

Time Remaining: 1:04:34

- 28 of 60.** 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?

- A. ☒ User, Lead, Opportunity, Account, Contact
- B. ☐ User, Opportunity, Account, Contact, Lead
- C. ☐ User, Account, Contact, Opportunity, Lead
- D. ☐ User, Contact, Account, Lead, Opportunity

☐ Mark this item for later review.

**Ans: C**



< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 1:02:08

- 29 of 60.** Universal Containers has launched an initiative to increase the number of leads being qualified each week, the number of activities being created for each opportunity, and the opportunity win rate. The Vice President (VP) of Sales would like to receive a daily update on the progress being made towards these goals.

What solution should a consultant recommend to accomplish this?

- A. ☐ Build three reports for the lead, activity, and opportunity information; add them to a dashboard to be emailed daily to the VP of Sales.
- B. ☐ Build a custom report type to display lead, activity, and opportunity information; have the VP of Sales follow the report on Chatter.
- C. ☒ Build a **joined report** to show the lead, activity, and opportunity information; schedule it to be emailed daily to the VP of Sales.
- D. ☐ Build three reports for the lead, activity, and opportunity information; have them automatically refreshed daily.

☒ Mark this item for later review.

< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 1:01:43

- 30 of 60.** Sales representatives at Universal Containers want to share product specification documents with customers who do not have Salesforce access. These customers should only be allowed to preview the document in the browser without download permissions.

What solution should a consultant recommend to meet this requirement?

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

☐ Mark this item for later review.

< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 1:00:42

- 31 of 60.** Universal Containers plans to implement lead management functionality for channel sales representatives who need to push pre-qualified leads to their partners. Partners need the ability to access and update the leads assigned to them.

What solution should a consultant recommend for this scenario?

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

☐ Mark this item for later review.

**Ans: B \***



< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 58:52

**32 of 60.** 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. ☐ Sales reps can choose which campaigns created within the last 60 days should be added to the campaign influence related list.
- C. ☐ All contacts associated with campaigns will be added to the campaign influence related list.
- D. ☒ All campaigns created within the last 60 days will be added to the campaign influence related list.

☒ Mark this item for later review.

**Ans: A \***

< Back

Next >

Review All

Submit Exam





### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 57:57

**33 of 60.** Universal Containers has a complex sales process methodology that requires several different pricing scenarios be generated. Once a customer has agreed upon a price scenario, the sales representative needs to document it in Salesforce.

Which solution should a consultant recommend to accommodate a multiple-price scenario methodology?

- A. ☐ Configure opportunities with a relationship to a custom object called Pricing.
- B. ☐ Implement quotes with the Quote Syncing feature.
- C. ☐ Configure leads with custom pricing fields to collect data.
- D. ☐ Implement opportunities with product line items.

☐ Mark this item for later review.



< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 57:21

**34 of 60.** Universal Containers forecasts and closes business monthly, and it needs to store the details of open opportunities weekly. The sales management team wants to analyze how the sales funnel is changing throughout the month.

What should a consultant recommend to meet this requirement?

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

☐ Mark this item for later review.

**Ans: D**





### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 56:00

- 35 of 60.** 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

- A. ☐ Use account team to share records to relevant people.
- B. ☐ Use Chatter to share records with relevant people.
- C. ☐ Use manual sharing on account to share specific records.
- D. ☐ Use opportunity team to share records with relevant people.

☐ Mark this item for later review.



**Ans: A, B**

< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 54:05

**36 of 60.** 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 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.

☐ Mark this item for later review.



**Ans: D**

< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 52:26

**37 of 60.** 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?

- 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

☐ Mark this item for later review.

**Ans: A**



< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 51:04

**39 of 60.** The Universal Containers sales team would like to track product shipments for each of its customers. The shipment tracking information is currently available in a back-end system, which the company plans to integrate with Salesforce.

Which objects are relevant for this integration?

- A. ☐ Lead, account, opportunity product, custom object-shipment status
- B. ☐ Lead, opportunity, product, custom object-shipment status
- C. ☒ Opportunity, opportunity product, contract, custom object-shipment status
- D. ☐ Opportunity, opportunity product, custom object-shipment status

☐ Mark this item for later review.



**Ans: D**

< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 50:45

- 40 of 60. 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. ☐ Activities report on accounts and opportunities the manager owns

☐ Mark this item for later review.

**Ans: B**

< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 48:19

**41 of 60.** The sales teams at Universal Containers need to track partner relationships for each customer account. There can be many partners related to each customer account. Additionally, the following partner-to-customer relationship information needs to be tracked:

- Role of each partner
- Support product category of each partner
- Next step of each partner

What should a consultant recommend to meet this requirement?

- A. ☒ Create a custom object for partner relationships.
- B. ☐ Create partner custom fields on account.
- C. ☐ Use partner role functionality.
- D. ☐ Add partners to each customer account team.

☐ Mark this item for later review.

**Ans: A**

< Back

Next >

Review All

Submit Exam





**Salesforce.com Certified Sales Cloud Consultant (SP13)**

Time Remaining: 44:58

- 42 of 60.** Universal Publications 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. 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.

☒ Mark this item for later review.

**Ans: A**



< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 44:28

**43 of 60.** Universal Containers is undergoing a sales reorganization and wants to enable territory management.

What should Universal Containers review before enabling territory management?

Choose 2 answers

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

☐ Mark this item for later review.

**Ans: B, C**

< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 43:51

- 44 of 60.** Universal Containers acquires sales leads each year through trade show attendance by its sales and marketing employees. Occasionally, duplicate leads are generated when the marketing team imports leads that already exist in the system. What should a consultant recommend to prevent duplicate leads in the system?
- A. ☐ Upload the leads to Data.com to remove the duplicates and select the option to have them automatically imported.
  - B. ☐ Upload the leads and click the "Find Duplicates" button for each of the leads to identify potential duplicate lead records.
  - C. ☐ Upload the leads using Data Loader and enable the "Find Duplicates" setting to prevent duplicate records.
  - D. ☐ Upload the leads using the Lead Import Wizard and select the appropriate field to match duplicates against existing records.

☐ Mark this item for later review.

**Ans: D**

< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 41:52

**45 of 60.** 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.

☐ Mark this item for later review.

**Ans: A, D**

< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 41:42

**46 of 60.** Universal Containers has a lead qualification team that qualifies and converts leads into opportunities. During lead conversion, the new opportunity must be assigned to the account owner.

Which solution should a consultant recommend to meet this requirement?

- A. ☐ Create a trigger on the opportunity.
- B. ☐ Create a workflow on the opportunity.
- C. ☐ Create an assignment rule on the account.
- D. ☐ Create an assignment rule on the opportunity.

☐ Mark this item for later review.

**Ans: A**



< Back

Next >

Review All

Submit Exam



**Salesforce.com Certified Sales Cloud Consultant (SP13)**

Time Remaining: 40:59

**47 of 60.** 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.

☐ Mark this item for later review.

**Ans: A, C**

< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 40:07

**48 of 60.** 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?

Choose 2 answers

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

☐ Mark this item for later review.



**Ans: A, B**

< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 39:24

- 49 of 60.** Universal Containers wants to restrict 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 these requirements, what should be the organization-wide default access for accounts and contacts?

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

☐ Mark this item for later review.

**Ans: D**

< Back

Next >

Review All

Submit Exam





### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 38:09

**50 of 60.** 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. ☐ Assign Chatter Free licenses to existing Salesforce users.
- C. ☐ Create new user and assign a Chatter Free license.
- D. ☐ Enable invitations and allow users to invite within a specified domain.

☐ Mark this item for later review.

**Ans: C, D**

< Back

Next >

Review All

Submit Exam



**Salesforce.com Certified Sales Cloud Consultant (SP13)**

Time Remaining: 36:59

**51 of 60.** The sales management at Universal Containers is reviewing the quality of leads generated from marketing campaigns.

What information is available to assist with this type of analysis?

Choose 2 answers

- A. ☐ Percentage of leads converted to opportunities
- B. ☐ Average amount of time required to convert leads to opportunities
- C. ☐ Average number of activities required to convert leads to opportunities
- D. ☐ Percentage of leads that could not be contacted due to bad data

☐ Mark this item for later review.

**Ans: C, D**

< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 35:24

**52 of 60.** Universal Containers has configured a private sharing model for accounts and opportunities. As part of its sales strategy, each sales representative collaborates with the same set of individuals for each opportunity.

What should a consultant recommend to grant sales representatives the appropriate access to an opportunity?

- A. ☐ Enable opportunity team selling and have each sales representative configure his or her default opportunity team.
- B. ☐ Create a public group for each team and have the sales representatives manually share the opportunity with their respective group.
- C. ☐ Enable Chatter and configure a customer Chatter group for the opportunity to allow collaboration on ideas.
- D. ☐ Create a trigger for each sales representative that would automatically share the opportunity with his or her default opportunity team.

☐ Mark this item for later review.

**Ans: A**

< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 34:09

- 53 of 60.** Sales representatives at Universal Software need to collaborate with customers on sales deals to gather requirements, analyze solutions, and deliver proposals. Universal Software wants to ensure that customers are fully engaged throughout each stage in the sales process.

What solution should a consultant recommend to facilitate collaboration with customers?

Choose 2 answers

- A. ☒ Share Chatter files with customers.
- B. ☒ Add customers to Salesforce as Chatter Free users.
- C. ☐ Allow customers to follow opportunities in Chatter.
- D. ☐ Invite customers into private Chatter groups.

☐ Mark this item for later review.

**Ans: B, D**

< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 33:20

**54 of 60.** A Sales Cloud implementation at Universal Containers requires a global design that involves multi-currency, multi-language, region-specific sales processes and workflows.

Which factor is important for optimizing user adoption?

Choose 2 answers

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

☐ Mark this item for later review.

**Ans: C, D**



< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 32:05

- 55 of 60. 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 + Commit
- B. ☐ Pipeline
- C. ☒ Pipeline + Best Case
- D. ☐ Pipeline + Closed/Won

☐ Mark this item for later review.

**Ans: C**

< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 30:11

**56 of 60.** Universal Containers is devising a separate sales methodology to upsell service contracts to its existing customer base. The company would like to track and report on these deals separately from other deals.

What should a consultant recommend to meet this requirement?

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

☐ Mark this item for later review.

**Ans: A**

< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 29:10

- 57 of 60.** 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. ☐ Create a link on the account that opens a report showing the total value of open opportunities for all accounts in the hierarchy.
- D. ☐ Use Apex to update a custom field on the parent account with the total value of open opportunities from the child accounts.

☐ Mark this item for later review.

**Ans: D**

< Back

Next >

Review All

Submit Exam





### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 28:57

**58 of 60.** Universal Containers wishes to track relationships between its customers. For example, some customers are suppliers for other customers.



What should a consultant recommend to track multiple customer relationships in Salesforce?

- A. ☐ Add the related company to the first company's partner related list, with supplier as a value.
- B. ☐ Add the related company to the first company's account team, with supplier as the role.
- C. ☐ Add the related company to the first company's contact roles related list, with supplier as a value.
- D. ☐ Add the related company to the first company's custom supplier lookup field as a value.

☐ Mark this item for later review.

**Ans: D**

< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 28:02

- 59 of 60.** 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

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

☐ Mark this item for later review.

**Ans: D, B**

< Back

Next >

Review All

Submit Exam



### Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 26:48

**60 of 60.** 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 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.

☐ Mark this item for later review.

**Ans: C**

< Back

Next >

Review All

Submit Exam