

File Help



Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 11:27

1 of 60. 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 Classic
C. Chatter for Mobile
D. Custom mobile solution

Mark this item for later review.

Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. [All rights reserved](#). Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency44ms)

File Help



Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 10:38

2 of 60. Universal Containers' management wants to see forecast numbers by all sales representatives and by multiple product groups.

What should a consultant recommend to meet these requirements?
Choose 2 answers

A. Build a forecast list view by product family group.
B. Implement Collaborative Forecasting with product family.
C. Implement Collaborative Forecasting with quota attainment.
D. Build a custom forecast report showing product groups.

Mark this item for later review.

◀ Back | Next ▶ | Review All | Submit Exam

© Copyright 2000-2014 salesforce.com, inc. [All rights reserved](#). Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

File Help



Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 10:20

3 of 60. Universal Containers requires its sales representatives to go through an internal certification process to sell certain groups of products.

What could be done to prevent a sales representative from adding these products to opportunities if they are not certified to sell them?
Choose 2 answers

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

Mark this item for later review.

◀ Back | Next ▶ | Review All | Submit Exam

© Copyright 2000-2014 salesforce.com, inc. [All rights reserved](#). Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do | OK (Latency:131ms)

GoToMeeting Viewer
Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)
Time Remaining: 09:59

4 of 60. 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 publisher action.
B. Create a Visualforce page.
 C. Create a related list button.
D. Create a custom object tab.

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:954ms)

cITRIX 11:25 AM 9/3/2014

GoToMeeting Viewer
Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)
Time Remaining: 09:42

5 of 60. Universal Containers allows its sales representatives to negotiate up to a 5% discount for their opportunities. Discounts greater than 5% must be sent to their Regional Sales Manager (RSM) for approval. Discounts greater than 15% must also be sent to the Regional Vice President (RVP) for approval.

Which approach would satisfy these requirements?

A. Configure an approval process for the RSM and a workflow rule for the RVP.
 B. Create a two-step approval process for the RSM and RVP as approvers.
C. Create two approval processes, one for the RSM and one for the RVP.
D. Configure a workflow approval task and email to notify the RSM and RVP.

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:953ms)

cITRIX 11:25 AM 9/3/2014

GoToMeeting Viewer
Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 09:29

6 of 60. Universal Containers wants to implement a website for a new product launch. The site should be publicly available, allow visitors to submit requests for information, and be managed by the non-technical marketing team.

What solution should the consultant recommend?

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

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:71ms)

cITRIX

GoToMeeting Viewer
Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 09:16

7 of 60. The Universal Containers credit department uses a third-party application for credit ratings. Credit department managers need to launch an external web-based credit application from a customer's account record in Salesforce. The application uses a credit ID on the account object.

What should a consultant recommend to meet this requirement?

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

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:25ms)

cITRIX

GoToMeeting Viewer
Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 09:05

8 of 60. What is a capability of Data Loader?
Choose 2 answers

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

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:194ms)

cITRIX

GoToMeeting Viewer
Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 08:52

9 of 60. Universal Containers has an extensive distributor and reseller community. To help manage this partner network, the company is implementing a Partner Community.

What must be considered when setting up partner users?
Choose 2 answers

A. Partner users can own account and opportunity records in Salesforce.
B. Partner users are associated with the same set of profiles as internal users.
C. Partner users cannot receive emails generated through workflow actions.
D. The sharing model should be re-evaluated when the Partner Community is enabled.

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:184ms)

cITRIX

GoToMeeting Viewer
Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 08:42

10 of 60. 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 page layouts
B. One set of opportunity stages
C. Two sales processes
D. Two sets of opportunity stages
E. Two record types

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:184ms)

cITRIX 11:26 AM 9/3/2014

GoToMeeting Viewer
Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 08:29

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

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:954ms)

cITRIX 11:27 AM 9/3/2014

GoToMeeting Viewer
Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 08:17

12 of 60. 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 now 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?

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

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:60ms)

CITRIX

GoToMeeting Viewer Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 08:05

13 of 60. The sales representatives at Universal Containers use various email applications and often receive important customer emails while they are away from the office. Sales management wants to ensure sales representatives are recording email activity with customers in Salesforce while they are away from the office.

What solution should a consultant recommend to meet this requirement?

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

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:12ms)

CITRIX

GoToMeeting Viewer
Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 07:58

14 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.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:66ms)

CITRIX

GoToMeeting Viewer Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 07:45

15 of 60. 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 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.
C. Create a lead assignment rule to send the email to the leads monthly.
D. Use the standard Salesforce mass email tool located on the leads tab.

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:993ms)

CITRIX

11:27 AM 9/3/2014 138%

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 07:34

16 of 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?

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

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:141ms)

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 07:17

17 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.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:4ms)

18 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?

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

Mark this item for later review.

[« Back](#) [Next »](#) [Review All](#) [Submit Exam](#)

© Copyright 2000-2014 salesforce.com, inc. [All rights reserved](#). Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:78ms)

19 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?

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

[« Back](#) [Next »](#) [Review All](#) [Submit Exam](#)

© Copyright 2000-2014 salesforce.com, inc. [All rights reserved](#). Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:11ms)

Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 06:41

20 of 60. Universal Containers sells products that require frequent collaboration with the same team of individuals who play a key role in closing deals. The lead sales representative determines the level of access for each of the collaborating team members on an opportunity.

What solution should a consultant recommend to facilitate the collaboration of the lead sales representative and team members?

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

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. [All rights reserved](#). Various trademarks held by their respective owners.

Salesforce.com, Inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:958ms)

The screenshot shows a Citrix desktop environment with multiple windows open. On the left, a GoToMeeting viewer window displays a presentation titled "Salesforce.com Certified Sales Cloud Consultant (SU14)". The presentation slide shows a question: "21 of 60. 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". The correct answers listed are A, C, D, and E. At the bottom of the slide, there is a link to "Mark this item for later review." Below the slide, there are navigation buttons for "Back", "Next", "Review All", and "Submit Exam". The status bar at the bottom of the slide indicates "Loaded /session.d... OK (Latency:94ms)". On the right side of the screen, there is a large floating toolbar with various icons for file operations like Find, Copy, Paste, and Edit. The system tray at the bottom right shows the date and time as "11:29 AM 9/3/2014" and a battery level of "138%".

GoToMeeting Viewer
Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)
Time Remaining: 06:18

22 of 60. Universal Containers uses Products in Salesforce and has a private security model. The product management employees do not have access to all opportunities but would like to track the performance of a new product after it is launched.

What should a consultant recommend to allow the product management employees to track the performance of the new product?

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

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:234ms)

cITRIX 11:29 AM 9/3/2014

GoToMeeting Viewer
Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)
Time Remaining: 06:04

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

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:150ms)

cITRIX 11:29 AM 9/3/2014

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 05:54

24 of 60. 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 representatives' accounts and opportunities.

What should a consultant recommend to meet this requirement?

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

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:512ms)

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 05:44

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

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:357ms)

GoToMeeting Viewer
Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 05:35

26 of 60. The management at Universal Containers noticed the lead conversion ratio has remained the same for the hospitality industry despite an increase in lead creation.

What analytics tool can help determine the issue?

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

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:357ms)

cITRIX

GoToMeeting Viewer
Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 05:26

27 of 60. 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 representative

What should a consultant recommend to meet these requirements?

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

Mark this item for later review.

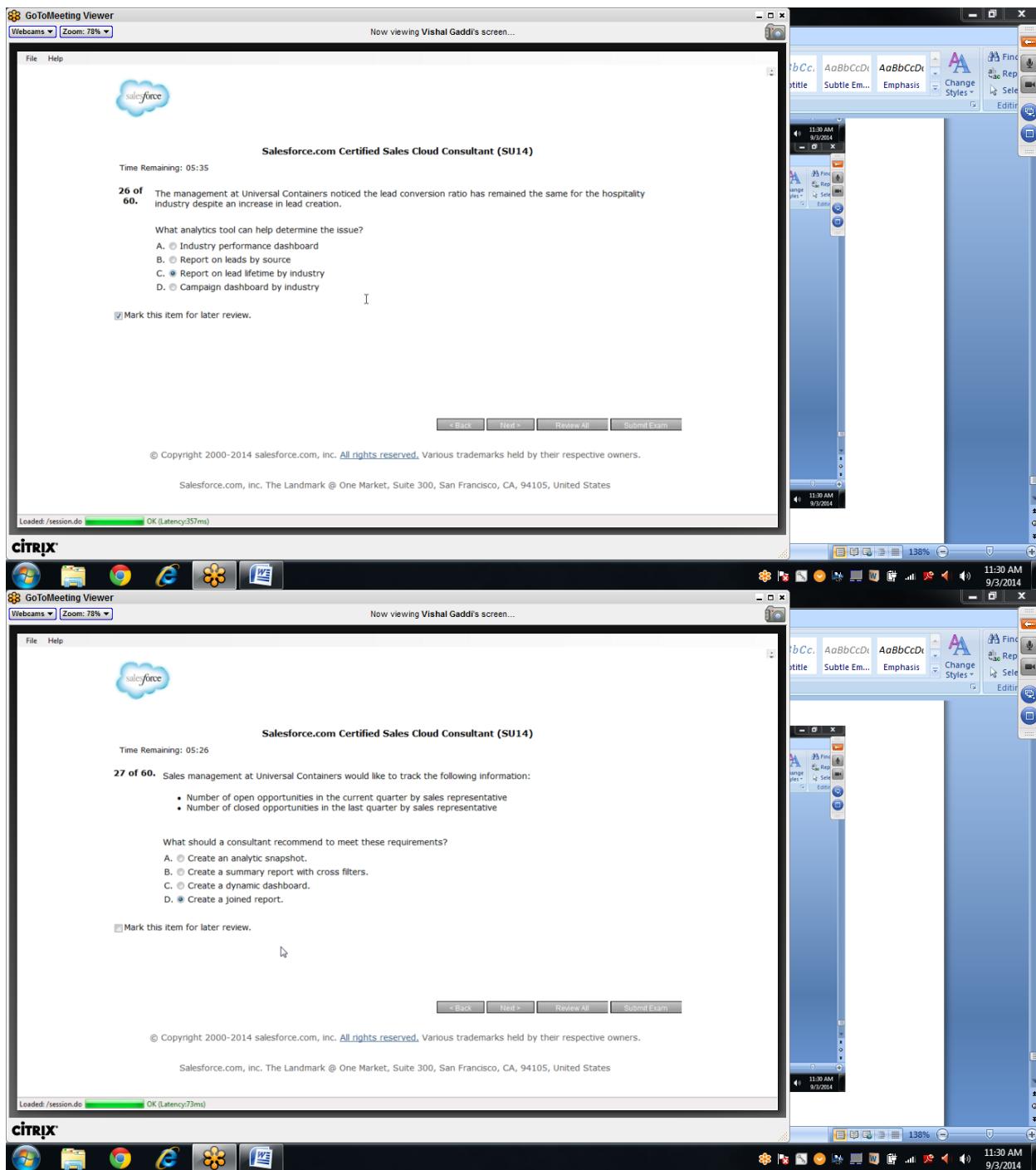
< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:73ms)

cITRIX



GoToMeeting Viewer
Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)
Time Remaining: 05:14

28 of 60. The shipping department at Universal Containers is responsible for sending product samples as part of the sales process. When an opportunity moves to the "sampling" stage, Universal Containers wants an automatic email sent to the shipping department listing the products on the opportunity.

How can this requirement be met using a workflow email?

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

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:155ms)

GoToMeeting Viewer
Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)
Time Remaining: 05:04

29 of 60. Universal Containers wants to track the campaigns that influence won opportunities.

Using standard functionality, what should a consultant recommend to meet this requirement? Choose 2 answers

A. 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.
B. 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.
C. Have representatives populate a field on the opportunity record with the dollar amount of the expected revenue from the campaigns that influenced the opportunity.
D. Automatically add child campaigns of the primary campaign source if the child campaigns have an end date that falls before the opportunity close date.

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:135ms)

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 04:54

30 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 Partner Community.
B. Configure a separate lead record type and page layout for the Partner Community.
C. Create a customized site where partners can self-register and access their leads.
D. Add the leads tab to the Partner Community and configure partner profiles to access leads.

Mark this item for later review.

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:296ms)

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 04:43

31 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. Target account selling
B. Relationship selling
C. Solution selling
D. Direct selling

Mark this item for later review.

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:296ms)

GoToMeeting Viewer

Now viewing Vishal Gaddi's screen...

File Help



Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 04:38

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

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:971ms)

CITRIX

Now viewing Vishal Gaddi's screen...

File Help



Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 04:16

33 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 updated forecast data via email or phone.

What solution should a consultant recommend to help Universal Containers improve the management of their forecasts? Choose 2 answers

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

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:329ms)

CITRIX

11:31 AM 9/3/2014

138%

11:31 AM 9/3/2014

11:32 AM 9/3/2014

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 04:04

34 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 enable the password-protection option.
C. Upload the file to Content and disable the download delivery option.
D. Upload the file to Chatter files and disable the download delivery option.

Mark this item for later review.

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:76ms)

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 03:51

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

Mark this item for later review.

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:971ms)

GoToMeeting Viewer
Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 03:40

36 of 60. 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

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

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:971ms)

CITRIX

GoToMeeting Viewer
Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 03:31

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

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:13ms)

CITRIX

GoToMeeting Viewer

Now viewing Vishal Gaddi's screen

File Help

saleforce

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 03:20

38 of 60. What is a consideration when implementing Advanced Currency Management?

Choose 3 answers

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

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:36ms)

CITRIX

Now viewing Vishal Gaddi's screen...

File Help

saleforce

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 03:11

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

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:130ms)

CITRIX

GoToMeeting Viewer
Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 03:02

40 of 60. The sales management team of Universal Containers has noticed that opportunities are taking longer to close. Historically, it has taken 30 days for a new opportunity to be moved to closed/won. Recently, this time period has increased to 45 days.

What analytics tool can the sales management team leverage to help determine the cause?

Choose 2 answers

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

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:304ms) 11:33 AM 9/3/2014

GoToMeeting Viewer
Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 02:51

41 of 60. Universal Containers decided to start using Salesforce for all of its sales automation. Its current sales database system has about 50 million records. These records were all migrated into this database from other legacy systems. After migration to Salesforce, Universal Containers wants to be able to search and cross-reference records with the original source system.

What should a consultant recommend to meet this requirement?

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

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:304ms) 11:33 AM 9/3/2014

11:34 AM 9/3/2014

GoToMeeting Viewer
Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 02:43

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

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

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

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:990ms)

cITRIX

GoToMeeting Viewer
Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 02:32

43 of 60. The members of an opportunity team at Universal Containers are working together to close an opportunity. The sales engineer on the team is having trouble keeping up with the most current quote.

How can the sales engineer identify the opportunity's latest quote?

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

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:965ms)

cITRIX

GoToMeeting Viewer
Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 02:23

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

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:332ms)

cITRIX

GoToMeeting Viewer
Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 02:14

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

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:332ms)

cITRIX

GoToMeeting Viewer
Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 01:47

46 of 60. 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.

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

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:32ms)

cITRIX

GoToMeeting Viewer
Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 01:35

47 of 60. Universal Containers recently completed the implementation of a new Sales Cloud solution. The stakeholder committee believes that sales user adoption is best measured by the number of daily logins. What other measures of sales user adoption should be considered? Choose 2 answers.

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

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:424ms)

cITRIX

GoToMeeting Viewer
Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)
Time Remaining: 01:25

48 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 two page layouts and two sales processes; assign them to the respective product lines to collect relevant information.
B. Create one page layout, two sales processes, and validation rules to capture relevant opportunity information.
C. Create two page layouts, one opportunity record type, and one workflow rule to assign the correct page layout to the record type.
D. Create two sales processes and two page layouts; assign them to two different opportunity record types for each product line.

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.
Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:89ms)

CITRIX

GoToMeeting Viewer
Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)
Time Remaining: 01:14

49 of 60. 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. Import the lead data using the Find Duplicates wizard on the lead object.
B. Create a workflow notification when leads are created with poor quality data.
C. Use Data.com to clean the existing lead data and new data going forward.
D. Use tools like the Lead Import wizard to identify and remove duplicates.

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.
Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:0ms)

CITRIX

GoToMeeting Viewer
Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 01:06

50 of 60. During the planning stage of a project, what customer information should be requested to ensure requirements are successfully gathered? Choose 3 answers

A. List of required objects and fields
B. Company financial information
C. Organizational chart with titles
D. List of stakeholders with roles and titles
E. Key reports from the current system

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:287ms)

cITRIX

GoToMeeting Viewer
Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 00:58

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

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:287ms)

cITRIX

GoToMeeting Viewer
Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 00:47

52 of 60. 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?

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

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:99ms)

cITRIX

GoToMeeting Viewer
Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)

Time Remaining: 00:33

53 of 60. Universal Containers wants to improve the accuracy of its current sales forecast. It also wants to improve the relevance of its sales stages and the role they play in the sales process.

How should the relationships between the various elements of the sales process be defined to meet these requirements?

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

Mark this item for later review.

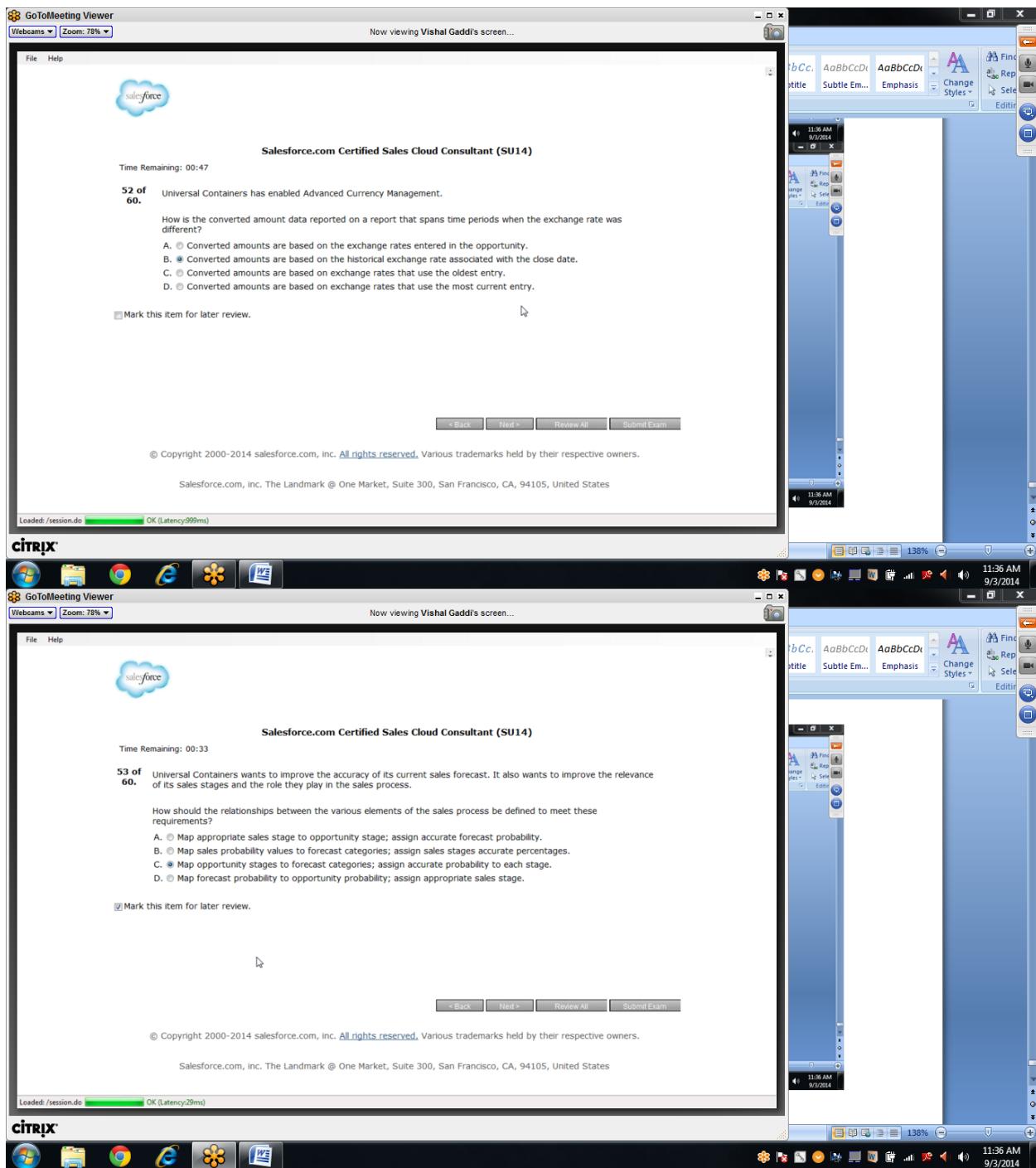
< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:29ms)

cITRIX



GoToMeeting Viewer
Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)
Time Remaining: 00:18

54 of 60. 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 the Lead and Account objects. Create a custom formula field on the Contact object to pull the value from the Account object.
B. Create a custom field on the Lead and Account objects and configure mapping of these two fields for conversion.
C. Create a custom field on the Lead, Account, and Contact objects and configure mapping of these two fields for conversion. Use a trigger to update the Contact field with the Account value.
D. Create a custom field on the Lead and Account objects and configure mapping of these two fields for conversion.
E. Create a custom formula field on the Account object to pull the value from the Contact object.

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:963ms)

cITRIX

GoToMeeting Viewer
Webcams Zoom: 78% Now viewing Vishal Gaddi's screen...

Salesforce.com Certified Sales Cloud Consultant (SU14)
Time Remaining: 00:07

55 of 60. What is a capability of Data.com Clean?

Choose 3 answers

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

Mark this item for later review.

< Back Next > Review All Submit Exam

© Copyright 2000-2014 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

Salesforce.com, inc. The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States

Loaded: /session.do OK (Latency:963ms)

cITRIX