

File Help



DRAFT

Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 1:44:56

- 1 of 60. Universal Containers uses an approval process on opportunities to streamline approvals. Sales management needs to analyze the number of opportunities at each step in the approval process.

Which solution will support this request?

- A. Use a field update to capture the approval step on the opportunities for reporting.
- B. Create an opportunity with approvals report and filter by approval step.
- C. Add a roll-up summary field for approvals related to opportunities for reporting.
- D. Create an approval process report and group by opportunity and approval step.

 Mark this item for later review.**Ans: D****Next >** **Review All** **Submit Exam**© Copyright 2000-2013 salesforce.com, inc. [All rights reserved](#). Various trademarks held by their respective owners.

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CITRIX

File Help

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

Time Remaining: 1:41:55

2 of 60. Universal Containers would like to associate some contacts with more than one account (e.g., a contact is an employee of one account and on the boards of several other accounts).

What solution should a consultant recommend to meet this requirement?

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

I

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Talking: Tony Thomas

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

Time Remaining: 1:40:39

- 3 of 60.** 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. Assign all leads to the partner channel manager to validate the lead data and manually assign to partners.
- B. Use the lead score on the Find Duplicates button and assign the leads with a score in the high category.
- C. Create multiple validation rules to ensure that all fields on the lead record are populated with data.
- D. Create a custom lead score field to assess lead quality and assign the leads that exceed this score to partners.

Mark this item for later review.

Ans: D

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salesforce

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

Time Remaining: 1:38:43

- 4 of 60.** Universal Containers generates a sales proposal for each opportunity and needs to share it with the customer. All members of the sales team are able to update and comment on the proposal. It is important that the customer does not see earlier versions of the proposal or the team's comments.

Which solution should a consultant recommend to meet this requirement?

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

Mark this item for later review.

Ans: A

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6:46 PM 5/30/2013

File Help



Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 1:36:17

5 of 60. A sales representative at Universal Containers won a sales deal and set the opportunity stage in Salesforce to closed/won.

What impact will this change have on the opportunity in the forecast?

- A. It will be associated with the closed/won forecast category and contribute to the forecast once approved by the manager.
- B. It will be associated with the closed/won forecast category and automatically contribute to the forecast.
- C. It will be associated with the closed/won forecast category and will need to be added to the forecast by the sales rep.
- D. It will be associated with the closed/won forecast category and will need to be committed by the sales rep.

Mark this item for later review.

Ans: B

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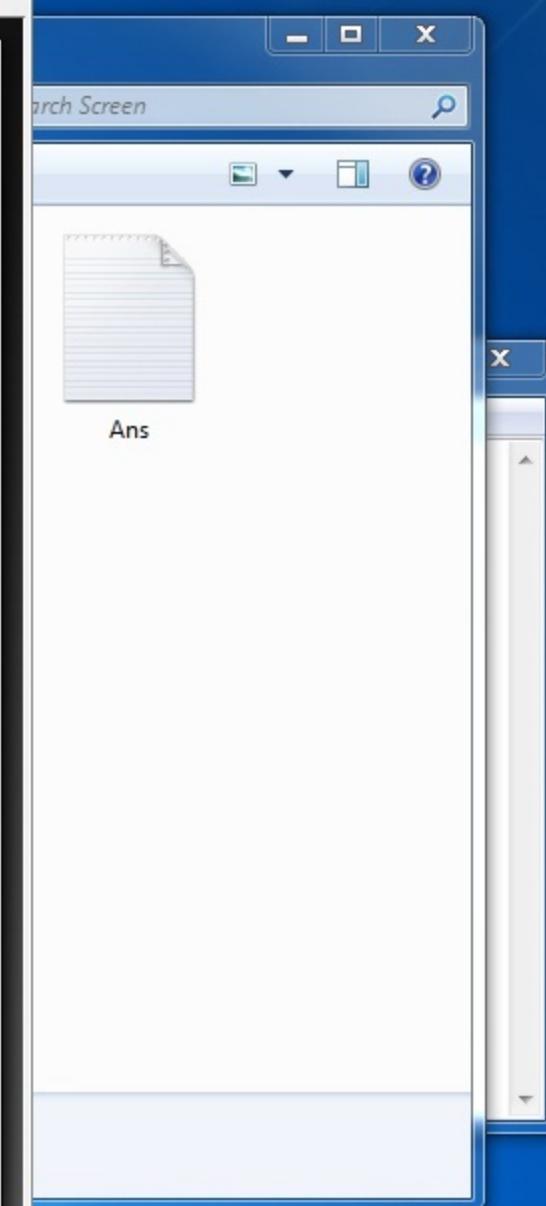
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6:49 PM
5/30/2013



File Help



salesforce

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

Time Remaining: 1:35:08

- 6 of 60.** Universal Computers has three sales divisions: hardware, software, and consulting. The hardware and software divisions follow a ten-step sales process. The consulting division follows an eight-step sales process and does not use the prospecting or perception analysis stages during the sales cycle.

What should a consultant recommend to support these requirements?

Choose 3 answers

- A. Create record types.
- B. Define stage picklist values.
- C. Create separate stage fields.
- D. Create sales processes.
- E. Create separate page layouts.

Mark this item for later review.

Ans: A, B, D

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6:50 PM 5/30/2013



File Help



Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 1:34:09

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

Mark this item for later review.

Ans: D

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Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 1:32:26

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

Mark this item for later review.

Ans: A

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6:53 PM 5/30/2013



File

Help



salesforce

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

Time Remaining: 1:31:13

9 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 for repeat accounts that inserts a copy of an opportunity for the sales representative 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 to set an opportunity revenue schedule that automatically sets up a new opportunity for repeat accounts when it reaches closed/won stage.

Mark this item for later review.

Ans: A

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Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 1:27:46

- 10 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.

Ans: A, D

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6:58 PM 5/30/2013



File Help



DRAFT

Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 1:26:31

11 of 60. Universal Containers wants to integrate a Sales Cloud solution with its accounting system.

Which standard objects are likely to be used in the integration?

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

I

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Tony Thomas has controls.



Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 1:25:27

- 12 of** Universal Containers wants to improve the information profile of its current contacts in Salesforce by using social networking
60. applications (e.g., LinkedIn and Twitter) to add to the information currently gathered for accounts, contacts, and leads.

What should a consultant recommend to meet this requirement?

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

Mark this item for later review.

Ans: C



Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 1:23:10

- 13 of 60** Universal Containers wants to prevent sales users from modifying certain opportunity fields when the sales stage has reached Negotiation/Review. However, sales directors must be able to edit these opportunity fields in case last minute updates are required.

Which solution should a consultant recommend?

- A. Create a workflow rule to enable field access for sales directors based on the sales stage.
- B. Modify the profile for sales directors to enable the "Modify All" object permission for opportunities.
- C. Create a validation rule to enforce field access based on the sales stage and profile.
- D. Change the field-level security for sales representatives to restrict field access based on the sales stage.

Mark this item for later review.

Ans: C



Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 1:21:48

- 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. Obtain customer sign-off on the solution design.
- C. Update requirements based on feedback from key stakeholders.
- D. Map business requirements to the solution design.

Mark this item for later review.

Ans: B, D



Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 1:19:46

- 15 of 60.** Universal Containers would like to capture qualification information for new leads (e.g., whether or not the person is a decision maker). This information should also appear in the contact record once the lead has been converted.

Which approach should a consultant recommend?

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

Mark this item for later review.

Ans: A



Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 1:18:04

- 16 of 60.** Universal Containers has set accounts, contacts, and opportunities to private. Sales representatives manage the accounts for which they are the account owner. The company also employs sales specialists to assist sales representatives on deals.

What should a consultant recommend to allow the sales specialists to see account information and any opportunity information associated with an account?

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

Mark this item for later review.

Ans: A



Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 1:17:11

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

Mark this item for later review.

Ans: A



Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 1:14:49

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

Mark this item for later review.

Ans: C



Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 1:12:56

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

Mark this item for later review.

Ans: C



Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 1:11:56

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

I

Mark this item for later review.

Ans: A



Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 1:09:47

- 21 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 neglected opportunities over time by role
- C. Completeness of records entered into the new system
- D. Number of reports exported to Excel for analysis

Mark this item for later review.

Ans: B, C



Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 1:08:10

22 of 60. Universal Containers is deploying a formal sales methodology while implementing Salesforce.

What should a consultant recommend to ensure the alignment of the sales methodology and Salesforce?

Choose 3 answers

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

Mark this item for later review.

Ans: B, C, E



Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 1:05:34

- 23 of 60.** Universal Containers wants to migrate accounts from a legacy system into Salesforce. The client wants the unique account IDs for the account records in the legacy system to be imported into Salesforce to allow a quality control comparison to be conducted after the migration is complete and facilitate future integration.

What solution should the consultant recommend to meet this requirement?

- A. Create a custom external ID field in Salesforce and migrate the legacy system account ID into this field.
- B. Ensure that the names of the account records are migrated correctly so the client can conduct proper quality control testing.
- C. Create a custom unique number field in Salesforce and migrate the legacy system account ID into this field.
- D. Create a custom object called external ID and migrate the legacy system account ID data into this custom object.

Mark this item for later review.

Ans: A



Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 1:03:26

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

Mark this item for later review.

Ans: B

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Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 1:02:50

- 25 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. Add campaigns to opportunities when the campaign is related to a contact that is assigned a contact role on the opportunity prior to the close date.
 - B. Automatically add child campaigns of the primary campaign source if the child campaigns have an end date that falls before the opportunity close date.
 - C. 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.
 - D. Have representatives populate a field on the opportunity record with the dollar amount of the expected revenue from the campaigns that influenced the opportunity.

Mark this item for later review.

Ans: B, C



Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 1:00:13

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

Mark this item for later review.

Ans: A, C



Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 57:50

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

Mark this item for later review.



Ans: C



Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 56:59

28 of 60. Universal Containers collaborates with consulting partners on some of its opportunities.

If a partner account is added to the partners related list on a customer opportunity, what is the impact?

- A. Contacts from the partner account are added to the opportunity team.
- B. The partner account is added to the partners related list on the customer account.
- C. The partner account owner is able to view all contacts for that customer account.
- D. Contacts from the partner account are added to the contact roles related list on the opportunity.

Mark this item for later review.

Ans: Not sure



Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 55:45

- 29 of 60. Universal Containers has a large sales department that is dispersed worldwide. Sales managers want greater visibility into the opportunities in progress with their respective teams and would like to receive email notifications when key opportunity fields are changed (e.g., amount or sales stage). However, individuals would like to control the frequency of their email notifications.

Which solution should a consultant recommend for this scenario?

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

Mark this item for later review.

Ans: B



Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 53:37

30 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, Account, Contact, Opportunity, Lead
- B. User, Opportunity, Account, Contact, Lead
- C. User, Contact, Account, Lead, Opportunity
- D. User, Lead, Opportunity, Account, Contact

Mark this item for later review.

Ans: A



Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 52:44

- 31 of 60.** Universal Containers has set the organization-wide default for accounts to private. Bill owns the Acme account and the General Industries account. Acme is the parent account for General Industries. Bill needs to collaborate with Mary on his accounts, so he manually shares read access to Acme.

What access will Mary have to these accounts?

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

Mark this item for later review.

Ans: C

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Review All

Submit Exam



Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 50:56

- 32 of 60.** The sales department at Universal Containers uses approval processes to streamline the approval of high-value opportunities. These approvals are becoming delayed in the approval process because managers forget to approve the requests from their home page.

What can a consultant recommend to improve the approval process?

Choose 2 answers

- A. Enable approvals by email for the approval process for high-value opportunities.
- B. Schedule and email a report of all pending approvals to managers.
- C. Create a dashboard of pending approvals and add it to the Chatter feed.
- D. Allow managers to approve or reject approval requests from the Chatter feed.

Mark this item for later review.

Ans: A, D



Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 49:19

33 of 60. A premier customer for Universal Software needs access to confidential product roadmap information.

To securely send this information using content delivery, what step should a sales representative take?

Choose 2 answers

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

Mark this item for later review.

Ans: A, B



Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 48:16

34 of 60. Resellers for Universal Containers need access to reports in the partner portal to help manage their opportunities.

How should Salesforce be configured to give resellers the correct level of access to reports?

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

Mark this item for later review.

Ans: B



Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 47:32

- 35 of** Universal Containers (UC) and Global Shipping (GS) are affiliates of ABC Corporation. Both affiliates use separate instances of Salesforce and work independently but sell to some of the same customers. They would like to collaborate on the common customers but keep the data for other customers separate.

What approach should a consultant recommend for implementing Salesforce to meet these requirements?

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

Mark this item for later review.

Ans: B



Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 45:54

36 of 60. A sales representative at Universal Containers frequently has multiple quotes related to an opportunity.

Which solution should a consultant recommend to manage the quotes?

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

Mark this item for later review.

Ans: B



Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 44:41

37 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

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

Mark this item for later review.

Ans: B,C,D

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Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 43:55

- 38 of 60.** Universal Containers has set the organization-wide default to public read-only for accounts, contacts, and opportunities. Activities are set to be controlled by the parent. The ABC Corporation account is owned by a sales user whose profile grants create, read, edit, and delete access to accounts, contacts, and opportunities.

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

Choose 2 answers

- A. 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.

Ans: B, C (not sure)

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

Time Remaining: 41:44

39 of 60. Universal Containers is in the design phase of a complex Sales Cloud implementation. There are teams working on data migration, integration, application, and technical design.

What step should a consultant take to ensure that the design accounts for all aspects of the requirements?

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

Mark this item for later review.

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

Time Remaining: 39:47

- 40 of 60.** Universal Containers wants to use its customer portal to allow customers to provide suggested changes to products and comment on other people's suggestions.

What Salesforce feature supports this?

- A. Solutions
- B. Chatter
- C. Ideas
- D. Answers



Mark this item for later review.

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Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 39:37

- 41 of 60.** Universal Containers manages its sales pipeline using Salesforce. However, when an opportunity moves to the closed/lost stage, the company would like to enforce that the expected revenue value be \$0 in reports.

Which solution should a consultant recommended to meet this requirement?

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

Mark this item for later review.

Ans: D

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

Time Remaining: 38:20

42 of 60. Universal Containers uses contracts in Salesforce to record fixed pricing structures from closed/won opportunities. The contracts expire throughout the year. To ensure the company is not missing potential renewal revenue, sales management wants to implement the following process.

- 30 days before a contract is due to expire, a lead is automatically created with contract renewal as the source.
- All leads go to a pre-sales team who qualify and convert them to opportunities.
- When leads are converted to opportunities and closed/won, an alert is sent to the account team.

What features of Salesforce should a consultant use to meet this requirement?

- A. Workflow, reports, queues, and lead assignment
- B. Apex, workflow, lead assignment, and queues
- C. Lead assignment, Apex, and opportunity assignment
- D. Reports, data loader, queues, and opportunities

Mark this item for later review.

Ans: B

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

Time Remaining: 37:15

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

Mark this item for later review.

Ans: B, D(Not Sure)





Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 36:13

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

Mark this item for later review.

Ans: B, D



Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 33:29

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

Mark this item for later review.

Ans: D



Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 32:09

- 46** Universal Finance has two sales divisions. Sales Division A's customers are individuals and Sales Division B's customers are businesses.
of Each division's sales representatives have their own user profiles, and person accounts are enabled. Sales Division B's sales
60. representatives should not be able to create person accounts; they should only be able to create business accounts.

What solution should a consultant recommended to meet these requirements?

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

Mark this item for later review.

Ans: A

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

Time Remaining: 31:07

47 of 60. The sales representatives at Universal Containers have been experiencing the following challenges with sales data within their Salesforce application.

- It has been difficult to effectively reach contacts.
- There are many duplicate contacts.
- They are unable to segment account data.

What should a consultant recommend to remedy all of these challenges?

- A. Export contacts and accounts from Data.com and upload using data loader.
- B. Utilize Data.com to flag duplicates and update existing data.
- C. Export contacts and accounts from Data.com and upload using Excel Connector.
- D. Utilize data loader to export data and flag duplicate records.

Mark this item for later review.

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

Time Remaining: 29:54

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

What is the recommended solution to accommodate this scenario?

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

Mark this item for later review.

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Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 28:30

- 49 of 60.** 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. Create forecast Chatter groups where sales representatives can post and share their forecasts.
- B. Configure customizable forecasts to give managers forecast override capabilities.
- C. Configure weekly customized forecast reports and dashboards to be emailed to sales management.
- D. Create a forecast hierarchy and assign managers to the forecast manager role.

Mark this item for later review.

Ans: B, D



Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 27:38

50 of 60. The Vice President of Sales for Universal Containers wants a pipeline trending report that will be used for a monthly sales forecast meeting.

What solution should a consultant recommend to meet this requirement?

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

Mark this item for later review.

Ans: B

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

Time Remaining: 27:04

- 51 of 60.** Universal Containers implemented new quoting functionality for sales representatives and needs to enable the same functionality for its partners.

How can this be accomplished?

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

Mark this item for later review.

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Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 24:10

- 52 Universal Containers' North American and European sales teams have different business requirements related to creating new opportunities in Salesforce. As a result, each team must complete a set of geographically-specific fields relevant only to their team as well of 60. as common fields that both teams complete. Additionally, each team should NOT be able to report on the other's region-specific fields.

What solution should a consultant recommend to satisfy this scenario?

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

Mark this item for later review.

Ans: D

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

Time Remaining: 22:05

- 53 of 60.** Universal Containers has a complex sales process that requires two different sets of sales stages for opportunities with an opportunity amount above or below USD \$100,000.

What should a consultant recommend to meet this requirement?

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

Mark this item for later review.

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

Time Remaining: 21:22

- 54 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 last modified date on the quotes.
- D. Reference the synced quote field on the opportunity record.

Mark this item for later review.

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Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 17:23

- 55 of 60. Universal Containers has a private sharing model. Sales representatives are required to collaborate with the same group of people from other departments for every deal; however, the individuals in the group will vary for each representative.

What solution should a consultant recommend to ensure correct record visibility and collaboration?

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

Mark this item for later review.

Ans: A

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

Time Remaining: 16:27

- 56 of 60.** Sales management at Universal Containers is concerned that pipeline and forecasting reports are inaccurate because sales representatives are creating opportunities after they are closed/won.

Which solution will help sales management identify and address the issue?

Choose 2 answers

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

Mark this item for later review.

Ans: B,C

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

Time Remaining: 14:19

- 57 of 60.** Universal Containers has a private sharing model and wants the ability to share documents related to an opportunity, such as contracts and proposals, with the field sales team.

How can the documents be shared efficiently and securely?

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

Mark this item for later review.

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Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 11:10

- 58 of** 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 using an HTML email template.
- B. Create it on the opportunity product 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.

Ans: Not Sure

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

Time Remaining: 10:02

- 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. Configure opportunity record types for each sales process.
- C. Create sales stages that align with opportunity record types.
- D. Define the default opportunity teams for each opportunity record type.

Mark this item for later review.

Ans: A, C

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Salesforce.com Certified Sales Cloud Consultant (SP13)

Time Remaining: 08:47

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

Mark this item for later review.

Ans: A, B, E