

Salesforce Certified Sales Cloud Consultant (WT22)

Time Remaining : 01:31:29

1 of 65. Cloud Kickz (CK) frequently works with contractors for marketing focus groups. These contractors change companies often, and CK wants to retain its company history through Accounts.

What should the consultant recommend?

- A. Implement the Contacts to Multiple Accounts feature.
- B. Implement Person Accounts to represent the relationship.
- C. Use a junction object to represent the previous companies.
- D. Use Account Teams associated with the previous companies.

Mark this item for later review.

confirmed

A

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Time Remaining : 01:31:00

3 of 65. Which two considerations should be made when deploying dynamic dashboards?

Choose 2 answers

- A. Dynamic dashboards must be manually refreshed.
- B. Dynamic dashboards require users to follow each component.
- C. Dynamic dashboards allow all users to view data as any user.
- D. Dynamic dashboards must be saved in public or shared folders.

A, D confirmed

Mark this item for later review.

A.D

C

https://help.salesforce.com/s/articleView?id=sf.dashboards_view_as.htm&type=5

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Salesforce Certified Sales Cloud Consultant (WI22)

Time Remaining : 01:30:39

4 of 65. Cloud Kicks (CK) acquired a company. The VP of technology wants to migrate all the sales data into CK's Salesforce instance.

Which data migration sequence should the consultant recommend for the objects?

A. Accounts, Contacts, Opportunities, Products, Product Line Items, Cases, Leads, Campaigns
 B. Contacts, Accounts, Leads, Campaigns, Opportunities, Products, Product Line Items, Cases
 C. Opportunities, Products, Product Line Items, Cases, Leads, Campaigns, Accounts, Contacts
 D. Accounts, Opportunities, Contacts, Products, Product Line Items, Cases, Leads, Campaigns

Mark this item for later review.

confirmed

<https://help.salesforce.com/s/articleView?id=000321285&type=1>

A

A

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Salesforce Certified Sales Cloud Consultant (WI22)

Time Remaining : 01:31:17

2 of 65. A sales manager at Cloud Kicks wants the sales team to stay informed about the team's progress in Quip.

Which approach should a consultant recommend?

A. Connect a document or spreadsheet to a Slack channel.
 B. Utilize Salesforce Notes standalone related list in Lightning Experience.
 C. Use Salesforce Chatter groups and restrict access to the sales team.
 D. Use Salesforce Chatter groups and enable access to the sales team.

Mark this item for later review.

confirmed

A

A

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Salesforce Certified Sales Cloud Consultant (W122)

Time Remaining : 01:29:59

6 of 65. Universal Containers wants to allow its Salesforce users to view and update customer billing information from the company's invoicing system within a separate Salesforce org.

What should a consultant implement to meet this requirement?

- A. Salesforce Connect and External Objects
- B. My Domain and Single Sign-On
- C. Workflow Rules and Outbound Messaging
- D. Nightly scheduled Batch Data jobs

Mark this item for later review.

A

A

confirmed

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Salesforce Certified Sales Cloud Consultant (W122)

Time Remaining : 01:30:19

5 of 65. Universal Containers is creating a new program to allow customers to pay for large orders over the course of 1 to 3 years in monthly installments beginning in the month the products are sold. The admin needs to configure Sales Cloud to accommodate the new pricing terms and to help the finance department forecast easily.

What should the consultant recommend to meet the requirement?

- A. Use Revenue Schedules to capture installment payment plan details for each Product.
- B. Create a Process Builder to create an Order for each installment payment.
- C. Set the default quantities to 12, 24, and 36 in a new Price Book for installment sales.
- D. Add a custom field to the Quotes object to capture the number of installments.

Mark this item for later review.

A

A

confirmed, same as in Set 2

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Salesforce Certified Sales Cloud Consultant (WI22)

Time Remaining : 01:29:17

8 of 65. Cloud Kicks (CK) plans to implement Advanced Currency Management for its Salesforce implementation. CK has Roll-up Summary fields on the Account and Opportunity.

What should CK consider when enabling Advanced Currency Management in its Salesforce org?

- A. Dated exchange rates are used in Opportunity forecasting or currency fields in other types of reports.
- B. Opportunity Roll-up Summary fields will update from the Opportunity Line Item object.
- C. Account Roll-up Summary fields will update from the Opportunity object.
- D. Account cross-object formulas always use the dynamic conversion rate for currency conversion.

Mark this item for later review.

confirmed, same as in Set 2

B

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Salesforce Certified Sales Cloud Consultant (WI22)

Time Remaining : 01:29:43

7 of 65. The enterprise architect for Cloud Kicks wants to understand how objects in Sales Cloud are connected to one another.

Which two approaches should a consultant use to help the architect?

Choose 2 answers

- A. Explain the types of object relationships in Salesforce.
- B. Review the Object Manager tab in Setup with the customer.
- C. Use Schema Builder to show a visual of related objects.
- D. Obtain an export of object data from the current system.

Mark this item for later review.

confirmed

C, A

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Sentinel Secure

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Salesforce Certified Sales Cloud Consultant (W122)

Time Remaining : 01:28:40

10 of 65. Cloud Kicks has a large remote sales department working in many different locations. Management wants greater visibility into the opportunities in progress with their respective teams. They also want to receive email alerts when opportunities reach key metrics (e.g., stage progression) or a high probability. However, they want to control the frequency of their email alerts.

Which solution should a consultant recommend?

A. Configure Outlook Integration email settings to control alert frequency.
B. Subscribe to Chatter Feed Tracking to receive updates for the key metrics.
C. Create a report filtering for the desired criteria, and allow managers to subscribe to the report.
D. Define a workflow rule and email task that is triggered when the stage is updated to new values.

Mark this item for later review.

confirmed

< Back Next > Review All

D

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Salesforce Certified Sales Cloud Consultant (W122)

Time Remaining : 01:28:56

9 of 65. Cloud Kicks is implementing Territory Management for its retail sales unit. The sales director is requesting a detailed rolling forecast for territories.

Which two recommendations should the consultant make?

Choose 2 answers

A. Include the Forecast Manager field on the Opportunity page layout.
B. Assign a forecast-enabled forecast manager to each territory.
C. Include the Forecast Manager field on the Territory page layout.
D. Assign a role for each manager in the user role hierarchy.

Mark this item for later review.

confirmed

B

Your territory page layout includes the Forecast Manager field.
The user you want to assign as a forecast manager is forecast-enabled.
The user you want to assign as a forecast manager is assigned to the territory.

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https://help.salesforce.com/s/articleView?id=sf.tm2_assign_forecast_managers_to_territories.htm&type=5

B.C

Time Remaining : 01:28:19

11 of 65. Cloud Kicks requires its sales associates to record all customer interactions within Salesforce.

Which sales metric can a sales manager at Cloud Kicks use to monitor and reinforce its sales strategy?

- A. Activity Tracking
- B. Renewal Rate
- C. Close Rate
- D. Forecast Accuracy

Mark this item for later review.

confirmed

A



A

< Back

Time Remaining : 01:28:12

12 of 65. Cloud Kicks has the goal of generating high-quality leads by implementing Sales Cloud.

Which metrics should the consultant analyze to determine the success of this goal?

- A. Total number of Leads by source
- B. Total number of Leads created by a Sales Rep
- C. Lead to Opportunity Conversion Rate
- D. Lead to Quote Conversion Rate

Mark this item for later review.

confirmed

C



C

<

Time Remaining : 01:28:02

13 of 65. Cloud Kicks has a requirement to measure end user adoption and data quality in Salesforce.

Which solution should the consultant recommend?

- A. Adoption & Data Quality Dashboards Pack
- B. Salesforce Surveys
- C. Tableau custom dashboard
- D. Einstein Conversation Insights

Mark this item for later review.

confirmed

A

Time Remaining : 01:27:56

14 of 65. Cloud Kicks want to track different details for trade shows and customer webinars.

Which capability enables the use of custom fields, contextual validation rules, and varied layouts?

- A. Parent Campaigns
- B. Record Types
- C. Campaign Hierarchies
- D. Custom Picklist

Mark this item for later review.

confirmed, same as in Set 2

B

L

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Salesforce Certified Sales Cloud Consultant (W122)

Time Remaining : 01:27:43

15 of 65. Cloud Kicks (OK) has just completed its initial Sales Cloud implementation. The leadership team at OK wants to improve the rate of user adoption.

What should the consultant recommend?

A. Create a Slack channel to gather and discuss feedback from users.
 B. Add an Approvals process to the Opportunity object to enforce data standards.
 C. Conduct a requirements workshop to gather user stories.
 D. Create a report to track the login rate over the last 7 days.

Mark this item for later review.

should be A, cross check

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Salesforce Certified Sales Cloud Consultant (W122)

Time Remaining : 01:27:32

16 of 65. A customer notices a large increase in leads created overnight which exceed the daily limits. Upon examination, the leads appear to be created by bots. The customer uses a standard Web-to-Lead form without safeguards in place to limit spam on forms.

What should the consultant recommend as the first line of defense before republishing the form?

A. Select Require reCAPTCHA Verification in Web-to-Lead settings.
 B. Use a custom Web-to-Lead alternative with built-in protection.
 C. Use an AppExchange package to add a honeypot field.
 D. Engage the web services team to write custom CSS for the form.

Mark this item for later review.

confirmed

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Time Remaining : 01:27:21

17 of 65. Sales reps at Cloud Kicks are spending too much time coordinating meetings with prospective clients.

Which solution should a consultant recommend to schedule meetings more efficiently?

- A. Create a site that clients can access to schedule meetings.
- B. Utilize the Insert Availability feature in Salesforce Inbox.
- C. Share the sales reps' Salesforce calendar with clients.
- D. Ask clients to share their Outlook calendars.

Mark this item for later review.

confirmed, same as in Set 1

B

C

https://help.salesforce.com/s/articleView?id=sf.inbox_client_insert_availability.htm&type=5

< Ba



partner

Salesforce Certified Sales Cloud Consultant (WT22)

Time Remaining : 01:27:03

18 of 65. Sales reps at Cloud Kicks (OK) need to see the Opportunity amount with the Account's discount field. CK sales reps are located in different regions and use different currencies. A consultant creates a custom formula field on the Opportunity.

Which currency will the custom formula use for its value if the opportunity and account records have different currencies?

- A. Corporate currency
- B. User currency
- C. Account currency
- D. Opportunity currency

Mark this item for later review.

confirmed

D

D

< Back

Next >

Review All >

19 of 65. Cloud Kicks has enabled Multi-Currency in its organization. All of the rates are set.

What is the impact if the exchange rates are adjusted?

- A. New opportunities will use the new conversion rate and old opportunities will remain the same.
- B. All opportunities with conversion rates will use the new rate.
- C. All newly closed opportunities will use the new conversion rate.
- D. Opportunities created this month will use the new conversion rate and old opportunities will remain the same.

Mark this item for later review. confirmed

https://help.salesforce.com/s/articleView?id=sf.admin_enable_multicurrency_implications.htm&type=5

A



< Back

N

By default, all converted amounts in your organization rely on the current conversion rates defined for your organization. Conversion rates must be set and updated manually.

Changing the exchange rate automatically updates converted amounts on all records, including on closed opportunities.

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TIME REMAINING : 01:20:38

20 of 65. Cloud Kicks wants to know how many closed won Opportunities a Campaign has generated over the last 30 days.

Which two steps should the consultant take to meet this requirement using standard functionality?

Choose 2 answers

- A. Add criteria to the auto-association settings and limit it to the past 30 days.
- B. Ask the admin to enable Customizable Campaign Influence.
- C. Add child Campaigns of the primary Campaign source automatically.
- D. Define rules for Campaigns to add Opportunities and then lock after 30 days.

Mark this item for later review.

confirmed

A B

A, B

< Back

https://resources.docs.salesforce.com/latest/latest/en-us/sfdc/pdf/campaign_influence_implementation_guide.pdf

Q 65. Universal Containers has implemented Salesforce for all of its sales associates. All sales associates are required to select the win or loss status on every closed Opportunity. Managers like to measure the win ratio for all of the sales associates.

How should a consultant meet the requirement?

- A. Build a custom Lightning component to show the win ratio based on won Opportunities.
- B. Create a custom formula field on Opportunity to capture the win ratio for Opportunities.
- C. Ensure that all managers have access to the standard Win/Loss report.
- D. Build a custom report on Opportunity with custom summary formulas to show win/loss ratio.**

Mark this item for later review.

confirmed, same as in Set 1

D

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Salesforce Certified Sales Cloud Consultant (WI22)

Time Remaining : 01:25:35

23 of 65. A sales manager for one of Cloud Kicks' sales territories is unable to see a forecast for the current quarter.

How should the consultant resolve this issue?

- A. Set the sales manager as the Forecast Manager for this territory.**
- Add the sales manager to the Forecasting public group.
- Configure the date filter on the forecast and assign it to the sales manager.
- Select the correct forecast on the sales manager's user record.

Mark this item for later review.

confirmed

A

https://help.salesforce.com/s/articleView?id=sf.tm2_assign_forecast_managers_to_territories.htm&type=5

< Back | N

22 of 65. Cloud Kicks is concerned that the sales team is taking longer to close opportunities in comparison to the same time last year. The VP of sales wants to determine the number of closed deals on a monthly basis and compare the month-over-month results.

Which two actions should the consultant take to meet the requirement?

Choose 2 answers

- A. Create a dashboard component and schedule the dashboard to refresh monthly.
- B. Schedule a reporting snapshot of the Opportunity History object to run monthly.
- C. Create a report based on the Opportunity reporting snapshot.
- D. Schedule a reporting snapshot of the Opportunity object to run monthly.

C, D

Mark this item for later review.

confirmed, same as in Set 2

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Next >

Rev

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Salesforce Certified Sales Cloud Consultant (WI22)

Time Remaining : 01:25:09

25 of 65. A consultant is implementing a new instance of Sales Cloud for Cloud Kicks (CK). CK has a global sales presence that supports a customer base throughout the world. CK wants to set up an appropriate structure to track customers with subsidiaries.

Which approach should the consultant recommend to meet the requirement?

- A. Global Account structure that links all Contacts with one global Account
- B. Location-specific Account structure with Account Hierarchies
- C. Global Contact structure that links all Contacts with one global Account
- D. Location-specific Account structure without Account Hierarchies

B

Mark this item for later review.

Looks correct

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Next >

Rev

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Time Remaining : 01:25:20

- 24 of 65. Universal Containers (UC) wants to make it easier for sales reps to log their customer interactions, such as emails and events, directly from their email and calendar applications. UC wants to report on these activities in Salesforce.

Which two actions should the consultant recommend?

Choose 2 answers

- A. Implement Inbox to sync Outlook or Gmail calendar events.
- B. Log emails with records in Salesforce from Outlook or Gmail.
- C. Sync events between Outlook or Gmail calendars and Salesforce.
- D. Report on contact data as it exists in Outlook or Gmail.

A, B

] Mark this item for later review.

looks good



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Next >

Review

A, B

Time Remaining : 01:25:00

- 26 of 65. The sales team at Cloud Kicks has been late meeting deadlines on a specific project and has missed multiple project meetings.

What should the consultant recommend to the project manager?

- A. Validate that the statement of work (SOW) is realistic.
- B. Revisit the communication plan and set up more frequent check-ins.
- C. Write a solution design and obtain approval.
- D. Educate the customer on scope and risk management.

B

] Mark this item for later review.

cross check

< Back

Next >



B

Time Remaining : 01:24:42

- 27 of 65. Cloud Kicks (CK) wants to migrate a data file containing 8,000 leads from a legacy system into Salesforce. Many of the lead owners have left the company, so CK wants to populate the Lead Owner field for these records using the active assignment rule.

Which two tools should a consultant recommend to meet the requirement?

Choose 2 answers

- A. Dataloader.io
- B. Scheduled Apex
- C. Data Import Wizard
- D. Data Loader

You must select exactly 2 responses.

Mark this item for later review.

confirmed

C, D

< Back

Next >

Revie

C, D

Time Remaining : 01:23:26

- 29 of 65. The sales department at Cloud Kicks is growing quickly. New sales executives should prioritize interacting with existing contacts who are decision makers and influencers to further the business relationship.

Which solution should the consultant recommend?

- A. Add a multi-select picklist field on the Opportunity object.
- B. Use a junction object between the Opportunity and Contact.
- C. Add a contact lookup field to the Opportunity.
- D. Use Contact roles on the Opportunity object.

Mark this item for later review.

confirmed

D

< Back

Next >

Revie

D

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Time Remaining : 01:23:35

28 of 65. The Cloud Kicks global sales teams are distributed across regions. Sales leadership wants to give access to dashboards based on region. For example, users within the region should have access to regional dashboards, while the leadership team should have access to global dashboards.

What should the consultant recommend to meet this requirement?

- A. Create one Dashboard folder for all regional sales teams and one Dashboard folder for the leadership team.
- B. Create one Dashboard folder for all regions for sales and leadership teams with View access.
- C. Create Dashboard folders for each regional sales team and one Dashboard folder for the leadership team.
- D. Create region-based sales groups, one leadership group, and one Dashboard folder with View access.

Mark this item for later review.

confirmed, same as in Set 1

B

< Back

Next >

Rev

C

Time Remaining : 01:23:12

30 of 65. A sales rep notices they can edit some opportunities associated with accounts they own, but is unable to edit other opportunities, although these are associated with accounts they own.

Which three reasons could explain the sales rep's experience?

Choose 3 answers

- A. All provisioned Opportunity object permissions enable Read access with all accounts associated with the sales rep.
- B. Some opportunities associated with the sales rep's account are owned by other users.
- C. Opportunity visibility allows View access to opportunities owned by others and associated with accounts they own.
- D. Sharing Rules for opportunities are set to Manager Groups.
- E. The organization-wide defaults for opportunities are set to Private.

Mark this item for later review.

confirmed

B, C, E

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Next >

Rev

B, C, E

31 of 65. Cloud Kicks currently supports three business lines within a single Salesforce instance: Running, Athleisure, and Celebrity Co-Branded. The VP of Athleisure controls a large budget and is often able to re-prioritize business stories and 'shadow projects' into releases ahead of other groups.

This topic comes up frequently and often derails the monthly project management meeting, which limits the amount of time available to cover other critical topics.

Which two strategies should the consultant recommend to address these issues?

Choose 2 answers

- A. Create a weekly All-Hands call, including business and technology resources, to review direction and priority of development.
- B. Divide the development team into three units/tracks to support each line of business independently.
- C. Propose a monthly executive steering committee to manage budget, handle direction questions, and ensure development capacity is split equitably.
- D. Change the project management meeting to weekly, and keep the focus on action items, project risks, and resource requests.

Mark this item for later review.

looks good

A, B

A, B

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Next >

Revie

Time Remaining : 01:22:38

32 of 65. Which two use cases will protect the integrity of order data with activation limitations?

Choose 2 answers

- A. New Products can be added to active orders.
- B. Products can be removed from active reduction orders.
- C. Orders can be activated only if they include a Product.
- D. Multiple reduction orders can be created for a single order.

C, D

Mark this item for later review.

confirmed

https://help.salesforce.com/s/articleView?id=sf.order_activate.htm&type=5

C, D

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Next

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33 of 65. Universal Containers' (UC) sales reps have said there are too many reports and dashboards which makes it hard to find what is important to them.

What should a consultant recommend that UC use to solve this issue?

- A. Custom report types
- B. Private folders
- C. Enhanced Folder Sharing
- D. Dashboard Filters

Mark this item for later review.

looks good

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Salesforce Certified Sales Cloud Consultant (WI22)

Time Remaining : 01:19:54

34 of 65. Cloud Kicks has hired a consultant to help with its quoting process. The consultant has determined that some Quote custom fields should be viewed from the Opportunity.

What should a consultant consider when implementing the custom fields?

- A. Custom Opportunity fields are inaccessible when configuring a Quote Template.
- B. Related Opportunity Line Items remain when a synced Quote Line Item is deleted.
- C. Related Quote items on all Quotes are impacted when an Opportunity Line Item is deleted.
- D. Only standard fields on the Quote object sync to the Opportunity.

Mark this item for later review.

unsure

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Time Remaining : 01:19:28

36 of 65. A consultant is configuring Einstein Forecasting to help the sales team predict how much they will sell by the end of a forecasting period.

Which two considerations should the consultant keep in mind to ensure that predictions are displayed?
Choose 2 answers

- A. Predictions are only shown when data sync in Tableau CRM is enabled.
- B. Predictions are based only on the standard Close Date and Amount fields.
- C. Predictions are only shown when at least 12 months of Opportunity data exists.
- D. Predictions are only shown when the user is in the forecasting hierarchy.

Mark this item for later review.

confirmed

B, C, D

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https://help.salesforce.com/s/articleView?id=sf.einstein_sales_forecasting_considerations.htm&type=5

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Time Remaining : 01:19:43

35 of 65. Cloud Kicks is preparing to deploy its configurations. The chosen release date is during a Salesforce Release window. The current configuration is in a Non-preview Sandbox.

Which two strategies should a consultant recommend?

Choose 2 answers

- A. Deploy before the Salesforce Release.
- B. Test new configurations in a Non-preview Sandbox.
- C. Deploy after the Salesforce Release.
- D. Test new configurations in a Preview Sandbox.

Mark this item for later review.

confirmed

C, D

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Time Remaining : 01:19:14

37 of 65. Northern Trail Outfitters wants to migrate its Territory Management to a new structure for the upcoming fiscal year.

What are two aspects a consultant should consider for this migration?

Choose 2 answers

- A. Territory user assignments are migrated to the new model.
- B. Only one territory model can be active at any given time.
- C. Territories can inherit assignment rules from other territories higher in the model.
- D. Access to a territory model is controlled through profiles or permission sets.

B, D

Mark this item for later review.

confirmed

https://help.salesforce.com/s/articleView?id=sf.tm2_how_access_permissions_work.htm&type=5

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Time Remaining : 01:19:01

38 of 65. The project is almost finished, and now it's time to test the changes and updates that have been made before go-live. A Partial or Full Sandbox is unavailable.

How should the consultant recommend testing be conducted?

- A. Create test Accounts and Opportunities in Production and ask volunteers to test it with use cases.
- B. Create a new Sandbox and ask volunteers to test it with use cases.
- C. Create a new Sandbox, populate it with data, and ask volunteers to test it with use cases.
- D. Create a new Developer Edition org, populate it with data, and ask volunteers to test it with use cases.

C

Mark this item for later review.

confirmed

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Time Remaining : 01:18:50

39 of 65. Cloud Kicks has organization-wide defaults set to Private for Account.

With the rollout of Opportunity Teams, what should a consultant consider?

- A. Opportunity should be set to Public Read/Write first.
- B. The Opportunity will be implicitly Write for the team.
- C. The Opportunity's Account will be implicitly Read for the team.
- D. Account should be set to Public Read first.

Mark this item for later review.

confirmed

C

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Salesforce Certified Sales Cloud Consultant (WI22)

Time Remaining : 01:18:42

40 of 65. Cloud Kicks has enabled the Einstein Lead Scoring feature and rolled out Sales Cloud Einstein to pilot users. The pilot users are unable to view the Lead Score field on the Lead record page.

Which two steps should the consultant take to fix this issue?

Choose 2 answers

- A. Assign the Sales Cloud Einstein permission set.
- B. Add the Lead Score field to the Lead List View.
- C. Add the Lead Score field to the Lead Page layout.
- D. Assign the Einstein Lead Scoring permission set.

A, C

Mark this item for later review.

confirmed, same as in Set 1

A, C

< Back

Next >

Re

Salesforce Certified Sales Cloud Consultant (WI22)

Time Remaining : 01:18:32

41 of 65. Sales reps at Universal Containers have found that leads they have been pursuing contain outdated and missing information.

What should a consultant recommend to obtain current lead information?

- A. Create a Web-to-Lead form to capture required data.
- B. Upload Sales Cloud data on a daily basis for more complete information.
- C. Use Mass Delete to remove leads with invalid data.
- D. Use a company insights and data enrichment app from the AppExchange.

D

Mark this item for later review.

confirmed

D

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Salesforce Certified Sales Cloud Consultant (WI22)

Time Remaining : 01:18:24

42 of 65. Cloud Kicks wants to send a notification to sales reps when their opportunities remain open past the close date.

Which two solutions should the consultant recommend to meet the requirement?

Choose 2 answers

- A. Use Flow with a scheduled action and an email alert.
- B. Instruct sales reps to follow their opportunities.
- C. Add sales reps to the Opportunity Team.
- D. Enable Einstein Opportunity Insights

A, D

confirmed

Mark this item for later review.

https://help.salesforce.com/s/articleView?id=sf.einstein_sales_opportunity_insights.htm&type=5

A, D

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Salesforce Certified Sales Cloud Consultant (WI22)

Time Remaining : 01:18:14

- 43 of 65. Cloud Kicks has enabled Orders to track and manage customer requests for products. The sales team has requested a process to return or reduce the quantity of activated Orders.

Which two Salesforce features should a consultant recommend to meet this requirement?

Choose 2 answers

- A. Enable Negative Quantity for Order Products.
- B. Enable Reduction Orders.
- C. Enable Orders without Price Books.
- D. Enable Zero Quantity Orders.

confirmed

B, D

Mark this item for later review.

B.O

< Back Next > Review

Salesforce Certified Sales Cloud Consultant (WI22)

Time Remaining : 01:17:58

- 44 of 65. Cloud Kicks' sales productivity is on the decline, while its competitors are more successful. The consultant has suggested Einstein Opportunity Insights.

Which three insights can this provide?

Choose 3 answers

- A. Deal Prediction
- B. Key Moments
- C. Opportunity Representative Score
- D. Sentiment Analysis
- E. Follow-up Reminders

A, B, E

confirmed

Mark this item for later review.

A.O,E

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https://help.salesforce.com/s/articleView?id=sf.einstein_sales_opportunity_insights.htm&type=5

Salesforce Certified Sales Cloud Consultant (WI22)

Time Remaining : 01:17:41

- 46 of 65. The consultant at Universal Containers recently enabled forecasts. A sales manager is concerned that all open opportunities appear in the Pipeline forecast category. Opportunities in Perception Analysis and Proposal/Price Quote stages should appear in the Best Case category. Opportunities in the Negotiation/Review stage should appear in the Commit category.

How should the consultant ensure opportunities appear in the correct forecast categories?

- A. Create a field update with Flow to update the forecast category based on the opportunity stage.
- B. Map opportunity stages to the appropriate forecast categories.
- C. Edit the probability percentage on opportunity stage picklist values.
- D. Update the opportunity stage picklist value labels to match the category to which they should be assigned.

Mark this item for later review.

confirmed



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Review

B

Time Remaining : 01:17:46

Salesforce Certified Sales Cloud Consultant (WI22)

- 45 of 65. A consultant is beginning a new project with Cloud Kicks to implement collaborative forecasting.

What should the consultant use to gather requirements using an Agile methodology?

- A. Quip spreadsheet
- B. Linear process
- C. User stories
- D. Forecast hierarchy

Mark this item for later review.

cross check



D

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Review



Salesforce Certified Sales Cloud Consultant (WI22)

Time Remaining : 01:17:31

47 of 65. Cloud Kicks wants the sales operations team to be able to process customer credit card payments within Salesforce.

Which approach should the consultant recommend to meet this requirement?

- A. Schedule a nightly batch job to find and post daily charges.
- B. Create a flow to alert the finance team to manually charge the account.
- C. Utilize an application from the AppExchange.
- D. Develop Apex to connect with the Authorized.net API.

Mark this item for later review.

confirmed

C

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Review

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Salesforce Certified Sales Cloud Consultant (WI22)

Time Remaining : 01:17:13

50 of 65. Cloud Kicks has a private sharing model on Accounts. Account executives need to ensure that specific users can qualify marketing Opportunities on their Accounts. There can be different users for a given Opportunity. Sales management needs to report on which users are assigned to Opportunities.

What should the consultant recommend to the account executives?

- A. Share Opportunities with specific users by granting Read access to Opportunities in their portfolio.
- B. Add specific users as Account team members with a role that grants Modify All access.
- C. Add specific users as Opportunity team members with a role that grants Read/Write access.
- D. Share Accounts with specific users and their respective teams.

Mark this item for later review.

confirmed

C

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Review

Salesforce Certified Sales Cloud Consultant (WI22)

Time Remaining : 01:17:24

48 of 65. Cloud Kicks has an integration between the data warehouse and Salesforce. The VP of operations wants to synchronize customer data between the systems.

What should the consultant recommend to ensure data integrity?

- A. Set up a Process Builder process on the Account object to check for unique values on a monthly basis.
- B. Set up an encrypted field on the Account object with Read Only on the field security settings for all profiles except the admin profile.
- C. Set up an External ID field on the Account object with Read Only on the field security settings for all profiles except the admin profile.
- D. Set up an import of the data from the data warehouse on a monthly basis using Data Loader.

Mark this item for later review.

confirmed

C

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Review

Time Remaining : 01:17:18

Salesforce Certified Sales Cloud Consultant (WI22)

49 of 65. A sales rep owns an opportunity and can view the associated account, but is unable to view contacts on that account.

What should the consultant recommend to allow account owners to selectively share an account's contacts with opportunity owners?

- A. Transfer account ownership from themselves to the opportunity owner.
- B. Add opportunity owners to the Opportunity Team and configure contact sharing.
- C. Transfer contact ownership from themselves to the opportunity owner.
- D. Add opportunity owners to the Account Team and configure contact sharing.

Mark this item for later review.

confirmed

D

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Review

Salesforce Certified Sales Cloud Consultant (WI22)

Time Remaining : 01:17:07

- 51 of 65. Cloud Kicks is launching an outbound sales campaign to identify potential prospects for its new product. The marketing team has sourced a list of leads for each territory. Cloud Kicks wants to use Salesforce for these tasks:
1. Call center agents call the leads on the list.
 2. Agents capture notes from the conversation.
 3. Salesforce will automatically present the next lead in the list.
 4. Agents should leave a voicemail if the customer is unavailable.
 5. Agents call the customers back who were unavailable.

Cloud Kicks likes to have its supervisors coach the consultants based on the call transcripts.

Which Salesforce product should the consultant recommend?

- A. Salesforce native CTI Connector
- B. Salesforce Sales Cloud
- C. Salesforce Service Cloud
- D. Salesforce High Velocity Sales

Mark this item for later review.

confirmed

D



Salesforce Certified Sales Cloud Consultant (WI22)

Time Remaining : 01:16:50

- 54 of 65. A consultant has conducted Discovery sessions with Cloud Kicks stakeholders and is ready to start gathering use cases for Sales Processes.
- Which two groups should provide content for the use cases?

- Choose 2 answers
- A. Sales reps
 - B. Sales operations
 - C. Executives
 - D. Finance team

B,C

confirmed, same as in Set 2

Mark this item for later review.

A, B

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Review All

Salesforce Certified Sales Cloud Consultant (WI22)

Time Remaining : 01:17:00

52 of 65. The marketing team is using a separate platform for managing prospects and wants to hand off qualified prospects to the sales team. How should the consultant meet this requirement?

- A. Create a report of Salesforce leads and compare it with marketing data on a regular basis.
- B. Recommend an integration with the marketing platform to Salesforce that generates tasks with lead information.
- C. Recommend an integration with the marketing platform that creates leads in Salesforce.
- D. Create Salesforce users for the marketing team so they can enter leads directly into Salesforce.

Mark this item for later review.

confirmed, same as in Set 1

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Review All

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Salesforce Certified Sales Cloud Consultant (WI22)

Time Remaining : 01:16:39

55 of 65. The sales manager at a company has noticed that sales teams are having trouble understanding who should own an Opportunity. Sales teams base their sales Opportunities on assignments to specific ZIP codes. Which solution should the consultant recommend?

- A. Territory Management
- B. Account Teams
- C. Sales Cloud Einstein
- D. Sharing Rules

confirmed

A

Mark this item for later review.

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Review All

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Time Remaining : 01:16:54

Salesforce Certified Sales Cloud Consultant (WI22)

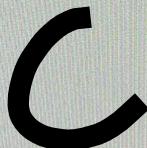
53 of 65. A sales rep at Cloud Kicks must have access to all child Accounts of the Accounts they own. The organization-wide default setting for Account is Private.

What happens if a sales rep has access to a parent Account?

A. Access can be granted by setting up a sharing rule via Account Hierarchy.
B. Access to child Account records will need to be manually added.
 C. The sales rep will have access to child Account records.
D. The sales rep will have access to all Accounts if Grant Access using Hierarchies is enabled.

Mark this item for later review.

confirmed


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Time Remaining : 01:16:12

Salesforce Certified Sales Cloud Consultant (WI22)

58 of 65. Cloud Kicks is in the process of implementing Salesforce for its sales teams. Senior management has concerns about adoption.

What should a consultant recommend to encourage adoption?

A. Plan a first release with minimum features.
B. Define the sales process.
C. Give users access to a Sandbox environment.
 D. Establish goals and key metrics.

Mark this item for later review.

confirmed


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Time Remaining : 01:16:22

Salesforce Certified Sales Cloud Consultant (WI22)

56 of 65. Universal Containers is planning to migrate two million account records and 10 million contact records from its existing legacy CRM application to Sales Cloud.

Which solution should the consultant recommend?

- A. Partner tool
- B. Batch Apex
- C. Data Import Wizard
- D. Data Loader

Mark this item for later review.

confirmed

A

A

https://help.salesforce.com/s/articleView?id=sf.when_to_use_the_data_loader.htm&type=5

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Time Remaining : 01:16:16

Salesforce Certified Sales Cloud Consultant (WI22)

57 of 65. To properly plan for company growth, Cloud Kicks needs to forecast monthly revenue projections from the sales of its annual subscription service.

What should the consultant configure to meet this requirement?

- A. Opportunity dashboard showing opportunities closed each month
- B. Opportunity products with formula fields for each month's value
- C. Opportunity dashboard showing products sold each month
- D. Opportunity products with monthly product Schedules

Mark this item for later review.

confirmed

D

https://help.salesforce.com/s/articleView?id=sf.products_schedules_def.htm&type=5

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Salesforce Certified Sales Cloud Consultant (WI22)

Time Remaining : 01:15:58

60 of 65. Cloud Kicks is expanding to international markets. Sales reps are unable to find specific products in the international price book. Which two steps should the consultant take to resolve this issue?

Choose 2 answers

A. Add the products to a product family.
B. Activate the products.
C. Add the products to the price book.
D. Share the products with sales reps.

Mark this item for later review.

confirmed

B, C

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Salesforce Certified Sales Cloud Consultant (WI22)

Time Remaining : 01:16:04

59 of 65. Universal Containers (UC) wants to improve its sales productivity by updating its email solution. UC wants to automatically log incoming and outgoing emails to related Salesforce records and sync user calendars to Salesforce. Which tool should a consultant recommend to meet this requirement?

A. An Apex trigger
B. Einstein Activity Capture
C. My Email to Salesforce
D. Lightning for Gmail/Outlook

Mark this item for later review.

confirmed

(B)

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Salesforce Certified Sales Cloud Consultant (WT22)**Time Remaining : 01:15:15**

65 of 65. Universal Containers (UC) recently implemented new Sales Cloud solutions. UC stakeholders believe that user adoption is best measured by the login rate.

Which two additional key metrics should the consultant recommend?

Choose 2 answers

- A. Login lockouts
- B. Data quality score
- C. License assignments
- D. Activities logged

confirmed

B, D

 Mark this item for later review.

~

B-D

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Review

Salesforce Certified Sales Cloud Consultant (WT22)**Time Remaining : 01:15:20**

64 of 65. The Cloud Kicks sales team needs to utilize the Salesforce mobile app feature to view, create, or update opportunities, but the internet is unavailable on their Android and iOS mobile devices.

Which two actions should the consultant recommend to work around the issue?

Choose 2 answers

- A. Enable the system permission to store offline data in Salesforce.
- B. Enable caching in Salesforce.
- C. Enable the connect offline feature in Salesforce.
- D. Enable offline create, edit, and delete in Salesforce.

B, D

 Mark this item for later review.

confirmed

https://help.salesforce.com/s/articleView?id=sf.salesforce_app_offline.htm&type=5

Review >

B-D

Salesforce Certified Sales Cloud Consultant (WI22)

Time Remaining : 01:15:27

- 63 of 65. During the Discovery phase of a Sales Cloud implementation, which three steps should a consultant complete to prepare for a successful engagement?
- Choose 3 answers
- A. Set project milestones.
 - B. Establish project goals.
 - C. Define sales processes.
 - D. Create implementation plan.
 - E. Define success metrics.

cross check

A / D / E

Mark this item for later review.

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Review

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Salesforce Certified Sales Cloud Consultant (WI22)

Time Remaining : 01:15:37

- 62 of 65. Cloud Kicks (CK) wants to implement sharing rules.

Which three considerations should the consultant explain to CK?

Choose 3 answers

- A. CK can expand access beyond the organization-wide default levels with sharing rules.
- B. When a sharing rule is deleted, the sharing access created by that rule must be manually removed.
- C. When multiple sharing rules are assigned, the user is assigned the least restrictive access.
- D. Sharing rules apply only to new records that meet the definition of the source data set.
- E. Organization-wide defaults must be Public Read Only or Private to create sharing rules.

Mark this item for later review.

confirmed

A, C, E

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Review

https://help.salesforce.com/s/articleView?id=sf.security_sharing_rule_considerations.htm&type=5

Salesforce Certified Sales Cloud Consultant (WI22)

Time Remaining : 01:15:42

61 of 65. Universal Containers has four product lines, each with its unique sales cycle. Once the prospect is qualified, the sales reps should follow the product-specific sales cycle.

Which two actions should a consultant recommend to meet these requirements?

Choose 2 answers

- A. Use Process Builder to create product-specific sales processes.
- B. Define Opportunity Teams for each product line.
- C. Implement sales processes that map to each Opportunity record type.
- D. Create Opportunity record types for each product line.

Mark this item for later review.

confirmed

C, D

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Review