KRYTERION

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Time Remaining : 01:09:41

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

Mark this item for later review

< Back | Next > | Review All

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Time Remaining : 01:09:27

3 of 65.

Cloud Kicks has enabled territory forecasts to see how expected revenue compares between sales territories, and to determine which territory has closed the most deals in a month. The territory hierarchy has three branches with child territories, where forecast managers may be assigned to a few of them.

Which two actions can forecast managers perform?

Choose 2 answers

A. [ ] Add territory forecast to the hierarchy.

B. [x] Share the forecast with any Salesforce user.

C. [ ] Add a Forecasts tab to the Sales app.

D. [x] View the territory forecasts as a single-page summary.

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Time Remaining : 01:08:56

6 of 65.

Cloud Kicks uses .pdf documents in Sales Cloud to help the sales team learn about new products.

Which feature should a consultant recommend to store these documents?

A. Salesforce Knowledge

B. Salesforce Files

C. Document lists

D. Files sync

Mark this item for later review.

Salesforce Certified Sales Cloud Consultant

Time Remaining : 01:08:35

8 of 65.

The sales team at Cloud Kicks has roughly 100 members. The sales director has requested that newly created reports be shared with the sales team.

How should the consultant efficiently share these reports?

A. Create a Report folder, add members in a specific Profile, and share the Report folder.

B. Create a Report folder, add members in a specific Role, and share the Report folder.

C. Create a Report folder, add members in a specific Queue, and share the Report folder.

D. Create a Report folder, add members to a Private Group, and share the Report folder.

Mark this item for later review.

RION™

Cloud Kicks sales reps want to see all of their current opportunities, and the full details, with a minimal amount of navigation or clicks to cycle through them.

Which functionality should the consultant recommend?

A. From the 'My Opportunities' list view, select the Split View option.

B. Create a 'My Team Opportunities' report and open each opportunity in a new browser tab.

C. Create a 'My Opportunities' report and open each opportunity in a new browser tab.

D. Construct a new Sales Console app including opportunities.

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GLOBAL TESTING SOLUTIONS

salesforce

Salesforce Certified Sales Cloud Consultant

Time Remaining : 01:07:11

The Universal Containers sales team wants to easily show Account relationships to its sales reps and report on these relationships.

Which two considerations should the consultant take into account?

Choose 2 answers

A. [ ] A Person Account can be either a parent or child in the Account Hierarchy.

B. [x] Account relationships are visible from Person Account records.

C. [x] Accounts can be organized into different divisions based on specific criteria.

D. [x] Account Hierarchy displays only the Accounts users have Read permission to view.

Mark this item for later review.

RION™

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D. [x] Account Hierarchy displays only the Accounts users have Read permission to view.

Time Remaining : 01:05:51

Universal Containers (UC) has established Sales Ops teams. As part of the sales process, Tasks are used to track all customer interactions. UC wants any available Sales Ops team member to handle these Tasks as soon as possible.

Which Salesforce functionality should the consultant recommend to meet the requirement?

A. Assign Tasks to a queue to share work efficiently.

B. Use workflows to create a Task for each team member.

C. Leave the Task's 'Assigned To' field blank.

D. Create Opportunity Teams to manage Tasks.

Mark this item for later review.

Time Remaining : 01:05:26

14 of 65.

Universal Containers compensates its sales team based on their achievement of the company's sales revenue goals. The sales ops team needs to track the sales reps' performance against these goals.

How should the consultant meet the requirement?

A. Construct Opportunity Reports with custom formulas to show attainment.

B. Build automation to aggregate and report on revenue attainment from the User object.

C. Configure custom objects and use automation to calculate and store attainment.

D. Configure sales quotas and compare quota attainment on the forecast.

Mark this item for later review

Cloud Kicks recently purchased Salesforce and the leadership team is excited about being able to forecast more accurately. Sales managers say that making updates to forecasted amounts during the pipeline meetings is time consuming, and it's difficult to review all of the committed opportunities within the meeting time.

What should the consultant recommend to help make meetings more efficient while making real-time forecast updates?

A. Modify many opportunities at one time in a list view.

B. Have reps use the Kanban view to move opportunities between stages.

C. Only review non-committed opportunities during the meetings.

D. Use in-line editing to update the forecast amount for records.

Universal Containers continues to see substantial growth year-over-year. Outside sales reps think their territories are too dense to cover adequately. Leadership has decided to modify the existing sales territories and hire additional staff to make the account allocations more manageable. Some states will change from one territory to two or more smaller territories. In these instances, accounts will need to be reassigned to new territories.

Sales operations wants to review the territory account assignments and verify the accuracy before the changes are reflected in Sales Cloud.

How should the consultant show sales operations what the data will look like after the change?

A. Install the Territory Management Reporting Pack from the AppExchange.

B. Use Tableau to geocode account addresses and display on a territory map.

C. Run the updated assignment rules in Planning State and view the accounts on the territory detail page.

D. Use Data Loader to export the accounts and make updates in

Time Remaining : 01:05:37

13 of 65.

Cloud Kicks (CK) wants to migrate data from its existing enterprise resource planning (ERP) system to Salesforce. CK wants to organize its data using the unique ID that is a number type in the ERP.

What should the consultant recommend to meet the requirement?

A. Map the ERP unique ID to a custom external ID unique number field.

B. Create an external ID unique number field in the ERP labeled 'ERP unique ID.'

C. Create a text field and insert the ERP unique ID.

D. Use the ERP unique ID as the Salesforce ID.

Mark this item for later review.

ERION™

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. Create a custom formula field on Opportunity to capture the win ratio for Opportunities.

B. Build a custom report on Opportunity with custom summary formulas to show win/loss ratio.

C. Build a custom Lightning component to show the win ratio based on won Opportunities.

D. Ensure that all managers have access to the standard Win/Loss report.

Mark this item for later review.

Salesforce Certified Sales Cloud Consultant

Time Remaining : 01:08:45

7 of 65.

Sales reps at Cloud Kicks are responsible for creating leads manually and entering relevant details. The marketing department has noticed that some leads are missing important information.

What are two functionalities the consultant should apply to ensure that key fields are populated?

Choose 2 answers

A. A validation rule

B. A required field

C. An assignment rule

D. A flow

Mark this item for later review

Salesforce Certified Sales Cloud Consultant

Time Remaining : 01:09:07

5 of 65.

In the Discovery phase of a Sales Cloud implementation, what are three effective ways a consultant can determine the design of the system?

Choose 3 answers

A. [x] Establish performance benchmarks.

B. [x] Observe end users.

C. [ ] Schedule training.

D. [ ] Host a focus group.

E. [x] Administer a survey.

[ ] Mark this item for later review.

KRYTERION

KRYTERION
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Sales Cloud Consultant

Time Remaining : 01:09:15

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. [x] Use Flow with a scheduled action and an email alert.

B. [x] Enable Einstein Opportunity Insights.

C. [ ] Add sales reps to the Opportunity Team.

D. [ ] Instruct sales reps to follow their opportunities.

[ ] Mark this item for later review.

Salesfor[redacted]rtified Sales Cloud Consultant

Time Remaining : 01:11:14

1 of 65. The sales manager at Cloud Kicks has asked a consultant to create a report to track when opportunities reach a certain st equal to $100,000. The consultant saves the report to the Big Deals folder, which is a subfolder of the Sales Team folder. T role has View access to the Sales Team folder. The sales manager wants to subscribe to the report.

Which permission does the sales manager need to subscribe to the report created by the consultant?

A. Subscribe to Reports: Run Reports permission

B. Subscribe to Reports: Set Running User permission

C. Subscribe to Reports permission

D. Subscribe to Reports: Add Recipients permission

Mark this item for later review.

Ne

Topic	Percentage Correct
Sales Practices	71%
Implementation Strategies	62%
Application of Product Knowledge	100%
Lead Management	100%
Account and Contact Management	83%
Opportunity Management	83%
Sales Productivity & Integration	80%
Consulting Practices	25%
Sales Metrics, Reports & Dashboards	100%

Answers

1. C	2. B	3. BD	4. BA
5. EBA	6. B	7. AB	8. B
9. A	10. B	11. DC	12. A
13. A	14. D	15. C	16. D
17. B	18. C	19. A	20. ECA
21. D	22. C	23. CD	24. B
25. B	26. A	27. D	28. DA
29. A	30. A	31. D	32. C
33. A	34. A	35. A	36. A
37. DA	38. D	39. BC	40. A
41. B	42. CB	43. CA	44. A
45. C	46. C	47. D	48. C
49. DA	50. C	51. BA	52. A
53. CB	54. D	55. A	56. C
57. CB	58. A	59. B	60. A
61. B	62. A	63. CA	64. A
65. C			

Time Remaining : 00:57:47

The admin at Cloud Kicks needs to understand the adoption of Salesforce Files and multi-factor authentication.

What should a consultant recommend to analyze adoption?

A. ◯ Open the Lightning Usage App.

B. ◯ Create a report for the Login History object.

C. ◉ Run the Salesforce Optimizer.

D. ◯ Review the Setup Audit Trail.

☐ Mark this item for later review.

Time Remaining : 00:57:52

64 of 65.

Universal Containers wants to set up Einstein Activity Capture for Microsoft to allow automatic syncing of sales reps' Person Accounts with Microsoft contacts and vice versa.

Which consideration should the consultant be aware of?

A. Lightning Sync works in conjunction with Einstein Activity Capture.
B. New Person Accounts should be created in Salesforce and synced to Microsoft.
C. Einstein Activity Capture is supported in the Salesforce Classic interface.
D. New Person Accounts should be created in Microsoft and synced to Salesforce.

English (India)
English (India) keyboard

Time Remaining : 00:57:56

63 of 65.

What are two capabilities of Data Loader?

Choose 2 answers

A. ☑ Runs one-time or scheduled data loads

B. ☐ Prevents importing duplicate records

C. ☑ Exports field history data

D. ☐ Extracts organization and configuration metadata

☐ Mark this item for later review.

Time Remaining : 00:58:02

The Discovery phase with Cloud Kicks (CK) has just ended. CK wants a visual way to see how the new business processes will work. CK's process is complex and requires multiple slides.

What should the consultant create to give CK this high-level view?

A. Capability Model

B. Universal Process Notation

C. Value Stream Map

D. SIPOC Map

Mark this item for later review.

Time Remaining : 00:58:06

61 of 65.

Cloud Kicks is running a campaign for the Shoe of the Month club. Sales management wants to use Campaign Influence features with Opportunities to attribute a percentage of success to influential campaigns.

Which feature will allow for revenue share with standard and custom attribution models?

A. Create a formula field to track Campaign Influence.

B. Use Customizable Campaign Influence for reporting.

C. Use sharing rules to give access to Campaign members.

D. Create a reporting snapshot for Campaigns.

Time Remaining : 00:58:10

Northern Trail Outfitters finished implementing Sales Cloud for a mid-market sales team. Sales management wants to track data trends and adoption.

What should the consultant recommend to measure core Sales Cloud record data?

A. ◉ Adoption Dashboards Pack

B. ○ System Overview Page

C. ○ User Login Report

D. ○ Salesforce Optimizer

☐ Mark this item for later review.

Time Remaining : 00:58:16

At Cloud Kicks (CK), each sales rep is assigned a sales ops specialist and a sales engineer. CK wants to ensure that the assigned sales ops specialist and sales engineer have access to the correct Accounts. The organization-wide defaults (OWD) for Contact are set to 'Controlled by Parent'.

Which solution should the consultant recommend to meet this requirement?

A. Change the Contact OWD to Private and create sharing rules to grant visibility.

B. Set up Account Teams with defaults for each sales rep.

C. Use Apex Managed Sharing to automatically share any new Contacts.

D. Add the Sharing button to the page layout so sales reps can share Contacts as needed.

Time Remaining : 00:58:22

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 Dashboard folders for each regional sales team and one Dashboard folder for the leadership team.

B. Create one Dashboard folder for all regional sales teams and one Dashboard folder for the leadership team.

C. Create one Dashboard folder for all regions for sales and leadership teams with View access.

D. Create region-based sales groups, one leadership group, and one Dashboard folder with View access.

Time Remaining : 00:58:27

57 of 65.

The Cloud Kicks team needs to quickly look up contacts, accounts, and opportunities and easily log calls from their mobile phones. Due to limited coverage in certain geographic areas, the team wants access to customer information while out of the office and when they are without an internet connection.

Which two steps should the consultant recommend?

Choose 2 answers

A. ☐ Enable Salesforce Inbox.

B. ☑ Download the Salesforce mobile app.

C. ☑ Enable caching and Offline Edit.

D. ☐ Enable Mobile SDK.

Time Remaining : 00:58:33

Cloud Kicks (CK) is undergoing a GDPR-focused implementation to ensure access to personal information is limited to only users who need access to a company's Account. CK has a private Account model.

How should the consultant provide specific Account access to the renewals and sales operations teams?

A. Create a criteria-based sharing rule to share Accounts with the sales operations and renewals public groups.

B. Add renewals and sales operations team members to a sales user's default Opportunity team.

C. Build renewals and sales operations Account team member roles and ask sales to allocate Account team members to the appropriate users.

D. Create a role-based sharing rule to share all Accounts with the sales operations and renewals roles.

Time Remaining : 00:58:39

Cloud Kicks manages contacts for lead generation in a marketing application. Following a new Salesforce implementation, inbound leads will be reviewed in the marketing application and then migrated to Salesforce.

Which contacts should the consultant migrate from the marketing application to leads in Salesforce?

A. Qualified contacts

B. Active contacts

C. All contacts

D. New contacts

Mark this item for later review.

Time Remaining : 00:58:45

54 of 65.

Cloud Kicks has completed the discovery stage, and leadership has aligned on the project's business goals.

What should the consultant formalize with stakeholders before moving to the next project stage?

A. ○ Onboard team members to start development of the solution.

B. ○ Create user stories to present for prioritization.

C. ○ Develop wireframes to visualize the product end state.

D. ◉ Define key metrics to identify how success will be measured.

☐ Mark this item for later review.

Time Remaining : 00:58:49

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the project's business goals.

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next project stage?

A. ◯ Onboard team members to start d

B. ◯ Create user stories to present for

C. ◯ Develop wireframes to visualize th

D. ◉ Define key metrics to identify how

☐ Mark this item for later review.

Time Remaining : 00:58:54

Each product engineer at Cloud Kicks supports a specific product line. There are three product lines. Sales reps sell all of the company's product lines. Sales management wants the appropriate product engineer automatically assigned to any new Opportunity for their particular product line with Read-Only rights.

What are two actions the consultant can take to meet the requirement?

Choose 2 answers

A. ☐ Create criteria-based opportunity sharing rules for each product line.

B. ☑ Enable Default Account Teams for each product line.

C. ☑ Manually assign a product-specific role to each product engineer.

D. ☐ Enable Default Opportunity Teams for the Opportunity.

Time Remaining : 00:59:00

52 of 65.

Cloud Kicks wants to utilize Opportunities to report and track subscriptions to its Shoe of the Month club. Subscribers can make a single payment or pay weekly, monthly, or quarterly.

Which solution should the consultant recommend to meet the requirement?

A. Enable schedules on the Product object.

B. Activate schedules on the Opportunity object.

C. Configure assets with a lookup to the Opportunity object.

D. Implement contracts with a lookup to the Opportunity object.

Mark this item for later review

Time Remaining : 00:59:07

51 of 65.

Sales stages are shared between sales methodologies at Cloud Kicks. There are three product lines with unique sales methodologies. A few sales stages overlap between the three product lines.

Which two recommendations should the consultant make?

Choose 2 answers

- A. ☑ One set of opportunity stages
- B. ☑ Three record types
- C. ☐ Three sets of opportunity stages
- D. ☐ One record type

Time Remaining : 00:59:11

50 of 65.

Cloud Kicks is expanding its operations to Europe. The company wants to enable Advanced Currency Management to support both EUR and USD currencies, and show the total value of open opportunities on account records.

How should the consultant implement a solution to meet the requirement?

A. Use a custom summary formula field on the Opportunity.

B. Create a cross-object formula field on the Account.

C. Install a third-party app from the AppExchange.

D. Use a Roll-up Summary field from the Opportunity to the Account.

Mark this item for later review.

Time Remaining : 00:59:17

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. [x] Sales operations

B. [ ] Executives

C. [ ] Finance team

D. [x] Sales reps

[ ] Mark this item for later review.

Time Remaining : 00:59:22

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. User stories

B. Linear process

C. Forecast hierarchy

D. Quip spreadsheet

Mark this item for later review.

Time Remaining : 00:59:27

A consultant has completed the Build and Validate phases of a Sales Cloud implementation at Cloud Kicks.

Which step should the consultant complete next?

A. Complete a post-mortem.

B. Upgrade to the latest Salesforce Release.

C. Sign off on the statement of work.

D. Deliver training.

Mark this item for later review.

Time Remaining : 00:59:33

The admin at Universal Containers has been getting complaints from sales reps about duplicate Leads within Salesforce. The admin has already set up a matching rule for Leads.

What should the consultant recommend to resolve the issue?

A. Change the criteria for the standard Lead matching rule.

B. Change the criteria for the standard Contact matching rule.

C. Confirm the custom matching rule is activated.

D. Confirm the standard matching rule is inactivated.

Mark this item for later review.

Time Remaining : 00:59:39

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. ○ Create a flow to alert the finance team to manually charge the account.

B. ○ Schedule a nightly batch job to find and post daily charges.

C. ◉ Utilize an application from the AppExchange.

D. ○ Develop Apex to connect with the Authorized.net API.

☐ Mark this item for later review.

Time Remaining : 00:59:43

44 of 65.

Sales reps want to review pricing on historical contracts when working on new opportunities at Cloud Kicks. Contracts are created from the Account page. Sales reps need to view all contracts for the Account on the Opportunity record.

What should a consultant implement to meet the requirement?

A. Use the Related List - Single component to display the Account's Contracts on the Opportunity Lightning page.

B. Create an object-specific action to create a Contract record from the Opportunity page layouts used by sales.

C. Build a custom Opportunity lookup field to Contracts with an Account dependency filter and make it editable.

D. Add the Contracts related list to each of the Opportunity page layouts used in the sales record types.

Time Remaining : 00:59:50

Cloud Kicks (CK) has implemented different sales stages across its varied product lines. CK wants to deploy Collaborative Forecasting to all sales users.

Which two statements should a consultant consider when enabling forecasting?

Choose 2 answers

- A. [x] A Single Category or Cumulative Forecast Rollup should be defined.
- B. [ ] Multiple Forecast Types must be created and activated.
- C. [x] The Forecast tab should be visible to easily view the forecasts.
- D. [ ] Opportunity Splits must be enabled at the same time.

Time Remaining : 00:59:55

42 of 65.

Up to this point, two sales reps have had separate accounts and opportunities. Sales Rep A wants to include Sales Rep B in a few opportunities on one account.

Which two actions can Sales Rep A allow Sales Rep B to do when Account Teams are enabled and used for this account?

Choose 2 answers

A. ☐ View one of the opportunities on the account.

B. ☑ Edit all opportunities on the account.

C. ☑ Grant Read access on the account's cases.

D. ☐ View the account and keep activities private.

Time Remaining : 01:00:01

41 of 65.

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

What should the consultant recommend?

A. Add an Approvals process to the Opportunity object to enforce data standards.

B. Create a report to track the login rate over the last 7 days.

C. Create a Slack channel to gather and discuss feedback from users.

D. Conduct a requirements workshop to gather user stories.

Mark this item for later review.

Time Remaining : 01:00:10

The Cloud Kicks team has made a correction in a sandbox environment that needs to be deployed to production as soon as possible. The sandbox and production environments are on two different versions of Salesforce. The fix requires functionality in the sandbox version.

Which action should the consultant recommend?

A. Deploy the changes from the sandbox to production once both environments are on the same version.

B. Deploy changes from the sandbox to production this weekend.

C. Deploy the changes from the sandbox to production concurrently with the Salesforce Platform upgrade.

D. Deploy from version control before the Salesforce Platform upgrade window.

Cloud Kicks requires its sales reps to go through an internal certification process on myTrailhead before they can add specific groups of Products to Opportunities.

Which two solutions should be used to validate that sales reps have completed the myTrailhead badge?

Choose 2 answers

A. [ ] Use a Process Builder process on Products marked as requiring the myTrailhead badge to automatically share the Products with sales reps who have completed the badge.

B. [x] Use a validation rule on Opportunity Products to prevent a sales rep from adding Products marked as requiring the myTrailhead badge if the rep has yet to complete the badge.

C. [x] Use a separate price book for the Products requiring the myTrailhead badge and only share the price book with sales

Time Remaining : 01:00:23

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. ○ Add a custom field to the Quotes object to capture the number of installments.

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. ◉ Use Revenue Schedules to capture installment payment plan details for each Product.

Northern Trail Outfitters has created a Complaints custom object related to Accounts. Due to the sensitive nature of these records, the object's visibility has been set to Private. A dedicated subset of support users who will work on these items has been added to a Complaints Specialist public group. Only users within the Complaints Specialist public group should be able to view and edit any Complaint record.

Which two options should a consultant recommend to meet the requirements?

Choose 2 answers

- A. [x] Uncheck the Grant Access Using Hierarchies checkbox in Sharing Settings for the Complaints object.
- B. [ ] Set the Complaint object's default visibility to allow only the users in the Complaints Specialist public group to access the records.
- C. [ ] Use Apex managed sharing to grant record access to users in the Complaints Specialist public group and restrict manager visibility.
- D. [x] Create a criteria-based sharing rule that grants Read/Write access to the Complaints Specialist public group.

The Cloud Kicks CEO needs to run reports from the sales team's reports folder. The CEO's assistant needs to control access to the reports. Sales managers need to change the reports when necessary.

How should the consultant meet the requirement?

A. Set the CEO access level to View, the CEO's assistant to Manage, and the sales manager to Edit on the folder.

B. Set the CEO access level to View All, the CEO's assistant to Modify All, and the sales manager public group to Create.

C. Enable Manage access for the CEO role and subordinates, and Manage access for the CEO's assistant profile.

D. Enable Manage Reports in Public Folders and give access to the CEO and their subordinates.

Cloud Kicks (CK) operates in multiple countries and wants to track historical exchange rates. The consultant at CK has implemented dated exchange rates by using Advanced Currency Management.

How is the converted currency amount calculation on Opportunities determined?

A. The close date regardless of the opportunity stage

B. The current exchange rate regardless of the close date

C. The exchange rate at the time the opportunity is closed

D. The close date only when the stage is closed

Mark this item for later review.

Time Remaining : 01:01:01

34 of 65.

Universal Containers (UC) has launched Salesforce Chat and staffed its contact center with agents to chat with website visitors who ask questions about commercial containers. When UC used to outsource its contact center work, reports from the vendor showed that about 15% of chat conversations would result in a new lead. Management wants better visibility into Chat's influence on lead creation in order to continue the program.

How can the consultant provide the insights UC needs to justify using Chat with internal contact center staff?

A. Ask the marketing department to provide the program with Google Analytics data for the commercial containers web pages.

B. Add a custom field on the Chat Transcript object so agents can check a checkbox when a conversation results in a new lead. Create a report using the custom field.

Time Remaining : 01:01:08

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. Accounts, Opportunities, Contacts, Products, Product Line Items, Cases, Leads, Campaigns

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

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

Time Remaining : 01:01:14

The Cloud Kicks sales team can create leads for both business and individual customers. Person Accounts have been enabled in its Salesforce org.

Which action should be taken to convert a lead into a Person Account?

A. Populate the Company field with 'Person.'

B. Enable Contacts to Multiple Accounts.

C. Leave the Company field blank.

D. Create an Individual Lead Record Type.

Mark this item for later review.

Time Remaining : 01:01:20

31 of 65.

Cloud Kicks wants to implement team selling to share differing levels of access to Accounts and associated records, such as opportunities, contracts, and cases, based on team member responsibilities.

Which capability should the consultant recommend?

A. Role hierarchy

B. Sharing rules

C. Opportunity Teams

D. Account Teams

Mark this item for later review

Time Remaining : 01:01:28

Universal Containers wants to automatically add sales representative emails and events from Gmail to the activity timeline of related records.

What should the consultant recommend to meet the requirement?

A. Einstein Activity Capture

B. Gmail Integration

C. Email to Lead

D. Marketing Cloud Journeys

Mark this item for later review.

Cloud Kicks wants to implement a methodology to determine which current leads have the most in common with leads that have successfully been converted in the past.

How can the consultant meet this requirement?

A. ◉ Use Einstein Lead Scoring.

B. ○ Create Conversation Insights.

C. ○ Use Lead Conversion Reporting.

D. ○ Create Sales Cadence Steps.

☐ Mark this item for later review.

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

[ ] Mark this item for later review.

Time Remaining : 01:01:45

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A consultant has successfully deployed Sales Cloud at Cloud Kicks.

What is the final step in completing an engagement?

A. Perform testing

B. Deploy solution

C. Hand over documentation

D. Measure adoption

Mark this item for later review.

Time Remaining : 01:01:52

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Sometimes, sales reps need to create contacts without accounts based on business processes.

What should the consultant take into consideration about these contacts?

A. Contacts without accounts are private and only the owner and admin can view them.

B. Contacts without accounts need to be shared through sharing rules.

C. Contacts without accounts need to be manually shared.

D. Contacts without accounts are shared through the Role Hierarchy.

Time Remaining : 01:01:57

Cloud Kicks plans to integrate its email system with Salesforce, and wants to show the last 2 months of email activity to its 75 sales reps.

What should a consultant recommend to meet this requirement?

A. ○ Email to Salesforce

B. ◉ Einstein Activity Capture Standard

C. ○ Sales Cloud Einstein

D. ○ Sales Cloud Console

☐ Mark this item for later review.

Time Remaining : 01:02:03

Cloud Kicks (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 Person Accounts to represent the relationship.

B. Implement the Contacts to Multiple Accounts feature.

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.

Time Remaining : 01:02:09

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Cloud Kicks is implementing Territory Management for its retail sales unit. The sales director is requesting a detailed roll-up forecast for territories.

Which two recommendations should the consultant make?

Choose 2 answers

A. ☐ Include the Forecast Manager field on the Territory page layout.

B. ☐ Include the Forecast Manager field on the Opportunity page layout.

C. ☑ Assign a forecast-enabled forecast manager to each territory.

D. ☑ Assign a role for each manager in the user role hierarchy.

☐ Mark this item for later review.

An executive at Cloud Kicks (CK) has asked its admin to create a diagram to show the high level processes within the business. CK plans to use the diagram to show the context of a new process within the overall business as a whole.

What should the admin create to meet this requirement?

A. Capability Model

B. Strengths, Weaknesses, Opportunities, Threats (SWOT) Diagram

C. Suppliers, Imports, Processes, Outputs, Customers (SIPOC) Diagram

D. Value Stream Map

21 of 65.

Cloud Kicks is migrating from its current CRM application to Salesforce in phases across various regions. The current CRM application manages customer and pipeline information that resides in a legacy back-end application which needs to be migrated to Salesforce.

Which approach should the consultant use for the data migration?

A. Migrate all Opportunities, and then associate Accounts and Contacts from the current CRM application.

B. Migrate all Contacts, then Opportunities, and then Accounts from the legacy back-end application.

C. Migrate all Contacts, then Accounts, and then Opportunities from the current CRM application.

D. Migrate all Accounts, then Contacts, and then Opportunities from the legacy back-end application.

20 of 65.

The consultant at Cloud Kicks has successfully implemented the Einstein Lead Scoring feature, and now wants to measure its effectiveness and track lead conversion rates.

Which three standard dashboards are available?

Choose 3 answers

- A. [x] Conversion Rate by Lead Score
- B. [ ] Lead Scores by Created Date
- C. [x] Lead Score Distribution
- D. [ ] Conversion Rate by Lead Source
- E. [x] Average Lead Score by Lead Source

Cloud Kicks has identified the KPIs it wants to track for the year. The inside sales team wants a visual way to see the team's progress for the year.

What should the consultant recommend to meet the requirement?

A. Set up a dashboard with the KPI reports.

B. Modify a report based on KPIs.

C. Install a KPI Tracker app from the AppExchange.

D. Set up a Path based on the KPIs.

Mark this item for later review.

Cloud Kicks' (CK) VP of technology wants to start using Salesforce for all of the sales team's automation. CK migrated 70 million records from a legacy database to the data warehouse that will be synced with Salesforce. CK wants to search and cross-reference records with the original source database.

What should a consultant recommend to meet this requirement?

A. ○ Use the standard External ID field and map this to the Salesforce record ID value.

B. ○ Use a custom field named External ID and map this to the Salesforce record ID value.

C. ◉ Use a custom External ID field and map this to the source record ID value.

D. ○ Use the standard External ID field and map this to the source

Time Remaining : 01:02:45

Sales managers at Cloud Kicks have noticed that information in some opportunity reports is incomplete. A consultant has performed an analysis and determined that opportunity stage reports often lack key information that sales managers expect at each stage because sales reps have yet to enter the data.

What should the consultant recommend so opportunity stage reports always contain the data managers expect?

A. Configure Path by checking the Key Field Required checkbox.

B. Customize Path and create validation rules dependent on stages.

C. Create an Autolaunched flow to determine if required fields are