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QUESTION 1

Your company has decided they want to track payment and deliveries for their products and services. Place the steps in order:

- A. Set up default schedules for any products that involve regular payments or delivery.
- B. Do not set up default schedules for products that involve payments or deliveries that are unique to each opportunity.
- C. Enable Scheduling for all products.

Correct Answer: ABC

QUESTION 2

What actions can a consultant take during the project planning phase to ensure client stakeholder goals are met?
Choose 2 answers

- A. Create scheduled dashboard to be sent weekly to all stakeholders.
- B. Ensure the project key performance indicators are profitable
- C. Establish a stakeholder committee and meeting schedule.
- D. Acquire the client stakeholders' key performance indicators.

Correct Answer: CD

QUESTION 3

A Consultant is implementing a new Sales Cloud instance for Cloud Kicks that has a public sharing model for Accounts. Different sal.. Accounts that create a multi-level Account Hierarchy. Cloud Kicks needs to see the total number of closed won Opportunities and the.. in the hierarchy when viewing a parent Account.

Which recommendation will meet this viewing requirement?

- A. Create a workflow rule to update the custom field on the parent Account, displaying the total value of won Op.. Accounts.
- B. Configure a link on the Account that will open a list view showing the total value of open Opportunities for all..
- C. Configure Apex to update a custom field on the parent Account with the total value of won Opportunities from..
- D. Create a Roll-up Summary field on the parent Account, displaying the total value of won Opportunities from t..

Correct Answer: B

QUESTION 4

The management at universal container noticed that the lead conversion ratio has remained the same for the hospitality industry despite increase in lead creation. What steps can help determine the issue

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

Correct Answer: C

QUESTION 5

Arrange the steps to create a record in the correct order (using Salesforce Classic).

- A. Select Save from the menu
- B. Open the records in the list view or highlight the object tab
- C. Open the menu and select New
- D. Enter the record details in the specified fields

Correct Answer: ABCD

QUESTION 6

Cloud Kicks acquired a shoe distribution partner. The Marketing and Sales Directors want to migrate the existing sales and marketing data into Cloud Kicks\' Salesforce instance.

Which three aspects should the Consultant consider before proceeding with the data migration? Choose 3 answers

- A. Classic feature that have been improved by Lightning Experience
- B. Total number of records being imported compared to the Salesforce edition
- C. Criteria to apply to records that should be archived before migration
- D. Number of marketing campaign licenses required for the migration
- E. Volume of customer, partner, and prospect data from existing system

Correct Answer: CDE

QUESTION 7

The Cloud Kicks marketing team wants to view and report in Lightning on any opportunities created as a result of 2 Campaign. Which two choices should a consultant recommend meeting the requirement? Choose 2 answers

- A. Use Data Loader to export Opportunity and Campaign Influence and merge the results.
- B. Enable Customizable Campaign Influence in Setup.
- C. Add the Campaign Influence related list to the Opportunity page layouts.
- D. Create a joined report between Opportunity and Campaign to show influence.

Correct Answer: AC

QUESTION 8

A consultant for Universal Containers is preparing to migrate the company's legacy CRM to Salesforce. The admin for the previous system is enthusiastic about Salesforce and driving the objectives of the implementation, but end users have expressed dissatisfaction about moving to a new platform.

What are two ways the consultant can determine and validate their approach with end users? (Choose two.)

- A. Conduct a technical review with developers to evaluate solutions designed for end users.
- B. Interview top-level executives to understand the KPIs for end users.
- C. Validate the solution plans and implementation with end users.
- D. Enlist the help of a champion to ensure that Salesforce is meeting end user needs.

Correct Answer: CD

QUESTION 9

Which data migration sequence should consultant recommend for the objects?

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

Correct Answer: D

QUESTION 10

Universal Containers (UC) has implemented Opportunity Teams. As part of the sales process, tasks are used to track all customer interactions. UC wants any available team member to handle these tasks as soon as possible.

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

- A. Task queues for each Opportunity Team

- B. Task "Assigned To" set to Opportunity Team role
- C. Workflows to create a Task for each team member
- D. Assignment rule selected by default

Correct Answer: B

QUESTION 11

Data.com: What does the Reviewed Status indicate?

- A. The record has minimal activity on Data.com
- B. The record should be deleted from Salesforce
- C. The record has been manually cleaned against Data.com
- D. The record might have a bad phone number

Correct Answer: C

QUESTION 12

Cloud Kicks wants to integrate back-end systems with Salesforce. The track the "Shoe of the Month" product shipments to each customer and the associated tracking information is stored in a back-end tracking system. Which set of this integration?

- A. Custom object "Status," Opportunity, Product
- B. Custom Lightning Component, opportunity, Lead, Product
- C. Custom object "Status," Opportunity line Item, Product
- D. Custom Lightning Component, Opportunity, Product
- E. Custom object "Status," Opportunity, Lead, Account, Product

Correct Answer: A

QUESTION 13

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 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.

Correct Answer: A

QUESTION 14

Cloud Kicks wants to sell to both consumers and businesses. The consumer sales team and business sales team will use different Stages. Which two Salesforce functions will allow the consultant to meet this requirement? Choose 2 answers

- A. Sales Processes
- B. Pipeline Inspection
- C. Opportunity Splits
- D. Record Types

Correct Answer: AD

QUESTION 15

Universal Containers plans to deploy the new Service Cloud console to its support team. Which steps should be considered in deployment? (There are three correct answers.)

- A. Customize highlight panels for all objects.
- B. Set up interaction logs and assign them to user profiles.
- C. Assign users the Service Cloud User feature license.
- D. Set up users and assign them to a queue.
- E. Customize case list views.

Correct Answer: ABC

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