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Time Remaining : 00:25:42

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

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Time Remaining : 00:24:53

2 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. ☐ Forecast Accuracy
- B. ☐ Renewal Rate
- C. ☒ Activity Tracking
- D. ☐ Close Rate

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Time Remaining : 00:24:24

- 3 of 65. Sales reps at Cloud Kicks (CK) 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. ☒ Opportunity currency
C. ☐ User currency
D. ☐ Account currency

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Time Remaining : 00:23:58

- 4 of 65. The VP of sales at Cloud Kicks wants to provide options to sales reps for changing account or contract details for a created order.

Which two conditions should the consultant consider to meet this requirement?

Choose 2 answers

- A. ☒ The order associated with the account should be in draft status.
- B. ☒ The contract associated with the order is associated with the new account.
- C. ☐ The currency associated with the order can be different from the new contract.
- D. ☐ The price book associated with the order is associated with the new account.

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Time Remaining : 00:23:43

5 of 65. Cloud Kicks needs to set sales quotas for all sales reps.

Which three solutions should the consultant consider?

Choose 3 answers

- A. ☐ Enable Forecast Quotas from Setup.
- B. ☒ Use the API.
- C. ☒ Assign Quota values by profile.
- D. ☒ Use Data Loader.
- E. ☐ Use the Data Import Wizard.

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Time Remaining : 00:23:14

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

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Time Remaining : 00:22:49

- 7 of 65.** Cloud Kicks (CK) maintains products and price books on an external platform due to the high frequency of pricing changes to products. CK has a B2B license. Sales managers want to monitor pipeline by sales rep and territory, report on team revenue to goal, and view order status in Salesforce.

What are two actions the consultant should take to meet the requirements?

Choose 2 answers

- A. ☒ Import products and price books from the external platform.
- B. ☐ Enable Optional Price Books for Orders.
- C. ☐ Use opportunities and enable Forecasts.
- D. ☒ Implement Opportunity Teams and Opportunity Splits.

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Time Remaining : 00:22:43

- 8 of 65. Cloud Kicks (CK) hired a consultant to analyze its Salesforce forecasting configuration and advise CK on how to improve it. The consultant found opportunities in the Value Proposition stage showed up in Collaborative Forecasting inconsistently, which led to inaccurate reporting.

What should the consultant recommend to ensure that opportunities show up consistently?

- A. ☒ Make the Forecast Category a required field.
- B. ☐ Map opportunity stages to the Forecast Category.
- C. ☐ Add a validation rule to the Forecast Category.
- D. ☐ Change the Forecast Report to include Forecast Category.

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Time Remaining : 00:22:13

9 of 65. During the Deploy phase at Cloud Kicks, users are finding it difficult to use a new system, which is impacting adoption.

How should the consultant avoid this issue in the future?

- A. ☐ Gain buy-in during the Analyze phase.
- B. ☐ Develop test scripts during the Plan phase.
- C. ☒ Conduct a Beta review during the Validate phase.
- D. ☐ Design a solution during the Build phase.

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Time Remaining : 00:21:30

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

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Time Remaining : 00:21:12

11 of 65. 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. ☒ Set up Account Teams with defaults for each sales rep.
- B. ☐ Use Apex Managed Sharing to automatically share any new Contacts.
- C. ☐ Add the Sharing button to the page layout so sales reps can share Contacts as needed.
- D. ☐ Change the Contact OWD to Private and create sharing rules to grant visibility.

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Time Remaining : 00:20:45

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

Which three considerations should the consultant explain to CK?

Choose 3 answers

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

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Time Remaining : 00:20:06

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

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Time Remaining : 00:19:48

14 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. ☒ Define success metrics.
- B. ☐ Define sales processes.
- C. ☒ Create implementation plan.
- D. ☒ Set project milestones.
- E. ☐ Establish project goals.

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Time Remaining : 00:19:30

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

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Time Remaining : 00:19:02

16 of 65. Cloud Kicks has purchased a list of leads and wants sales reps to contact and measure the return on investment (ROI) of the purchased list.

Which solution should the consultant recommend?

- A. ☒ Create a Campaign, import the list as Leads, and add them to the Campaign.
- B. ☐ Create a new custom object to import purchased Leads.
- C. ☐ Import the list as new Leads using the Data Import Wizard.
- D. ☐ Import the list as new Leads and update the Lead Source to "Purchased Lead."

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- 17 of 65. Cloud Kicks (CK) uses a custom object named GumShoe__c. GumShoe__c is the child in a master-detail relationship with the Opportunity object. Staff members use this object to create requests for supporting research. CK wants to easily generate new GumShoe__c records from staff phones by using the Salesforce mobile app.

What should a consultant recommend to meet the requirements?

- A. ☐ Create a custom hyperlink to a related list.
- B. ☐ Create a Lightning component for mobile.
- C. ☐ Create a custom Process Builder process.
- D. ☒ Create a Quick Action.

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Time Remaining : 00:18:42

18 of 65. The VP of sales at Cloud Kicks wants to know the percentage of opportunities in a certain stage that were eventually closed won.

Which two steps should a consultant take to create a solution?

Choose 2 answers

- A. ☒ Create a report and dashboard.
- B. ☐ Enable Feed Tracking.
- C. ☐ Update a custom field using automation.
- D. ☒ Create a roll-up summary formula.

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Time Remaining : 00:18:39

19 of 65. Cloud Kicks (CK) wants to ensure Opportunities are associated with the relevant marketing Campaign. In the past, CK has struggled to evaluate marketing Campaign ROI.

Which process improvement should the consultant recommend?

- A. ☐ Validate that the Primary Campaign Source field on Opportunity records is populated.
- B. ☐ Leverage the Probability(%) field on Opportunities to forecast revenue.
- C. ☐ Ensure the Opportunity is associated with an Account record.
- D. ☒ Ensure the Type field on Opportunities reflects the Campaign source.

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Time Remaining : 00:18:35

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

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Time Remaining : 00:18:31

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

Choose 2 answers

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

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Time Remaining : 00:18:27

22 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 Salesforce users for the marketing team so they can enter leads directly into Salesforce.
- 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 a report of Salesforce leads and compare it with marketing data on a regular basis.

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Time Remaining : 00:18:23

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

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Time Remaining : 00:18:20

24 of 65. Universal Containers is migrating data from a legacy system into Salesforce.

Which two considerations should a consultant take into account when importing Campaign Members?

Choose 2 answers

- A. ☐ Leads, Contacts, and Business Accounts can be Campaign Members.
- B. ☒ The Campaign ID is required in the import file.
- C. ☒ The Marketing User feature license must be assigned.
- D. ☐ The Status of the Campaign Member is optional.

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Time Remaining : 00:18:16

- 25 of 65. Cloud Kicks' (CK) marketing department is migrating from its email campaign and management system to Salesforce. The marketing admin wants to ensure that CK's email templates are retained.

Which two solutions should a consultant recommend for a successful migration?

Choose 2 answers

- A. ☒ Import email templates with the Data Loader.
- B. ☐ Create an email template change set or use the Lightning Platform.
- C. ☐ Enable Email Import and use the Import Wizard.
- D. ☒ Manually recreate the email and mail merge templates in Salesforce.

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Time Remaining : 00:18:13

26 of 65. The operations manager wants to synchronize Cloud Kicks' customer list from its back office systems with Salesforce.

What is the first step the consultant should recommend to ensure data integrity?

- A. ☐ Create an Apex trigger to exchange data between the Salesforce instance and the back office system.
- B. ☐ Create a unique ID field on the Opportunity object.
- C. ☐ Create a web service connection between the Salesforce instance and the back office system.
- D. ☒ Create an External ID field on the Account object.

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Time Remaining : 00:18:09

27 of 65. 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 need to be shared through sharing rules.
- B. ☒ Contacts without accounts are private and only the owner and admin can view them.
- C. ☐ Contacts without accounts are shared through the Role Hierarchy.
- D. ☐ Contacts without accounts need to be manually shared.

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28 of 65. Cloud Kicks has recently rolled out Lightning Experience and uses an ERP system as its system of record for customers. When a new Account has its first closed/won opportunity, the ERP system should immediately update with information from the account, contact, and opportunity records related to the Account to record a new customer.

Which option should the consultant recommend to meet the requirement?

- A. ☐ Use enterprise ETL tools to extract closed/won opportunities from Salesforce and update the ERP with opportunity, account, and contact information from Salesforce.
- B. ☒ Configure Outbound message to publish the opportunity wins and update the ERP with opportunity, account, and contact information from Salesforce.
- C. ☐ Identify AppExchange products that can be deployed to update the ERP with opportunity, account, and contact information from Salesforce.
- D. ☐ Implement Platform Events to publish opportunity wins to the ERP, which will call back for account, contact, and opportunity information and automatically update the ERP accordingly.

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

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

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Time Remaining : 00:17:52

- 31 of 65. Cloud Kicks has 300,000 account records and 16 million invoices in a custom object with a master-detail relationship to the Account. Each account record takes a long time to display due to the rendering time of the invoice related list.

What should the consultant do to solve this issue?

- A. ☐ Move the invoice related list to a separate tab on the Lightning page.
- B. ☒ Enable indexing on all visible fields on the invoice related list.
- C. ☐ Enable Collapsible Sections for the invoice related list.
- D. ☐ Convert the Invoice object into a lookup relationship.

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Time Remaining : 00:17:47

32 of 65. The Universal Containers management team wants to help sales reps determine the right time to contact prospects.

What should the consultant recommend to meet the requirement?

- A. ☒ Enable Email Tracking with reporting and activity timeline.
- B. ☐ Configure Einstein Lead Scoring to determine the best time to make contact.
- C. ☐ Implement Sales Dialer and begin cold calling leads to request availability.
- D. ☐ Create a formula field to determine the prospect's time zone.

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Time Remaining : 00:17:43

33 of 65. Cloud Kicks (CK) frequently has multiple sales reps who collaborate on an opportunity. CK needs Salesforce to allocate credit to each sales rep to track against a sales quota.

Which Salesforce feature should the consultant use to meet this requirement?

- A. ☐ Custom Metadata
- B. ☐ Collaborative Forecasting
- C. ☒ Opportunity Splits
- D. ☐ Sales Analytics

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Time Remaining : 00:17:40

34 of 65. Multiple sales reps work together to close opportunities at Cloud Kicks. Management needs to know how much credit each sales rep receives on opportunities they close to maintain accurate quota reports.

Which solution should a consultant recommend to meet the requirement?

- A. ☒ Enable Opportunity Splits and add the Opportunity Splits related list to Opportunity page layouts.
- B. ☐ Enable Opportunity Team Selling and create a report grouped by Opportunity team member.
- C. ☐ Create custom fields on the Opportunity object for sales reps to enter a credit percentage.
- D. ☐ Set the organization-wide sharing default for the Opportunity object to Private.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:17:36**

35 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. ☐ The sales rep will have access to all Accounts if Grant Access using Hierarchies is enabled.
- 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. ☐ Access to child Account records will need to be manually added.

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:17:32

36 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. ☐ Configure the date filter on the forecast and assign it to the sales manager.
- B. ☒ Set the sales manager as the Forecast Manager for this territory.
- C. ☐ Add the sales manager to the Forecasting public group.
- D. ☐ Select the correct forecast on the sales manager's user record.

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Time Remaining : 00:17:28

- 37 of 65. Cloud Kicks needs to forecast monthly business deals that close as well as open opportunities on a weekly basis. The VP of sales asks the business analyst to review how the sales funnel is changing month over month.

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

Choose 2 answers

- A. ☒ Configure a report snapshot to run weekly.
- B. ☐ Schedule a custom forecast report to run weekly.
- C. ☒ Create a custom object to store the results in.
- D. ☐ Configure a report snapshot to run daily.

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Time Remaining : 00:17:24

38 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. ☐ Educate the customer on scope and risk management.
- D. ☐ Write a solution design and obtain approval.

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Time Remaining : 00:17:21

39 of 65. Cloud Kicks wants sales reps to share key documents directly with customers without setting up an Experience Cloud site.

Which Salesforce feature satisfies this requirement?

- A. ☐ Email templates
- B. ☐ Report Subscriptions
- C. ☒ CRM Content
- D. ☐ Chatter links

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:17:17****40 of 65.** The Cloud Kicks (CK) IT team wants to enable Person Accounts in its Salesforce org.

Which three prerequisites must be met before the consultant can enable Person Accounts?

Choose 3 answers

- A. ☒ User Profiles with Read access to Accounts must also have Read access to Contacts.
- B. ☒ The organization-wide default sharing is set so either Contact is Controlled by Parent or both Account and Contact are Private.
- C. ☐ The organization-wide default for both Accounts and Contacts should be set to Public Read/Write.
- D. ☐ The CK customer portal must be disabled to allow Person Account self-registration in the future.
- E. ☒ At least one Record Type should be created for Accounts.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:17:13**

41 of 65. Cloud Kicks uses Salesforce in Lightning Experience to manage business Accounts and Person Accounts. The sales director wants to associate Person Accounts to business Accounts and/or Contacts.

Which Salesforce feature should the consultant recommend to meet these requirements?

- A. ☐ Create a reverse lookup from Contacts to Accounts.
- B. ☒ Use the Contacts to Multiple Accounts feature.
- C. ☐ Use a junction object between Accounts and Contacts.
- D. ☐ Create a custom lookup from Accounts to Contacts.

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Time Remaining : 00:17:09

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

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Time Remaining : 00:17:05

43 of 65. The sales director of retail products at Cloud Kicks wants to allow cloning of orders to help sales reps process repetitive orders.

What are two guidelines to consider when cloning an order with products?

Choose 2 answers

- A. ☒ A new order's currency or price book will remain the same if the original order has products.
- B. ☒ A cloned order's start date must fall between the associated contract's start and end dates.
- C. ☐ A cloned order must be associated with the same contract as the original order.
- D. ☐ The admin will be able to set up which fields can be cloned to a new order.

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Time Remaining : 00:17:02

44 of 65. 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 Opportunity page layout.
- B. ☒ Assign a forecast-enabled forecast manager to each territory.
- C. ☒ Assign a role for each manager in the user role hierarchy.
- D. ☐ Include the Forecast Manager field on the Territory page layout.

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Time Remaining : 00:16:58

45 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. ☐ Campaign Hierarchies
- B. ☐ Custom Picklist
- C. ☐ Parent Campaigns
- D. ☒ Record Types

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:16:55**

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

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Time Remaining : 00:16:51

47 of 65. Cloud Kicks has hired a consultant to help with its initial Salesforce implementation.

Which three steps should the consultant take to help Cloud Kicks get Salesforce up and running?

Choose 3 answers

- A. ☐ Finalize integrations.
- B. ☒ Prioritize goals.
- C. ☐ Analyze competitors.
- D. ☒ Define KPIs.
- E. ☒ Define company vision.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:16:48**

- 48 of 65.** Sales reps at Cloud Kicks (CK) often receive important customer emails they want to record as activities related to contacts in Salesforce. CK has Office 365, as well as a policy that prevents users from installing anything directly on their computers.

Which solution should a consultant recommend to meet this requirement?

- A. ☐ Salesforce Console for Sales
- B. ☒ Einstein Activity Capture
- C. ☐ Salesforce for Outlook
- D. ☐ Lightning Console for Sales

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Time Remaining : 00:16:45

- 49 of 65. During the requirements gathering workshops at Cloud Kicks, the project team and subject matter experts bring up new ideas to incorporate into the current project.

Which best practice should the consultant use to refocus the meeting and stay on topic?

- A. ☐ Tell key stakeholders that the team is focused on other ideas.
- B. ☒ Remind the team of the purpose and scope of this project.
- C. ☐ Invite only the subject matter experts to subsequent workshops.
- D. ☐ Incorporate the new ideas into the solution design.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:16:42**

50 of 65. At Universal Containers, in addition to the sales team, support reps are sometimes eligible for commissions. When support reps are involved in a deal, they should receive a credit of 15% of the revenue.

What should the consultant consider when designing a revenue sharing solution?

- A. ☐ Overlay splits can be assigned to any user with the appropriate profile.
- B. ☐ Revenue splits are required in order to use overlay splits.
- C. ☐ Revenue splits allocated on an Opportunity can total any percentage.
- D. ☒ Overlay splits allocated on an Opportunity can total any percentage.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:16:38**

51 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 import of the data from the data warehouse on a monthly basis using Data Loader.
- C. ☐ Set up an encrypted field on the Account object with Read Only on the field security settings for all profiles except the admin profile.
- D. ☒ 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.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:16:35**

- 52 of 65.** The Cloud Kicks (CK) sales team works with two different types of leads: distributors and retailers. CK's management wants the sales team to follow two different lead qualification processes before converting the lead into an opportunity.

Which three actions should a consultant recommend to meet this requirement?

Choose 3 answers

- A. ☒ Create retailer and distributor lead processes.
- B. ☒ Create Status picklist values specific to each lead type.
- C. ☒ Create distributor and retailer lead record types.
- D. ☐ Add leads to different campaigns based on lead type.
- E. ☐ Create a new profile and only assign one lead record type to it.

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Time Remaining : 00:16:31

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

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Time Remaining : 00:16:27

54 of 65. Universal Containers recently implemented Sales Cloud. Stakeholders want insights into how logging interactions with customers impacts the number of won sales deals.

Which report should the consultant create to meet the requirement?

- A. ☐ Closed Won Opportunities with Recommendations
- B. ☒ Closed Won Opportunities with Activities
- C. ☐ Closed Won Opportunities by the sales team
- D. ☐ Closed Won Opportunities by Account

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Time Remaining : 00:16:23

55 of 65. After a project deployment, several bugs are identified by end users and prioritized by the project team.

What are two ways a consultant should resolve these issues?

Choose 2 answers

- A. ☐ Build out issue resolution release in the production environment.
- B. ☒ Perform user acceptance testing (UAT) in a Full sandbox.
- C. ☒ Perform user acceptance testing (UAT) in the appropriate development sandbox.
- D. ☐ Build out issue resolution release in the appropriate development sandbox.

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Time Remaining : 00:16:20

56 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. ☐ Einstein Conversation Insights
- C. ☐ Salesforce Surveys
- D. ☐ Tableau custom dashboard

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Time Remaining : 00:16:17

- 57 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. ☒ Edit all opportunities on the account.
- B. ☐ View the account and keep activities private.
- C. ☐ View one of the opportunities on the account.
- D. ☒ Grant Read access on the account's cases.

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Time Remaining : 00:16:14

58 of 65. Cloud Kicks wants to enable representatives to view the individual team member's split percentage, where the split percentage is less than 100% of the revenue amount.

Which attribution method should the consultant recommend?

- A. ☐ Opportunity Currency field
- B. ☒ Opportunity Revenue Split
- C. ☐ Opportunity Percent field
- D. ☐ Opportunity Overlay Split

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Time Remaining : 00:16:08

- 59 of 65. Sales operations managers are reporting a higher number of Activities than is accurate for their teams. When viewing reports, managers see Activities related to Opportunities and Accounts only for their team. However, Activity records related to Campaigns appear in all of the reports, regardless of which sales team should get credit for them. Enterprise Territory Management and role hierarchies are used.

Why are Campaign Activities for all teams visible in reports viewed by sales operations managers?

- A. ☒ The sales operations managers are given Read access to the Campaign object in their profile.
- B. ☐ Apex managed sharing is used to control the visibility of Activities related to Accounts.
- C. ☐ The Organization-Wide Default for Campaigns is set to Public Read-Only.
- D. ☐ The Organization-Wide Default for Accounts is set to Private.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:16:05**

60 of 65. Cloud Kicks (CK) recently finished a redeployment of its Lightning pages. CK users report that Lightning pages are loading slowly. CK management wants to consider the impact this has on adoption.

Which two tools should the consultant recommend that CK use to evaluate Lightning pages?

Choose 2 answers

- A. ☐ Real-Time Event Monitoring
- B. ☐ Guidance for App Builder
- C. ☒ Lightning Usage App
- D. ☒ Performance Analysis for App Builder

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:16:01**

61 of 65. Cloud Kicks has requested a Statement of Work (SOW) that clearly states who will train users on new features and how the training will be delivered.

Which two sections of a SOW should the consultant discuss further with Cloud Kicks to meet the requirement?

Choose 2 answers

- A. ☐ Background
- B. ☒ Terms and Conditions
- C. ☒ Approach
- D. ☐ Scope

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:15:57**

62 of 65. Cloud Kicks has just deployed all of its configurations. The admin wants to build a separate process but uses most of the objects that were deployed.

What is the best practice a consultant should recommend to the admin?

- A. ☐ Build in a Developer Sandbox and test changes in Production.
- B. ☐ Build in a test release environment and test changes in a test release environment.
- C. ☐ Build in a test release environment and test changes in Production.
- D. ☒ Build in a Developer Sandbox and test changes in a test release environment.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:15:53**

63 of 65. Cloud Kicks (CK) sells online subscriptions for its leading Shoe of the Month club. Customers can make a single payment or pay weekly, monthly, or quarterly. CK wants to use Opportunities to track and report on these subscription deals.

What should a consultant recommend to meet this requirement?

- A. ☐ Enable schedules on the Opportunity object.
- B. ☒ Enable schedules on the Product object.
- C. ☐ Enable schedules on the Contract object.
- D. ☐ Enable schedules on the Orders object.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:15:49**

64 of 65. Cloud Kicks (CK) has a custom object, Project__c, that has a lookup relationship to the Opportunity object. The CK project manager has requested a report that includes both Project__c and Opportunity data.

What should the consultant use to include data from both the Project__c and Opportunity objects in one report?

- A. ☐ Matrix reports
- B. ☒ Custom report types
- C. ☐ Junction reports
- D. ☐ Cross-object filters

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Time Remaining : 00:15:45

65 of 65. During the last requirements meeting, Cloud Kicks team members said they will be taking the next week off to attend a conference.

What should a consultant do in response to this news?

- A. ☐ Update the solution design while the team is out of the office.
- B. ☒ Update the project plan and communicate it to stakeholders.
- C. ☐ Ask the client to sign off on requirements and start the build.
- D. ☐ Set up two requirements workshops for the following week.

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**Time Remaining : 00:15:31**

Your assessment responses are listed below. Asterisks(**) next to the item number indicate you have marked that item for review. Click on the item number to return to the desired item. When you are ready to submit your assessment, click the 'Submit Exam' button below to submit your responses and end the assessment.

Assessment Summary

Number of Items Answered: 65
Number of Items Unanswered: 0
Number of Items Marked for Review: 0

Answers

1. A	2. C	3. B	4. AB
5. CDE	6. CD	7. DA	8. A
9. C	10. AC	11. A	12. AED
13. C	14. ACD	15. A	16. A
17. D	18. DA	19. D	20. C
21. AB	22. B	23. B	24. CB
25. DA	26. D	27. B	28. B
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49. B	50. D	51. D	52. BCA
53. D	54. B	55. BC	56. A
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65. B			

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Time Taken: 90 minutes of 105 minutes total**Result:** Pass

Topic	Percentage Correct
Sales Practices	85%
Implementation Strategies	75%
Application of Product Knowledge	81%
Lead Management	75%
Account and Contact Management	83%
Opportunity Management	66%
Sales Productivity & Integration	80%
Consulting Practices	75%
Sales Metrics, Reports & Dashboards	50%
Data Management	60%

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GLOBAL TESTING SOLUTIONS

Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:20:06**

64 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. ☐ Develop wireframes to visualize the product end state.
- B. ☐ Onboard team members to start development of the solution.
- C. ☐ Create user stories to present for prioritization.
- D. ☒ Define key metrics to identify how success will be measured.

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Time Remaining : 01:27:34

6 of 65. 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. ☒ 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. ☒ Use a separate price book for the Products requiring the myTrailhead badge and only share the price book with sales reps who have completed the badge.
- D. ☐ Use a validation rule on Products marked as requiring the myTrailhead badge to prevent those Products from being added to an Opportunity.

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Time Remaining : 01:26:27

7 of 65. 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. ☒ The Forecast tab should be visible to easily view the forecasts.
- B. ☐ Multiple Forecast Types must be created and activated.
- C. ☒ A Single Category or Cumulative Forecast Rollup should be defined.
- D. ☐ Opportunity Splits must be enabled at the same time.

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Time Remaining : 01:25:29

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

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Time Remaining : 01:24:11

9 of 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 report on Opportunity with custom summary formulas to show win/loss ratio.
- 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 Lightning component to show the win ratio based on won Opportunities.

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Time Remaining : 01:23:44

10 of 65. 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. ☒ Leave the Company field blank.
- B. ☐ Create an Individual Lead Record Type.
- C. ☐ Populate the Company field with 'Person.'
- D. ☐ Enable Contacts to Multiple Accounts.

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Time Remaining : 01:22:40

11 of 65. 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. ☒ Deliver training.
- B. ☐ Complete a post-mortem.
- C. ☐ Sign off on the statement of work.
- D. ☐ Upgrade to the latest Salesforce Release.

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Time Remaining : 01:22:12

12 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. ☒ Configure sales quotas and compare quota attainment on the forecast.
- B. ☐ Construct Opportunity Reports with custom formulas to show attainment.
- C. ☐ Configure custom objects and use automation to calculate and store attainment.
- D. ☐ Build automation to aggregate and report on revenue attainment from the User object.

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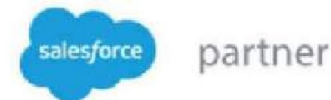


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Time Remaining : 01:21:32

13 of 65. 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. ☐ Enable Manage access for the CEO role and subordinates, and Manage access for the CEO's assistant profile.
- 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. ☒ Set the CEO access level to View, the CEO's assistant to Manage, and the sales manager to Edit on the folder.
- D. ☐ Enable Manage Reports in Public Folders and give access to the CEO and their subordinates.

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Time Remaining : 01:20:59

- 14 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. ☒ View the territory forecasts as a single-page summary.
- B. ☐ Add a Forecasts tab to the Sales app.
- C. ☐ Add territory forecast to the hierarchy.
- D. ☒ Share the forecast with any Salesforce user.

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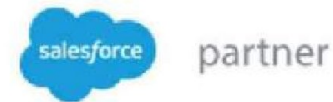
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Time Remaining : 01:20:31

15 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. ☒ Observe end users.
- B. ☐ Schedule training.
- C. ☐ Host a focus group.
- D. ☒ Establish performance benchmarks.
- E. ☒ Administer a survey.

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Time Remaining : 01:19:56

16 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. ☐ Document lists
- B. ☐ Salesforce Knowledge
- C. ☐ Files sync
- D. ☒ Salesforce Files

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Time Remaining : 01:19:22

17 of 65. 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. ☐ Create Sales Cadence Steps.
- D. ☐ Use Lead Conversion Reporting.

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Time Remaining : 01:17:32

19 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. ☐ Create an external ID unique number field in the ERP labeled 'ERP unique ID.'
- B. ☐ Create a text field and insert the ERP unique ID.
- C. ☐ Use the ERP unique ID as the Salesforce ID.
- D. ☒ Map the ERP unique ID to a custom external ID unique number field.

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Time Remaining : 01:17:08

20 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. ☒ Use Customizable Campaign Influence for reporting.
- B. ☐ Create a reporting snapshot for Campaigns.
- C. ☐ Use sharing rules to give access to Campaign members.
- D. ☐ Create a formula field to track Campaign Influence.

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Time Remaining : 01:15:47

22 of 65. 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 shared through the Role Hierarchy.
- 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 private and only the owner and admin can view them.

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Time Remaining : 01:12:16

25 of 65. 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. ☐ Install a KPI Tracker app from the AppExchange.
- B. ☒ Set up a dashboard with the KPI reports.
- C. ☐ Set up a Path based on the KPIs.
- D. ☐ Modify a report based on KPIs.

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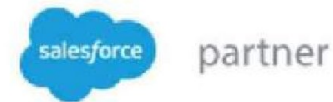
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Time Remaining : 01:11:48

26 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. ☐ Finance team
- B. ☒ Sales reps
- C. ☐ Executives
- D. ☒ Sales operations

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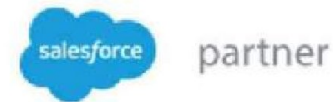
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Time Remaining : 01:11:06

27 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. ☐ New Person Accounts should be created in Microsoft and synced to Salesforce.
- D. ☐ Einstein Activity Capture is supported in the Salesforce Classic interface.

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Time Remaining : 01:10:38

28 of 65. 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. ☐ Add the Sharing button to the page layout so sales reps can share Contacts as needed.
- C. ☒ Set up Account Teams with defaults for each sales rep.
- D. ☐ Use Apex Managed Sharing to automatically share any new Contacts.

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Time Remaining : 01:09:58

29 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 Contacts, then Opportunities, and then Accounts from the legacy back-end application.
- B. ☐ Migrate all Contacts, then Accounts, and then Opportunities from the current CRM application.
- C. ☒ Migrate all Accounts, then Contacts, and then Opportunities from the legacy back-end application.
- D. ☐ Migrate all Opportunities, and then associate Accounts and Contacts from the current CRM application.

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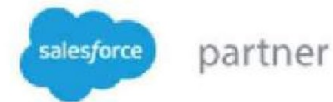


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Time Remaining : 01:09:22

30 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. ☐ Linear process
- B. ☐ Quip spreadsheet
- C. ☐ User stories
- D. ☒ Forecast hierarchy

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Time Remaining : 01:08:41

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

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Time Remaining : 01:07:57

32 of 65. 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. ☐ Salesforce Optimizer
- B. ☐ User Login Report
- C. ☒ Adoption Dashboards Pack
- D. ☐ System Overview Page

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Time Remaining : 01:07:12

33 of 65. 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. ☒ Confirm the custom matching rule is activated.
- C. ☐ Change the criteria for the standard Contact matching rule.
- D. ☐ Confirm the standard matching rule is inactivated.

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Time Remaining : 01:06:21

34 of 65. 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 from version control before the Salesforce Platform upgrade window.
- B. ☐ Deploy the changes from the sandbox to production concurrently with the Salesforce Platform upgrade.
- C. ☒ Deploy the changes from the sandbox to production once both environments are on the same version.
- D. ☐ Deploy changes from the sandbox to production this weekend.

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Time Remaining : 01:05:35

35 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. ☒ Grant Read access on the account's cases.
- B. ☐ View one of the opportunities on the account.
- C. ☐ View the account and keep activities private.
- D. ☒ Edit all opportunities on the account.

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Time Remaining : 01:05:09

36 of 65. 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. ☐ Use workflows to create a Task for each team member.
- B. ☐ Leave the Task's 'Assigned To' field blank.
- C. ☒ Assign Tasks to a queue to share work efficiently.
- D. ☐ Create Opportunity Teams to manage Tasks.

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Time Remaining : 01:03:40

38 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. ☐ The sales rep will have access to all Accounts if Grant Access using Hierarchies is enabled.
- C. ☒ The sales rep will have access to child Account records.
- D. ☐ Access to child Account records will need to be manually added.

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Time Remaining : 00:59:59

42 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 to a Private Group, 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 Profile, and share the Report folder.
- D. ☐ Create a Report folder, add members in a specific Queue, and share the Report folder.

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Time Remaining : 00:58:06

44 of 65. 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 close date only when the stage is closed
- D. ☐ The exchange rate at the time the opportunity is closed

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Time Remaining : 00:57:34

45 of 65. A consultant has successfully deployed Sales Cloud at Cloud Kicks.

What is the final step in completing an engagement?

- A. ☐ Perform testing
- B. ☐ Hand over documentation
- C. ☐ Deploy solution
- D. ☒ Measure adoption

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Time Remaining : 00:57:15

46 of 65. 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. ☒ Customize Path and create validation rules dependent on stages.
- B. ☐ Mark the fields as required on the Page layout.
- C. ☐ Create an Autolaunched flow to determine if required fields are missing.
- D. ☐ Configure Path by checking the Key Field Required checkbox.

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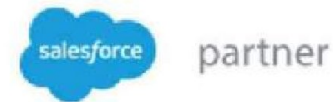
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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:56:48

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

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:56:09

48 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. ☐ Build a custom Opportunity lookup field to Contracts with an Account dependency filter and make it editable.
- C. ☐ Create an object-specific action to create a Contract record from the Opportunity page layouts used by sales.
- D. ☐ Add the Contracts related list to each of the Opportunity page layouts used in the sales record types.

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Time Remaining : 00:55:34

49 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. ☐ Sharing rules
- B. ☐ Role hierarchy
- C. ☐ Opportunity Teams
- D. ☒ Account Teams

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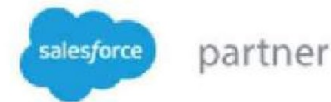
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Time Remaining : 00:55:12

50 of 65. 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. ☐ Strengths, Weaknesses, Opportunities, Threats (SWOT) Diagram
- B. ☐ Value Stream Map
- C. ☒ Suppliers, Imports, Processes, Outputs, Customers (SIPOC) Diagram
- D. ☐ Capability Model

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Time Remaining : 00:52:40

52 of 65. 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. ☐ Create a 'My Opportunities' report and open each opportunity in a new browser tab.
- B. ☐ Construct a new Sales Console app including opportunities.
- C. ☒ From the 'My Opportunities' list view, select the Split View option.
- D. ☐ Create a 'My Team Opportunities' report and open each opportunity in a new browser tab.

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Time Remaining : 00:52:11

53 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. ☐ Configure assets with a lookup to the Opportunity object.
- B. ☐ Activate schedules on the Opportunity object.
- C. ☒ Enable schedules on the Product object.
- D. ☐ Implement contracts with a lookup to the Opportunity object.

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Time Remaining : 00:51:55

53 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. ☐ Configure assets with a lookup to the Opportunity object.
- B. ☐ Activate schedules on the Opportunity object.
- C. ☒ Enable schedules on the Product object.
- D. ☐ Implement contracts with a lookup to the Opportunity object.

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Time Remaining : 00:50:45

55 of 65. 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. ☐ All contacts
- C. ☐ New contacts
- D. ☐ Active contacts

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Time Remaining : 00:50:14

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

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Time Remaining : 00:49:49

57 of 65. 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. ☐ Account relationships are visible from Person Account records.
- B. ☐ A Person Account can be either a parent or child in the Account Hierarchy.
- C. ☒ Accounts can be organized into different divisions based on specific criteria.
- D. ☒ Account Hierarchy displays only the Accounts users have Read permission to view.

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Time Remaining : 00:49:26

58 of 65. 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. ☐ Marketing Cloud Journeys
- B. ☒ Einstein Activity Capture
- C. ☐ Email to Lead
- D. ☐ Gmail Integration

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Time Remaining : 00:45:02

- 59 of 65. 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. ☐ Use Apex managed sharing to grant record access to users in the Complaints Specialist public group and restrict manager visibility.
- B. ☒ Uncheck the Grant Access Using Hierarchies checkbox in Sharing Settings for the Complaints object.
- C. ☒ Create a criteria-based sharing rule that grants Read/Write access to the Complaints Specialist public group.
- D. ☐ Set the Complaint object's default visibility to allow only the users in the Complaints Specialist public group to access the records.

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Time Remaining : 00:44:34

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

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Time Remaining : 00:43:23

61 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. ☐ 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.

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Time Remaining : 00:42:57

62 of 65. 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. ☒ Einstein Activity Capture Standard
- B. ☐ Email to Salesforce
- C. ☐ Sales Cloud Console
- D. ☐ Sales Cloud Einstein

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Time Remaining : 00:42:39

63 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. ☐ Create a Process Builder to create an Order for each installment payment.
- B. ☐ Add a custom field to the Quotes object to capture the number of installments.
- 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.

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Time Remaining : 00:41:55

65 of 65. 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. ☐ Use a junction object to represent the previous companies.
- B. ☐ Use Account Teams associated with the previous companies.
- C. ☒ Implement the Contacts to Multiple Accounts feature.
- D. ☐ Implement Person Accounts to represent the relationship.

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Time Remaining : 00:35:36

24 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. ☒ Lead Score Distribution
- B. ☒ Conversion Rate by Lead Score
- C. ☐ Lead Scores by Created Date
- D. ☒ Average Lead Score by Lead Source
- E. ☐ Conversion Rate by Lead Source

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Time Remaining : 00:35:10

18 of 65. 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. ☐ Create a role-based sharing rule to share all Accounts with the sales operations and renewals roles.
- C. ☒ Build renewals and sales operations Account team member roles and ask sales to allocate Account team members to the appropriate users.
- D. ☐ Add renewals and sales operations team members to a sales user's default Opportunity team.

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**Salesforce Certified Sales Cloud Consultant****Time Remaining : 00:34:02**

- 23 of 65.** 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 a custom field named External ID and map this to the Salesforce record ID value.
- B. ☐ Use the standard External ID field and map this to the Salesforce record ID value.
- C. ☐ Use the standard External ID field and map this to the source record ID value.
- D. ☒ Use a custom External ID field and map this to the source record ID value.

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**Salesforce Certified Sales Cloud Consultant****Time Remaining : 00:30:31**

- 51 of 65.** 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. ☐ Have reps use the Kanban view to move opportunities between stages.
- B. ☒ Use in-line editing to update the forecast amount for records.
- C. ☐ Only review non-committed opportunities during the meetings.
- D. ☐ Modify many opportunities at one time in a list view.

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:29:29

- 1 of 65.** 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. ☒ Run the updated assignment rules in Planning State and view the accounts on the territory detail page.
- B. ☐ Use Data Loader to export the accounts and make updates in Google Sheets.
- C. ☐ Use Tableau to geocode account addresses and display on a territory map.
- D. ☐ Install the Territory Management Reporting Pack from the AppExchange.

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Time Remaining : 00:29:16

2 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 Mobile SDK.
- D. ☒ Enable caching and Offline Edit.

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Time Remaining : 00:29:09**3 of 65.** What are two capabilities of Data Loader?

Choose 2 answers

- A. ☐ Prevents importing duplicate records
- B. ☐ Extracts organization and configuration metadata
- C. ☒ Runs one-time or scheduled data loads
- D. ☒ Exports field history data

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Time Remaining : 00:29:03

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

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*Version: 18.0.0***Salesforce Certified Sales Cloud Consultant****Time Remaining : 00:28:51**

5 of 65. 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. ☒ Assign a role for each manager in the user role hierarchy.
- B. ☐ Include the Forecast Manager field on the Opportunity page layout.
- C. ☒ Assign a forecast-enabled forecast manager to each territory.
- D. ☐ Include the Forecast Manager field on the Territory page layout.

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**Salesforce Certified Sales Cloud Consultant****Time Remaining : 00:27:35**

43 of 65. 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. ☒ Review the Setup Audit Trail.
- B. ☐ Run the Salesforce Optimizer.
- C. ☐ Create a report for the Login History object.
- D. ☐ Open the Lightning Usage App.

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:26:30

- 21 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. ☐ 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.
- B. ☐ Install the Chat (Live Agent) Dashboard package from the AppExchange. Add a chart to the dashboard to show the number of agent chats associated to new leads compared to the total number of agent chats for the period.
- C. ☐ Ask the marketing department to provide the program with Google Analytics data for the commercial containers web pages.
- D. ☒ Create a lead report that identifies the number of new leads with the lead source "Chat".

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:24:31

- 39 of 65.** 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. ☒ Enable Default Account Teams for each product line.
- B. ☒ Enable Default Opportunity Teams for the Opportunity.
- C. ☐ Manually assign a product-specific role to each product engineer.
- D. ☐ Create criteria-based opportunity sharing rules for each product line.

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Time Remaining : 00:23:53

- 40 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 flow
- B. ☒ A required field
- C. ☐ An assignment rule
- D. ☒ A validation rule

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**Salesforce Certified Sales Cloud Consultant****Time Remaining : 00:22:27**

- 54 of 65.** The sales manager at Cloud Kicks has asked a consultant to create a report to track when opportunities reach a certain stage with an amount equal to \$100,000. The consultant saves the report to the Big Deals folder, which is a subfolder of the Sales Team folder. The Sales Manager 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: Set Running User permission
- B. ☐ Subscribe to Reports: Add Recipients permission
- C. ☐ Subscribe to Reports: Run Reports permission
- D. ☐ Subscribe to Reports permission

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**Salesforce Certified Sales Cloud Consultant****Time Remaining : 00:22:17**

- 54 of 65.** The sales manager at Cloud Kicks has asked a consultant to create a report to track when opportunities reach a certain stage with an amount equal to \$100,000. The consultant saves the report to the Big Deals folder, which is a subfolder of the Sales Team folder. The Sales Manager 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: Set Running User permission
- B. ☐ Subscribe to Reports: Add Recipients permission
- C. ☐ Subscribe to Reports: Run Reports permission
- D. ☐ Subscribe to Reports permission

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Time Remaining : 01:01:03

- 1 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. ☒ Enhanced Folder Sharing
- B. ☐ Dashboard Filters
- C. ☐ Custom report types
- D. ☐ Private folders

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Time Remaining : 01:00:57

3 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. ☒ Administer a survey.
- B. ☒ Observe end users.
- C. ☒ Establish performance benchmarks.
- D. ☐ Host a focus group.
- E. ☐ Schedule training.

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Time Remaining : 01:00:55

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

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Time Remaining : 01:00:52

5 of 65. Universal Containers is growing its international business. Domestic account executives believe that the standard price book has become difficult to use because there are too many records reflecting different currencies and country-specific product variations.

What should the consultant recommend to improve usability for account executives?

- A. ☐ Create product families to enable users to filter by continent and country.
- B. ☐ Use separate product catalogs for domestic and international customers.
- C. ☐ Update the product naming conventions to include the currency in the product name.
- D. ☒ Use custom price books for domestic and international customers.

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Time Remaining : 01:00:50

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

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Time Remaining : 01:00:48

7 of 65. During a Discovery session at Cloud Kicks, a topic is highlighted that is outside the statement of work (SOW).

How should the consultant proceed?

- A. ☐ Revise the timeline for the new items.
- B. ☐ Continue work because it is covered by the warranty.
- C. ☐ Conduct another Discovery session.
- D. ☒ Define and submit a change order for the new items.

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Time Remaining : 01:00:46

- 8 of 65. The sales manager at Cloud Kicks has proposed that the consultant hold one large Discovery meeting with 250 employees who use Salesforce currently to gain information to improve adoption.

What are the three efficient approaches the consultant could recommend to the sales manager?

Choose 3 answers

- A. ☐ Ask all employees to email their ideas and feedback to the consultant.
- B. ☒ Send a survey to all employees asking for a list of desired changes.
- C. ☐ Meet with a large group of employees to listen to their feedback.
- D. ☒ Ask management to select which employees should participate in sessions.
- E. ☒ Arrange multiple sessions with small groups of employees.

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Time Remaining : 01:00:44

9 of 65. The Cloud Kicks IT team has noticed that there are many duplicate Person Accounts. The team can often easily identify duplicates and wants to merge them.

What should the consultant explain to the team about Person Account merges?

- A. ☐ Person Accounts can be merged with contact records.
- B. ☐ Person Accounts with a redundant relationship can be merged using matching rules.
- C. ☒ Person Accounts can be merged with other Person Accounts.
- D. ☐ Person Accounts can be merged with any type of Account.

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Time Remaining : 01:00:42

10 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. ☐ Forecast Accuracy
- B. ☐ Close Rate
- C. ☒ Activity Tracking
- D. ☐ Renewal Rate

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Time Remaining : 01:00:40

11 of 65. Multiple sales reps work together to close opportunities at Cloud Kicks. Management needs to know how much credit each sales rep receives on opportunities they close to maintain accurate quota reports.

Which solution should a consultant recommend to meet the requirement?

- A. ☐ Create custom fields on the Opportunity object for sales reps to enter a credit percentage.
- B. ☐ Set the organization-wide sharing default for the Opportunity object to Private.
- C. ☐ Enable Opportunity Team Selling and create a report grouped by Opportunity team member.
- D. ☒ Enable Opportunity Splits and add the Opportunity Splits related list to Opportunity page layouts.

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Time Remaining : 01:00:38

12 of 65. 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. ☐ Run the Salesforce Optimizer.
- B. ☐ Review the Setup Audit Trail.
- C. ☒ Open the Lightning Usage App.
- D. ☐ Create a report for the Login History object.

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Time Remaining : 01:00:36

13 of 65. The Asia Pacific and Japanese sales teams from Cloud Kicks have requested separate report folders for each region. The VP of sales needs access to both report folders in one place to find reports for all of the regions, and wants to retain visibility of the reports in each folder.

What should the consultant recommend to meet the requirement?

- A. ☐ Create all new regional folders and move the reports to the respective region folder with subscribe access.
- B. ☐ Create grouped folders, keeping the top region folder sharing settings and limiting the sharing settings for the grouped folders.
- C. ☒ Create subfolders and give access to the root folder, keeping the top region folder sharing settings.
- D. ☐ Create all new regional folders and move the reports to the respective region folder with viewer access.

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Time Remaining : 01:00:34

14 of 65. Sales managers at Cloud Kicks need to visualize all open opportunities based on the location of the related Account.

Which solution should a consultant recommend?

- A. ☐ Using Tableau CRM, import a data lens with the State and City for all opportunities.
- B. ☒ Using Salesforce Maps, configure a Data Layer showing open opportunities.
- C. ☐ Create a dashboard that uses a report grouping opportunities by Account.
- D. ☐ Enable Location Services and add the Account Address field to the Opportunity page layout.

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Time Remaining : 01:00:31

15 of 65. Cloud Kicks uses an external enterprise resource planning (ERP) application to process its orders. This ERP application needs to receive data about opportunities when the opportunity closes.

Which two solutions should the consultant recommend?

Choose 2 answers

- A. ☐ Single sign-on
- B. ☒ REST callout
- C. ☒ Outbound Message with Workflow Rules
- D. ☐ Connected app

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Time Remaining : 01:00:30

16 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. ☐ Custom Picklist
- B. ☐ Parent Campaigns
- C. ☐ Campaign Hierarchies
- D. ☒ Record Types

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Time Remaining : 01:00:29

17 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. ☐ Lightning for Gmail/Outlook
- B. ☐ An Apex trigger
- C. ☐ My Email to Salesforce
- D. ☒ Einstein Activity Capture

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Time Remaining : 01:00:27

18 of 65. Cloud Kicks just deployed Sales Cloud globally and wants to make sure that all of its users are using Salesforce.

How should the consultant determine if sales reps from all regions are using Salesforce?

- A. ☐ Assign all users to a region, build a report using user login history, and filter on region.
- B. ☐ Create an Opportunity report per region, filtering by User.
- C. ☐ Ask each regional sales manager to run the standard User Adoption report.
- D. ☒ Install Salesforce Adoption Dashboards from the AppExchange and use the region chart.

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Time Remaining : 01:00:25

19 of 65. Universal Containers is working to expand its residential business in the U.S. Sales reps are being asked to canvas neighborhoods in their areas, leveraging new door-to-door campaign materials to secure new customers. Internal studies have shown the most valuable residential customers typically have a household income range between \$50,000 and \$70,000.

Which solution should the consultant recommend to help sales reps determine the best neighborhoods to canvas?

- A. ☐ API integration with Salesforce Maps to plot existing customers on territory maps
- B. ☐ Salesforce Maps with ESRI integration to display high density neighborhoods
- C. ☒ Salesforce Maps using the Demographic Context data source to display income ranges for regions within their territories
- D. ☐ A Salesforce Maps component plotting non-customers in residential neighborhoods

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Time Remaining : 01:00:23

20 of 65. Cloud Kicks' (CK) high-value opportunities are delayed in the approval process because sales managers' approval requests go unnoticed for various reasons. CK wants to streamline the approval process and give sales managers more ways to approve opportunities in a timely manner.

Which two strategies should the consultant recommend to improve the approval process?

Choose 2 answers

- A. ☒ Enable approvals by email for the approval process for high-value opportunities.
- B. ☒ Allow managers to approve or reject requests via the Approval Requests tab.
- C. ☐ Create a dashboard of pending approvals and add it to the Chatter feed.
- D. ☐ Build an automation to approve high-value opportunities.

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Time Remaining : 01:00:20

21 of 65. 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. ☐ New contacts
- D. ☐ All contacts

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Time Remaining : 01:00:18

22 of 65. The sales director at Cloud Kicks wants to enable Person Accounts in its org. The sales director asked a consultant to evaluate the solution and present it to the sales team.

What should the consultant consider when evaluating Person Accounts?

- A. ☐ Person Account records only count toward Account storage.
- B. ☐ Enabling Person Accounts requires a Public Read/Write sharing model.
- C. ☐ The Person Account object must have at least two record types.
- D. ☒ Enabling the Person Accounts feature is irreversible.

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Time Remaining : 01:00:16

- 23 of 65. Cloud Kicks wants to set up Contacts and Accounts, where Contacts can be associated to multiple Accounts. Additionally, Cloud Kicks wants the ability to identify where activities are happening at the Account level.

Which two configurations will allow this setup?

Choose 2 answers

- A. ☒ Enable a roll-up to a Contact's primary Account relationship.
- B. ☒ Add relevant fields for Account Contact Relationship to the page layouts.
- C. ☐ Allow users to relate a Contact to multiple Accounts in Account settings.
- D. ☐ Set up Lookup fields on the Account for each tier of Contact association.

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Time Remaining : 01:00:14

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

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Time Remaining : 01:00:12

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

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Time Remaining : 01:00:06

27 of 65. Cloud Kicks wants sales reps to share key documents directly with customers without setting up an Experience Cloud site.

Which Salesforce feature satisfies this requirement?

- A. ☐ Email templates
- B. ☐ Report Subscriptions
- C. ☐ Chatter links
- D. ☒ CRM Content

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28 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. ☒ Create Opportunity record types for each product line.
- C. ☒ Implement sales processes that map to each Opportunity record type.
- D. ☐ Define Opportunity Teams for each product line.

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Time Remaining : 01:00:02

29 of 65. Cloud Kicks (CK) is migrating Account and Contact information from a legacy CRM system into Salesforce using Data Loader. Accounts in the legacy system have a unique ID field that is used to relate Contacts to Accounts in the legacy system. CK wants to automatically match these Contacts to the relevant Accounts when loading the Contacts into Salesforce.

What should a consultant recommend to meet the requirement?

- A. ☐ Create Master-Detail on Contact.
- B. ☐ Create Master-Detail on Account.
- C. ☐ Create External ID on Contact.
- D. ☒ Create External ID on Account.

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Time Remaining : 00:59:59

30 of 65. After completing a successful Sales Cloud rollout to a new business unit at Universal Containers, sales forecasting within Salesforce is inaccurate. Upon closer inspection, some opportunities appear in the incorrect forecast category.

How should a consultant troubleshoot this issue efficiently?

- A. ☒ Verify the Stage to Forecast Category Mappings on the Opportunity object.
- B. ☐ Create a report to determine the number of opportunities in each forecast category.
- C. ☐ Write a conditional validation rule on the Forecast Category field.
- D. ☐ Make the Forecast Category a required field on relevant Opportunity page layouts.

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31 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. ☐ Build a custom Opportunity lookup field to Contracts with an Account dependency filter and make it editable.
- B. ☐ Add the Contracts related list to each of the Opportunity page layouts used in the sales record types.
- C. ☐ Create an object-specific action to create a Contract record from the Opportunity page layouts used by sales.
- D. ☒ Use the Related List - Single component to display the Account's Contracts on the Opportunity Lightning page.

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Time Remaining : 00:59:56

32 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. ☐ Data Loader
- B. ☒ Partner tool
- C. ☐ Data Import Wizard
- D. ☐ Batch Apex

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Time Remaining : 00:59:54

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

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34 of 65. Cloud Kicks has 12 stages in its sales process. The probability of winning the sale must be indicated. The sales manager uses sales stages and probability for forecasting. The sales manager wants a condensed summary of the forecasts without affecting the sales team.

Which approach should a consultant recommend to streamline forecast reporting?

- A. ☒ Align forecast categories to multiple opportunity stages and report on forecast category.
- B. ☐ Reduce the number of opportunity stages and report on probability.
- C. ☐ Align opportunity stages with probability and use collaborative forecasts for reporting.
- D. ☐ Reduce the number of opportunity stages and report on forecast category.

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Time Remaining : 00:59:50

35 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 Quote Conversion Rate
- D. ☒ Lead to Opportunity Conversion Rate

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Time Remaining : 00:59:48

36 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. ☒ Activities logged
- B. ☐ License assignments
- C. ☒ Data quality score
- D. ☐ Login lockouts

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Time Remaining : 00:59:43

38 of 65. During the last requirements meeting, Cloud Kicks team members said they will be taking the next week off to attend a conference.

What should a consultant do in response to this news?

- A. ☐ Ask the client to sign off on requirements and start the build.
- B. ☐ Update the solution design while the team is out of the office.
- C. ☒ Update the project plan and communicate it to stakeholders.
- D. ☐ Set up two requirements workshops for the following week.

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Time Remaining : 00:59:41

39 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.

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Time Remaining : 00:59:39

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

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Time Remaining : 00:59:36

41 of 65. Sales management at Cloud Kicks wants to track the following information:

- Open opportunities in the current quarter by sales rep
- Accounts that are current customers
- Open cases in the last quarter for open opportunities

What should a consultant recommend to meet these requirements?

- A. ☐ Create a dynamic dashboard.
- B. ☐ Create a reporting snapshot.
- C. ☒ Create a joined report.
- D. ☐ Create a summary report with cross filters.

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Time Remaining : 00:59:34

41 of 65. Sales management at Cloud Kicks wants to track the following information:

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- Accounts that are current customers
- Open cases in the last quarter for open opportunities

What should a consultant recommend to meet these requirements?

- A. ☐ Create a dynamic dashboard.
- B. ☐ Create a reporting snapshot.
- C. ☒ Create a joined report.
- D. ☐ Create a summary report with cross filters.

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Time Remaining : 00:59:33

42 of 65. Cloud Kicks (CK) uses a sales model where pre-defined groups of reps work collaboratively on Accounts. Each group is also responsible for specific Accounts. CK has organization-wide default access set to Public Read/Write for Accounts. CK discovered this caused issues with data quality where reps edited Accounts outside their scope of responsibility. CK wants to allow reps to view any Account, but restrict editing to only reps who are responsible for those specific Accounts.

Which two steps should a consultant recommend to allow reps to continue to collaborate while eliminating incorrect edits?

Choose 2 answers

- A. ☒ Change Account organization-wide defaults to Public/Read-Only.
- B. ☐ Change Account organization-wide defaults to Private.
- C. ☐ Create an Account sharing rule to grant Read/Write access to all Accounts.
- D. ☒ Enable Account Teams to allow owners to grant Read/Write access.

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Time Remaining : 00:59:30

43 of 65. Universal Containers (UC) has acquired another company that uses Salesforce and is migrating its legacy data, email alerts, and approval processes.

Which two steps should the consultant perform to maintain data integrity?

Choose 2 answers

- A. ☒ Insert users, and then migrate email alerts and approval processes into UC's Salesforce org.
- B. ☒ Enable the Create Audit Fields permission to insert historically accurate records.
- C. ☐ Use the Salesforce Approval Process clone feature to migrate approval processes.
- D. ☐ Merge the legacy Salesforce org into UC's Salesforce org and migrate the approval processes.

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Time Remaining : 00:59:28

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

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Time Remaining : 00:59:27

45 of 65. Universal Containers is analyzing data to identify gaps, and wants to know which Accounts with open Opportunities are missing Contacts.

Which feature should a consultant recommend to build this report?

- A. ☐ Custom report type
- B. ☐ Custom filter
- C. ☐ Joined report
- D. ☒ Cross filter

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Time Remaining : 00:59:25

46 of 65. A consultant has successfully deployed Sales Cloud at Cloud Kicks.

What is the final step in completing an engagement?

- A. ☐ Deploy solution
- B. ☐ Perform testing
- C. ☒ Measure adoption
- D. ☐ Hand over documentation

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Time Remaining : 00:59:23

47 of 65. A Cloud Kicks sales team based in the U.S. wants to grow market share in Australia. The company has multi-currency enabled and has added the Australian Dollar as an available currency.

How should the consultant allow the sales team to report on Australian deal values in U.S. Dollars (USD)?

- A. ☒ Enable parenthetical currency conversion.
- B. ☐ Use USD for Australian Opportunity currencies.
- C. ☐ Set each sales user's default currency to the Australian Dollar.
- D. ☐ Create a formula field to perform a currency calculation.

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Time Remaining : 00:59:19

48 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. ☐ Finance team
- C. ☐ Executives
- D. ☒ Sales operations

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Time Remaining : 00:59:17

49 of 65. The VP of sales at Cloud Kicks wants the sales team to use the Salesforce mobile app to complete their tasks. The sales team needs to create and edit leads, contacts, and opportunities with ease.

Which two features should the consultant recommend for the sales team to use?

Choose 2 answers

- A. ☐ Einstein Activity Capture
- B. ☒ Mobile Smart Actions
- C. ☒ Quick Actions
- D. ☐ Lightning Mobile Component

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Time Remaining : 00:59:15

50 of 65. Cloud Kicks (CK) has an external enterprise resource planning (ERP) system that stores product order information. CK wants to view those orders as a related list on the account record in real time.

Which best practice should the consultant recommend?

- A. ☒ Implement Salesforce Connect and an external object to get real-time product order information, and add the external object as a related list on the Account.
- B. ☐ Create external object product order information in Salesforce, run a nightly batch to get details from ERP, and add the external object as a related list on the Account.
- C. ☐ Create a Lightning component, and get the real-time product order information from ERP using REST integration.
- D. ☐ Implement Salesforce-to-Salesforce to get real-time product order information, and add it as a related list on the Account.

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Time Remaining : 00:59:12

51 of 65. Universal Containers wants to minimize the need for sales reps to manually create meetings and events that are stored on their calendars.

Which two Einstein Activity Capture (EAC) capabilities should the consultant consider?

Choose 2 answers

- A. ☐ EAC events are unable to be synched with contacts and leads.
- B. ☐ EAC adds events to the activity timeline for custom objects.
- C. ☒ EAC is a two-way sync for events and contacts.
- D. ☒ EAC supports emails, events, and contacts.

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52 of 65. Access to opportunities at Cloud Kicks should be restricted. Sales users should only have access to two categories of opportunities: opportunities they own, and opportunities that are tied to accounts they own.

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

Choose 2 answers

- A. ☒ Set opportunity access on the role to View All opportunities associated with their accounts.
- B. ☐ Set Territory Management to grant Read access to opportunities owned by others.
- C. ☒ Set organization-wide defaults for opportunities to Private.
- D. ☐ Set organization-wide defaults for opportunities to Public Read-Only.

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Time Remaining : 00:59:08

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

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Time Remaining : 00:59:06

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

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Time Remaining : 00:59:01

55 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. ☒ Activate the products.
- B. ☐ Share the products with sales reps.
- C. ☐ Add the products to a product family.
- D. ☒ Add the products to the price book.

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Time Remaining : 00:59:00

56 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. ☒ The organization-wide defaults for opportunities are set to Private.
- E. ☐ Sharing Rules for opportunities are set to Manager Groups.

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Time Remaining : 00:58:59

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

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Time Remaining : 00:58:56

58 of 65. Cloud Kicks (CK) sells Formal and Athletic footwear lines. CK is using Product Families on Products to associate each product to its corresponding line. CK currently forecasts an Expected Revenue amount that combines all products together.

A consultant is assessing how CK can divide its forecasts by footwear line.

Which solution should the consultant recommend to improve CK's forecasts?

- A. ☐ Configure a new Forecast Type on Opportunity grouped by Product Family.
- B. ☒ Configure a new Forecast Type on Opportunity Product grouped by Product Family.
- C. ☐ Use Flow to populate custom Formal and Athletic currency totals, then forecast by these fields.
- D. ☐ Make separate stages and sales processes for each Product Family.

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Time Remaining : 00:58:54

59 of 65. Universal Containers has hired a new employee for the Global Sales Leadership team. The employee is interested in fostering friendly competition between account executives, with emphasis on reinforcing activities that drive sales. Historically, for every four prospect meetings held, one sale was generated.

Which action would help support the sales teams?

- A. ☐ Show a leaderboard on the regional sales dashboards highlighting account executives who have held the most prospect meetings.
- B. ☐ Create subscription reports to send daily prospect meetings planned to the Assigned user for those events.
- C. ☒ Show a leaderboard on the regional sales dashboards highlighting the account executives who have created the most opportunities.
- D. ☐ Create a dashboard that displays the most sales closed by region using charts to show sales in green and lost opportunities in red.

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Time Remaining : 00:58:52

60 of 65. The Cloud Kicks admin is planning to deploy new functionality as part of its quarterly update process. The consultant has recommended completing the update outside of business hours to avoid impacting users.

Where should the consultant direct the admin to check for scheduled system maintenance?

- A. ☐ Company Profile
- B. ☒ Salesforce Trust
- C. ☐ Trailblazer Community
- D. ☐ Trailhead

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Time Remaining : 00:58:51

- 61 of 65.** Universal Containers is realigning sales territories and needs to update ownership across its 400,000 accounts. The organization-wide default for Accounts is Private.

Which two factors should the consultant consider when updating the sales territories and Account owners?

Choose 2 answers

- A. ☐ The organization-wide default should be set to Public before the update can be performed.
- B. ☒ The team can defer sharing calculations to decrease the risk of lock errors during the data update.
- C. ☒ The data update will cause sharing recalculations and should be completed during off-peak hours.
- D. ☐ The Salesforce Platform can update up to 200 accounts at a time.

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Time Remaining : 00:58:48

62 of 65. A couple of users at Cloud Kicks (CK) own more than 10,000 records. The CK admin has noticed that making changes to the sharing model is taking increasingly more time.

What are two solutions the consultant should implement to resolve the issue?

Choose 2 answers

- A. ☐ Mass transfer the records to another role in the role hierarchy.
- B. ☒ Move the users to the top of the role hierarchy.
- C. ☐ Move the users to the bottom of the role hierarchy.
- D. ☒ Remove the users from the role hierarchy.

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Time Remaining : 00:58:46

63 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. ☐ Scheduled Apex
- B. ☒ Data Loader
- C. ☒ Data Import Wizard
- D. ☐ DataLoader.io

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Time Remaining : 00:58:42

65 of 65. Users at Cloud Kicks (CK) say the global search is returning too many results when searching for contacts. CK's admin confirmed that users have the correct permissions and record access to the contacts they want to see.

What should a consultant recommend to yield better search results?

- A. ☐ Use quotation marks operator around contact's first and last name.
- B. ☐ Add LIKE keyword next to contact's full name in the search window.
- C. ☒ Add company name next to contact's full name in the search window.
- D. ☐ Use parentheses operator to limit search to the Contacts object.

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 GLOBAL TESTING SOLUTIONS**Salesforce Certified Sales Cloud Consultant****Time Remaining : 00:56:26**

37 of 65. Cloud Kicks wants to improve its return on investment (ROI) by creating intelligent processes built on trusted, targeted data.

What are two justifications for using third-party data enrichment tools?

Choose 2 answers

- A. ☒ To survey customers to update their data
- B. ☐ To enhance prospect data signaling intent to purchase
- C. ☒ To create customer segments with personas and scoring
- D. ☐ To find new prospects who match the selling segment

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Time Remaining : 00:56:00

- 2 of 65. The admin at Universal Containers is attempting to retire a Product, but they are receiving an error because the Product is associated to an Opportunity.

What should the consultant recommend to resolve the issue most efficiently?

- A. ☐ Remove the related Product from all Opportunities and Quotes.
- B. ☐ Create a Flow to automatically delete the Product from the Price Book.
- C. ☒ Archive the Product or Price Book and each related Price Book entry.
- D. ☐ Edit the Product record and uncheck the Active field.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:55:24**

26 of 65. Cloud Kicks (CK) needs to determine the effectiveness of a recent marketing campaign on new leads' quality. CK is using Einstein Lead Scoring.

Which solution should the consultant recommend?

- A. ☐ Add the Lead Score component to the Lead Detail page.
- B. ☐ Specify a default score of the leads added to the Campaign.
- C. ☒ Create a custom score field to capture the marketing Campaign's quality.
- D. ☐ Create a custom object to track the Lead Score and relate it to the Lead.

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 GLOBAL TESTING SOLUTIONS**Salesforce Certified Sales Cloud Consultant****Time Remaining : 00:54:57**

64 of 65. The Cloud Kicks marketing team wants to view and report in Lightning on any opportunities created as a result of a Campaign.

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

Choose 2 answers

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

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Salesforce Certified Sales Cloud Consultant**Time Taken:** 50 minutes of 105 minutes total**Result:** Pass

Topic	Percentage Correct
Sales Practices	85%
Implementation Strategies	50%
Application of Product Knowledge	90%
Lead Management	75%
Account and Contact Management	100%
Opportunity Management	100%
Sales Productivity & Integration	100%
Consulting Practices	100%
Sales Metrics, Reports & Dashboards	100%
Data Management	100%

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