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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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< Back

Next >

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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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< Back

Next >

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Version: 18.0.0



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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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< Back

Next >

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Version: 18.0.0



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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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< Back

Next >

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Test Aids



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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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< Back

Next >

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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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< Back

Next >

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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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< Back

Next >

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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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< Back

Next >

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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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< Back

Next >

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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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< Back

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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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< Back

Next >

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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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< Back

Next >

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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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< Back

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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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< Back

Next >

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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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< Back

Next >

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Time Remaining : 00:18:47

- 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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< Back

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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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< Back

Next >

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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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< Back

Next >

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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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< Back

Next >

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Version: 18.0.0



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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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< Back

Next >

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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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[< Back](#)[Next >](#)[Review All](#)[Submit Exam](#)

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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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< Back

Next >

Review All

Submit Exam

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Test Aids



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*Version: 18.0.0*

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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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< Back

Next >

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Submit Exam

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Test Aids



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Version: 18.0.0



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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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< Back

Next >

Review All

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Test Aids



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Version: 18.0.0



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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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< Back

Next >

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Test Aids



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Version: 18.0.0



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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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< Back

Next >

Review All

Submit Exam

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Test Aids



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Version: 18.0.0



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Time Remaining : 00:18:05

- 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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< Back

Next >

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*Version: 18.0.0*

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Time Remaining : 00:18:00

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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< Back

Next >

Review All

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Time Remaining : 00:17:57

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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< Back

Next >

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Test Aids



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*Version: 18.0.0*

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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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< Back

Next >

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Version: 18.0.0



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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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< Back

Next >

Review All

Submit Exam

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Single Book



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*Version: 18.0.0*

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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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< Back

Next >

Review All

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*Version: 18.0.0*

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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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< Back

Next >

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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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< Back

Next >

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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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< Back

Next >

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Submit Exam

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Multiple Books



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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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< Back

Next >

Review All

Submit Exam

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Test Aids



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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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< Back

Next >

Review All

Submit Exam

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Test Aids



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Multiple Books



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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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< Back

Next >

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Submit Exam

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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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[< Back](#)[Next >](#)[Review All](#)[Submit Exam](#)

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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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< Back

Next >

Review All

Submit Exam

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Test Aids



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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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< Back

Next >

Review All

Submit Exam

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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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< Back

Next >

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Test Aids



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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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< Back

Next >

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Submit Exam

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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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< Back

Next >

Review All

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Test Aids



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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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< Back

Next >

Review All

Submit Exam

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Test Aids



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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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< Back

Next >

Review All

Submit Exam

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Test Aids



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Multiple Books



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- 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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< Back

Next >

Review All

Submit Exam

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Test Aids



Single Book



Multiple Books



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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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< Back

Next >

Review All

Submit Exam

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Test Aids



Single Book



Multiple Books



Calculator



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Written
Materials

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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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< Back

Next >

Review All

Submit Exam

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Test Aids



Single Book



Multiple Books



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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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< Back

Next >

Review All

Submit Exam

Activate Windows
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Test Aids



Single Book



Multiple Books



Calculator



Pencil & Paper

Written
Materials

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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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< Back

Next >

Review All

Submit Exam

Test Aids



Single Book



Multiple Books



Calculator



Pencil & Paper



Written Materials

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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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< Back

Next >

Review All

Submit Exam

Activate Windows
Go to Settings to activate Windows.

Test Aids



Single Book



Multiple Books



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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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< Back

Next >

Review All

Submit Exam

Activate Windows
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Test Aids



Single Book



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Pencil & Paper

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Version: 18.0.0



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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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< Back

Next >

Review All

Submit Exam

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Single Book



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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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< Back

Next >

Review All

Submit Exam

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Go to Settings to activate Windows.

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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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< Back

Next >

Review All

Submit Exam

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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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< Back

Next >

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Submit Exam

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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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< Back

Next >

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Submit Exam

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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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[< Back](#)[Next >](#)[Review All](#)[Submit Exam](#)

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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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< Back

Next >

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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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< Back

Next >

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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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< Back

Next >

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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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< Back

Next >

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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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< Back

Next >

Review All

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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. CDB	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
29. BD	30. CA	31. B	32. A
33. C	34. A	35. B	36. B
37. CA	38. B	39. C	40. BEA
41. B	42. D	43. BA	44. CB
45. D	46. CA	47. BDE	48. B
49. B	50. D	51. D	52. BCA
53. D	54. B	55. BC	56. A
57. DA	58. B	59. A	60. CD
61. BC	62. D	63. B	64. B
65. B			

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Multiple Books



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Written Materials

Activate Windows
Go to Settings to activate Windows.

**Salesforce Certified Sales Cloud Consultant****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%

Congratulations! You have successfully completed the certification exam to become a Salesforce Certified Sales Cloud Consultant. Welcome to the Salesforce worldwide community of Certified Professionals!

Test Aids



Single Book



Multiple Books



Calculator



Pencil & Paper



Written Materials

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