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Time Remaining : 00:56:48

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

Which two strategies should a consultant recommend?

Choose 2 answers

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:56:42**

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

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Time Remaining : 00:56:36

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

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Time Remaining : 00:56:31

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

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Time Remaining : 00:50:19

- 5 of 65. Cloud Kicks wants its sales operations team to place orders for United States customers in Sales Cloud. The sales ops team needs to calculate sales tax on the orders. Sales tax is a complex calculation based on tax law that may change at any time.

What should the consultant recommend to meet the requirement?

- A. ☐ A screen flow for orders
- B. ☐ A formula field on the Order object
- C. ☒ An app from the AppExchange
- D. ☐ A spreadsheet with formulas

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Time Remaining : 00:56:21

- 6 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. ☒ Share the forecast with any Salesforce user.
- D. ☐ Add territory forecast to the hierarchy.

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Time Remaining : 00:56:16

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

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**Salesforce Certified Sales Cloud Consultant****Time Remaining : 00:55:49**

8 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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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:50:02**

- 9 of 65. Universal Containers (UC) deployed Sales Cloud three months ago to the North American sales teams. One of the reasons UC selected Sales Cloud is its mobile support which provides flexibility for account executives.

How should the consultant assure UC's management that Sales Cloud is being successfully adopted on mobile devices?

- A. ☐ Leverage Visualforce to show the use of mobile devices by users during the last three months.
- B. ☒ Create a custom report type to show the use of mobile devices by users in the last three months.
- C. ☐ Track sales results month-over-month for the last three months to show an increase in the average order size.
- D. ☐ Create a report to show the volume of opportunities created in the last three months compared to a year ago.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:55:32**

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. ☐ Populate the Company field with 'Person.'
- C. ☐ Create an Individual Lead Record Type.
- D. ☐ Enable Contacts to Multiple Accounts.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:55:28**

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

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Time Remaining : 00:55:24

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

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Time Remaining : 00:55:20

13 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. ☐ Territories can inherit assignment rules from other territories higher in the model.
- B. ☒ Access to a territory model is controlled through profiles or permission sets.
- 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 : 00:55:16

14 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 : 00:55:13

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

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Time Remaining : 00:55:10

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

Which three solutions should the consultant consider?

Choose 3 answers

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:55:06**

17 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. ☐ Make the Forecast Category a required field on relevant Opportunity page layouts.
- D. ☐ Write a conditional validation rule on the Forecast Category field.

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Time Remaining : 00:55:02

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:54:58**

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:54:54**

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

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Time Remaining : 00:54:50

21 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 : 00:54:45

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

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Time Remaining : 00:49:40

23 of 65. Northern Trail Outfitters (NTO) wants to share revenue from opportunities with multiple reps. A consultant recommends using opportunity splits.

Which two prerequisites should be considered before splits are enabled?

Choose 2 answers

- A. ☐ Add customized split types before enabling splits.
- B. ☒ Enable opportunity teams and add the opportunity owner as a team member.
- C. ☐ Resolve any inactive currencies prior to enabling splits.
- D. ☒ Transfer opportunities owned by inactive users to active users.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:54:33**

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

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

Choose 2 answers

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:54:29**

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:54:25**

26 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 can be merged with other Person Accounts.
- C. ☐ Person Accounts with a redundant relationship can be merged using matching rules.
- D. ☐ Person Accounts can be merged with any type of Account.

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Time Remaining : 00:54:21

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:54:15**

28 of 65. Up to this point, two sales reps have had separate accounts and opportunities. Sales Rep A wants to include Sales Rep B in a few opportunities on one account.

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

Choose 2 answers

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:54:06**

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:54:02**

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

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- 31 of 65. A large company is about to undertake its initial Sales Cloud implementation. Different people will create features in multiple sandboxes. The consultant has recommended using change sets to move customizations to the full copy sandbox for testing and then move them to production for release.

Which two approaches should the consultant recommend to help migrate the customizations from the full copy sandbox to production?

Choose 2 answers

- A. ☐ Utilize change set tool dependency management.
- B. ☒ Use Salesforce DX with Visual Studio to deploy changes.
- C. ☒ Leverage cloud-based Git version control to deploy changes.
- D. ☐ Track manual changes in a spreadsheet.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:53:49**

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

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Time Remaining : 00:53:44

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

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Time Remaining : 00:53:39

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

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Time Remaining : 00:53:36

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

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Time Remaining : 00:48:50

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

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

Choose 2 answers

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

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Time Remaining : 00:48:31

- 37 of 65. A consultant is implementing a new Sales Cloud instance for Cloud Kicks (CK) that has a public sharing model for Accounts. Different sales reps own local Accounts that create a multi-level Account Hierarchy. CK needs to see the total number of closed won opportunities and the revenue value for all Accounts in the hierarchy when viewing a parent Account.

Which recommendation meets this requirement?

- A. ☒ Use the View Account Hierarchy option and include a custom Roll-Up Summary field with the total value of won Opportunities in the displayed columns.
- B. ☐ Create a Workflow Rule to update the custom field on the parent Account with the total value of won Opportunities from the child Accounts.
- C. ☐ Create a Roll-Up Summary field on the parent Account with the total value of won Opportunities from the child Accounts.
- D. ☐ Configure an after-save Flow to update a custom field on the parent Account with the total value of won Opportunities from the child Accounts.

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Time Remaining : 00:53:17

38 of 65. Cloud Kicks has completed the discovery stage, and leadership has aligned on the project's business goals.

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

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

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**Salesforce Certified Sales Cloud Consultant****Time Remaining : 00:47:55**

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

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

Choose 2 answers

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

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:53:05

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

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Time Remaining : 00:53:01

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

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Time Remaining : 00:52:58

42 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 are private and only the owner and admin can view them.
- C. ☐ Contacts without accounts need to be shared through sharing rules.
- D. ☐ Contacts without accounts need to be manually shared.

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Time Remaining : 00:47:29

43 of 65. Cloud Kicks (CK) is just kicking off its project. The consultant wants to dive deeper into CK's process and pain points.

Which three approaches should a consultant use to learn about and empathize with the customer?

Choose 3 answers

- A. ☐ Embodying
- B. ☐ Shadowing
- C. ☒ Interviewing
- D. ☒ Leading Workshops
- E. ☒ Role Playing

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Time Remaining : 00:52:48

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

What should the consultant recommend to meet the requirement?

- A. ☒ Use Revenue Schedules to capture installment payment plan details for each Product.
- B. ☐ 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. ☐ Create a Flow to create an Order for each installment payment.

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Time Remaining : 00:52:43

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. ☒ Measure adoption.
- C. ☐ Deploy solution.
- D. ☐ Hand over documentation.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:52:39**

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

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Time Remaining : 00:52:30

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

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Time Remaining : 00:52:27

48 of 65. During the last requirements meeting, Cloud Kicks team members said they will be attending a conference the next week.

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. ☐ Set up two requirements workshops for the following week.
- D. ☐ Ask the client to sign off on requirements and start the build.

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Time Remaining : 00:52:21

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:52:17**

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

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

Choose 2 answers

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

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Time Remaining : 00:52:13

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 : 00:52:06**

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

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

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

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Time Remaining : 00:52:01

53 of 65. Universal Containers (UC) wants to improve its sales productivity by updating its email solution. UC wants to automatically log incoming and outgoing emails to related Salesforce records and sync user calendars to Salesforce.

Which tool should a consultant recommend to meet this requirement?

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:51:56**

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

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Time Remaining : 00:51:50

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:47:01**

56 of 65. A consultant is working with Cloud Kicks (CK) on its initial Sales Cloud implementation. CK wants its sales reps to be able to use Sales Cloud to track accounts, contacts, and opportunities before its global conference in 4 months.

What should the consultant recommend to meet the requirement?

- A. ☐ Implement additional features to make the team more productive.
- B. ☐ Reschedule the event to ensure functionality is complete.
- C. ☐ Deploy the Salesforce mobile app to the team prior to the event.
- D. ☒ Set obtainable metrics, goals, and milestones for the deadline.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:51:39**

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

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Time Remaining : 00:51:30

58 of 65. Cloud Kicks requires its sales reps to go through an internal certification process on Sales Enablement before they can add specific groups of Products to Opportunities.

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

Choose 2 answers

- A. ☒ Use a separate price book for the Products requiring the Sales Enablement badge and only share the price book with sales reps who have completed the badge.
- B. ☐ Use a validation rule on Products marked as requiring the Sales Enablement badge to prevent those Products from being added to an Opportunity.
- C. ☐ Use a Flow Builder process on Products marked as requiring the Sales Enablement badge to automatically share the Products with sales reps who have completed the badge.
- D. ☒ Use a validation rule on Opportunity Products to prevent a sales rep from adding Products marked as requiring the Sales Enablement badge if the rep has yet to complete the badge.

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Time Remaining : 00:51:22

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

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**Salesforce Certified Sales Cloud Consultant****Time Remaining : 00:46:32**

- 60 of 65.** Cloud Kicks sales representatives are allowed to negotiate up to a 5% discount for the Shoe of the Month club. Regional sales managers (RSMs) must approve discounts greater than 5%. Regional vice presidents (RVPs) also must approve discounts greater than 10%.

Which two steps should a consultant recommend to satisfy these requirements?

Choose 2 answers

- A. ☐ Use Flow to send an approval Task and email to the RSM and RVP.
- B. ☒ Use Flow to automatically submit approvals over a 5% discount.
- C. ☐ Create two Approval Processes, one with the RSM and one with the RVP.
- D. ☒ Create a two-step Approval Process with the RSM and RVP as approvers.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:51:04**

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

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

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

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Time Remaining : 00:50:59

62 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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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:46:08**

- 63 of 65. Each year, representatives from Universal Containers attend two major industry conferences that generate a large volume of leads. A few months after leads have been converted to opportunities, the team wants to determine the return on investment (ROI) for each industry conference.

Which solution should the consultant recommend?

- A. ☐ Create a Slack channel for each industry conference and mention this channel on all new leads.
- B. ☐ Create the Campaigns related list on the Lead page layout, and associate new leads with a Campaign.
- C. ☒ Create industry events as Campaigns, add leads as Campaign Members, and utilize Customizable Campaign Influence.
- D. ☐ Create a multi-select picklist, and ask representatives to select which conference(s) influenced the lead.

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Time Remaining : 00:50:47

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

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Time Remaining : 00:50:41

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

What should a consultant implement to meet this requirement?

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

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**Salesforce Certified Sales Cloud Consultant****Time Taken:** 59 minutes of 105 minutes total**Result:** Pass

Topic	Percentage Correct
Sales Practices	71%
Implementation Strategies	62%
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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