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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:25:06

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

Which two configurations will allow this setup?

Choose 2 answers

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

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:25:01

- 2 of 65. A consultant for Cloud Kicks is migrating data from an on-premise system to Salesforce. The consultant has imported Account records, and is attempting to import the associated Contacts using Data Loader, but the import has failed records. The error messages all read UNABLE TO LOCK ROW.

What could be causing these records to fail?

- A. ☐ Updates to child records that have the same parent records are being processed simultaneously.
- B. ☐ The consultant has incorrect permissions to import data using Data Loader.
- C. ☐ An Apex Trigger on the Account object is firing on insert and causing the Contact import to fail.
- D. ☒ Contact records should be imported in the same data batch as Account records.

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:24:55

- 3 of 65. Cloud Kicks (CK) is implementing Sales Cloud and expects hundreds of new Accounts will be added into Salesforce on a daily basis. CK has an automated process to assign the Account owners. If no assignment can be made for an Account, it will be assigned to a fictitious owner and a person will manually review and re-assign it at a later date. At any given time, a fictitious owner may have more than 10,000 Account records assigned to it.

Which two solutions should the consultant recommend when CK sets up the new Account process?

Choose 2 answers

- A. ☒ Keep the fictitious owner out of public groups that could be used in sharing rules.
- B. ☒ Add the fictitious owner to a role at the lowest level of the role hierarchy.
- C. ☐ Assign the Modify All Data system permission to the fictitious owner.
- D. ☐ Place the fictitious owner in a separate role at the top of the role hierarchy.

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:24:51

4 of 65. Cloud Kicks wants to utilize Opportunities to report and track subscriptions to its Shoe of the Month club. Subscribers can make a single payment or pay weekly, monthly, or quarterly.

Which solution should the consultant recommend to meet the requirement?

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

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:24:46

5 of 65. Cloud Kicks (CK) wants to migrate a data file containing 8,000 leads from a legacy system into Salesforce. Many of the lead owners have left the company, so CK wants to populate the Lead Owner field for these records using the active assignment rule.

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

Choose 2 answers

- A. ☒ Data Import Wizard
- B. ☐ Dataloader.io
- C. ☒ Data Loader
- D. ☐ Scheduled Apex

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:24:41

- 6 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 daily.
- 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 weekly.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:24:37****7 of 65.** Sales reps at Universal Containers have found that leads they have been pursuing contain outdated and missing information.

What should a consultant recommend to obtain current lead information?

- A. ☐ Use Mass Delete to remove leads with invalid data.
- B. ☐ Create a Web-to-Lead form to capture required data.
- C. ☐ Upload Sales Cloud data on a daily basis for more complete information.
- D. ☒ Use company insights and third-party data services.

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:24:32

8 of 65. A sales rep owns an opportunity and can view the associated account, but is unable to view contacts on that account.

What should the consultant recommend to allow account owners to selectively share an account's contacts with opportunity owners?

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:24:27**

9 of 65. The admin at Universal Containers has been getting complaints from sales reps about duplicate Leads within Salesforce. The admin has already set up a matching rule for Leads.

What should the consultant recommend to resolve the issue?

- A. ☐ Change the criteria for the standard Contact matching rule.
- B. ☒ Confirm the custom matching rule is activated.
- C. ☐ Change the criteria for the standard Lead matching rule.
- D. ☐ Confirm the standard matching rule is inactivated.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:24:21**

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

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:24:16

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

Which best practice should the consultant recommend?

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

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:24:10

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

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:24:06

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

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:23:59

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

Which solution should a consultant recommend?

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

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:23:56

15 of 65. Cloud Kicks is expanding to international markets. Sales reps are unable to find specific products in the international price book.

Which two steps should the consultant take to resolve this issue?

Choose 2 answers

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

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:23:51

16 of 65. Cloud Kicks' sales productivity is on the decline, while its competitors are more successful. The consultant has suggested Einstein Opportunity Insights.

Which three insights can this provide?

Choose 3 answers

- A. ☒ Deal Prediction
- B. ☒ Key Moments
- C. ☐ Follow-up Reminders
- D. ☐ Sentiment Analysis
- E. ☒ Opportunity Representative Score

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:23:45

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

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:23:40

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

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:23:34

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:23:30**

20 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 a two-step Approval Process with the RSM and RVP as approvers.
- D. ☐ Create two Approval Processes, one with the RSM and one with the RVP.

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:23:25

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

What should a consultant recommend to meet the requirement?

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

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:23:21

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

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:23:16

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

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:23:11

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

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:23:07

25 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 test Accounts and Opportunities in Production 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 a new Developer Sandbox, populate it with data, and ask volunteers to test it with use cases.
- D. ☐ Create a new Developer Sandbox and ask volunteers to test it with use cases.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:23:04**

- 26 of 65.** A small company has hired a consultant to plan its Sales Cloud implementation. The company wants to get up and running with Sales Cloud right away. The deadline has yet to be established, and the requirements still need to be defined.

Which project management methodology should a consultant recommend to ensure the implementation is successful?

- A. ☐ Prince2
- B. ☒ Agile
- C. ☐ Waterfall
- D. ☐ Six Sigma

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:23:01

- 27 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 sales reps.

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

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

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:22:56

28 of 65. Cloud Kicks (CK) operates in multiple countries and wants to track historical exchange rates. The consultant at CK has implemented dated exchange rates by using Advanced Currency Management.

How is the converted currency amount calculation on Opportunities determined?

- A. ☐ The close date only when the stage is closed
- B. ☒ The close date regardless of the opportunity stage
- C. ☐ The exchange rate at the time the opportunity is closed
- D. ☐ The current exchange rate regardless of the close date

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:22:52**

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

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:22:44

30 of 65. Universal Containers (UC) has account and contact data it wants to migrate to Salesforce. The data comes from several sources and the data quality is unknown. The consultant wants to assess the entire data set for quality and duplicates prior to loading it to production without impacting UC's current operations. The consultant recommends using a Developer Pro sandbox as an initial step.

Which two Salesforce tools could be used to support this approach?

Choose 2 answers

- A. ☐ Duplicate Jobs
- B. ☒ Import Wizard
- C. ☐ Formulas
- D. ☒ External Ids

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:22:40

31 of 65. Northern Trail Outfitters launched Salesforce for its EMEA subsidiary three months ago and wants to gain insight into usage and data quality.

Which two options should a consultant recommend to meet this requirement?

Choose 2 answers

- A. ☒ Install the Salesforce Adoption Dashboard from the AppExchange.
- B. ☐ Create a custom report of active users by role and set up a weekly report subscription.
- C. ☒ Create a custom report type using Account > Duplicate Record Set to identify potential duplicates.
- D. ☐ Download and analyze the Setup Audit Trail to determine number of new records per day.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:22:35**

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

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

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:22:30**

33 of 65. Cloud Kicks (CK) has recently implemented Sales Cloud. CK wants to be able to forecast the number of shoes it sells to better coordinate with the logistics department to fulfill orders.

Which three options should a consultant recommend CK implement to accomplish this?

Choose 3 answers

- A. ☒ Product Revenue Schedules
- B. ☐ Forecast Types
- C. ☒ Collaborative Forecasts
- D. ☐ Opportunity Quantity
- E. ☒ A custom field

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:22:25

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

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:22:22

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

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:22:18

36 of 65. Cloud Kicks has organization-wide defaults set to Private for Account.

With the rollout of Opportunity Teams, what should a consultant consider?

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

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:22:15

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

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

Choose 2 answers

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

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:22:10

38 of 65. Cloud Kicks uses .pdf documents in Sales Cloud to help the sales team learn about new products.

Which feature should a consultant recommend to store these documents?

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:22:05**

39 of 65. Cloud Kicks manages contacts for lead generation in a marketing application. Following a new Salesforce implementation, inbound leads will be reviewed in the marketing application and then migrated to Salesforce.

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

- A. ☐ New contacts
- B. ☐ All contacts
- C. ☐ Active contacts
- D. ☒ Qualified contacts

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:22:01

40 of 65. The sales director at Cloud Kicks wants to prevent users from viewing each other's Opportunities but wants them to check to see that the Account already exists prior to creating a new Account.

Which organization-wide default should the consultant recommend?

- A. ☐ Set Account and Opportunity to Public Read Only.
- B. ☒ Set Account to Public Read Only and use a criteria-based sharing rule on Opportunity.
- C. ☐ Set Account and Opportunity to Private.
- D. ☐ Set Account to Public Read Only, and Opportunity to Private.

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:21:57

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:21:52**

42 of 65. Cloud Kicks (CK) wants to migrate data from its existing enterprise resource planning (ERP) system to Salesforce. CK wants to organize its data using the unique ID that is a number type in the ERP.

What should the consultant recommend to meet the requirement?

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:21:48**

43 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. ☐ Ensure that all managers have access to the standard Win/Loss report.
- B. ☐ Build a custom Lightning component to show the win ratio based on won Opportunities.
- C. ☒ Build a custom report on Opportunity with custom summary formulas to show win/loss ratio.
- D. ☐ Create a custom formula field on Opportunity to capture the win ratio for Opportunities.

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:21:44

44 of 65. Cloud Kicks wants to send a notification to sales reps when their opportunities remain open past the close date.

Which two solutions should the consultant recommend to meet the requirement?

Choose 2 answers

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

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:21:41

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

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

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:21:36****46 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. ☒ Utilize the Insert Availability feature in Salesforce Inbox.
- B. ☐ Create a site that clients can access to schedule meetings.
- C. ☐ Share the sales reps' Salesforce calendar with clients.
- D. ☐ Ask clients to share their Outlook calendars.

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:21:32

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:21:28**

- 48 of 65.** Pre-defined groups of sales reps work collaboratively on Accounts in the Cloud Kicks (CK) sales model. 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. ☐ Create an Account sharing rule to grant Read/Write access to all Accounts.
- B. ☐ Change Account organization-wide defaults to Private.
- C. ☒ Enable Account Teams to allow owners to grant Read/Write access.
- D. ☒ Change Account organization-wide defaults to Public/Read-Only.

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:21:25

- 49 of 65. Northern Trail Outfitters has created a Complaints custom object related to Accounts. Due to the sensitive nature of these records, the object's visibility has been set to Private. A dedicated subset of support users who will work on these items has been added to a Complaints Specialist public group. Only users within the Complaints Specialist public group should be able to view and edit any Complaint record.

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

Choose 2 answers

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:21:20**

50 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. ☐ Sales Cloud
- B. ☐ Native CTI Connector
- C. ☐ Service Cloud
- D. ☒ Sales Engagement

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:21:16

51 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. ☐ Write a solution design and obtain approval.
- B. ☐ Educate the customer on scope and risk management.
- C. ☐ Validate that the statement of work (SOW) is realistic.
- D. ☒ Revisit the communication plan and set up more frequent check-ins.

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:21:12

52 of 65. Cloud Kicks is implementing Territory Management for its retail sales unit. The sales director is requesting a detailed roll-up forecast for territories.

Which two recommendations should the consultant make?

Choose 2 answers

- A. ☒ Assign a role for each manager in the user role hierarchy.
- B. ☐ Include the Forecast Manager field on the Account page layout.
- C. ☒ Assign a Forecast Manager to each region.
- D. ☐ Ensure the Forecast Manager user is forecast-enabled.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:21:09**

53 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 new order's currency or price book will remain the same if the original order has products.
- D. ☒ A cloned order's start date must fall between the associated contract's start and end dates.

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:21:05

54 of 65. The sales team at Cloud Kicks has roughly 100 members. The sales director has requested that newly created reports be shared with the sales team.

How should the consultant efficiently share these reports?

- A. ☐ Create a Report folder, add members in a specific Queue, and share the Report folder.
- B. ☐ Create a Report folder, add members in a specific Profile, and share the Report folder.
- C. ☒ Create a Report folder, add members in a specific Role, and share the Report folder.
- D. ☐ Create a Report folder, add members to a Private Group, and share the Report folder.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:21:01****55 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. ☐ Add the sales manager to the Forecasting public group.
- B. ☐ Select the correct forecast on the sales manager's user record.
- C. ☐ Configure the date filter on the forecast and assign it to the sales manager.
- D. ☒ Set the sales manager as the Forecast Manager for this territory.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:20:57**

56 of 65. Prospects at Cloud Kicks are exposed to many different marketing activities. In most cases, a combination of several different activities result in a successful sale.

How should the consultant configure Salesforce to track which marketing activities influenced the customer to make a purchase?

- A. ☐ Make the Primary Campaign Source required.
- B. ☒ Create a junction object between Campaign and Opportunity.
- C. ☐ Implement Customizable Campaign Influence.
- D. ☐ Use Surveys to request the information from the customer.

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:20:52

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:20:48**

58 of 65. Sales reps want to review pricing on historical contracts when working on new opportunities at Cloud Kicks. Contracts are created from the Account page. Sales reps need to view all contracts for the Account on the Opportunity record.

What should a consultant implement to meet the requirement?

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

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:20:45

59 of 65. Cloud Kicks has configured Einstein Activity Capture (EAC) for email and is waiting to deploy it. In the meantime, a consultant is preparing training to help end users get up to speed on the product.

Which two points should the consultant include in the training information?

Choose 2 answers

- A. ☐ Users can set their Excluded Addresses list which takes priority over the global Excluded Addresses list.
- B. ☒ Users can share individual emails or make them private.
- C. ☒ Users must connect an email account to Salesforce and agree to terms before they can send emails in Lightning.
- D. ☐ Users can choose to show emails added via EAC in the Related Lists activities view.

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:20:41

60 of 65. A consultant has been tasked with analyzing the way sales reps use Salesforce to work a deal from inception to close, and then presenting this information to management.

What should the consultant utilize to present the information?

- A. ☐ Sales Architecture Map
- B. ☒ Entity Relationship Diagram
- C. ☐ Business Process Map
- D. ☐ System Landscape Diagram

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:20:37

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

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:20:32

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

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:20:28

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

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:20:24

- 64 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. ☒ Overlay splits allocated on an Opportunity can total any percentage.
- D. ☐ Revenue splits allocated on an Opportunity can total any percentage.

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:20:19

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

What should the consultant recommend to meet the requirement?

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

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Salesforce Certified Sales Cloud Consultant

Time Taken: 85 minutes of 105 minutes total

Result: Pass

Topic	Percentage Correct
Sales Practices	71%
Implementation Strategies	75%
Application of Product Knowledge	100%
Lead Management	100%
Account and Contact Management	66%
Opportunity Management	66%
Sales Productivity & Integration	100%
Consulting Practices	100%
Sales Metrics, Reports & Dashboards	100%
Data Management	40%

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