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Salesforce Certified Sales Cloud Consultant**Time Remaining : 01:05:16**

- 1 of 65.** The Cloud Kicks global sales teams are distributed across regions. Sales leadership wants to give access to dashboards based on region. For example, users within the region should have access to regional dashboards, while the leadership team should have access to global dashboards.

What should the consultant recommend to meet this requirement?

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 01:05:12**

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 01:05:06**

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

Which feature should a consultant recommend to build this report?

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 01:04:58**

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 01:04:48**

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

How should the consultant proceed?

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 01:04:42**

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 01:04:37**

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 01:04:33**

8 of 65. The consultant at Cloud Kicks has successfully implemented the Einstein Lead Scoring feature, and now wants to measure its effectiveness and track lead conversion rates.

Which three standard dashboards are available?

Choose 3 answers

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 01:03:40**

9 of 65. Sales reps at Universal Containers (UC) want to know when a customer or prospect Contact opens an email they sent so they can follow up with the Contact shortly afterward.

Which tool should a consultant recommend to meet the requirement?

- A. ☐ Outlook Desktop Integration
- B. ☒ Einstein Activity Capture
- C. ☐ Salesforce Inbox
- D. ☐ High Velocity Sales

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 01:03:33**

10 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 Salesforce Maps, configure a Data Layer showing open opportunities.
- C. ☐ Create a dashboard that uses a report grouping opportunities by Account.
- D. ☐ Using Tableau CRM, import a data lens with the State and City for all opportunities.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 01:03:27**

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 01:00:11**

- 12 of 65.** The consultant at Universal Containers recently enabled forecasts. A sales manager is concerned that all open opportunities appear in the Pipeline forecast category. Opportunities in Perception Analysis and Proposal/Price Quote stages should appear in the Best Case category. Opportunities in the Negotiation/Review stage should appear in the Commit category.

How should the consultant ensure opportunities appear in the correct forecast categories?

- A. ☒ Create a field update with Flow to update the forecast category based on the opportunity stage.
- B. ☐ Update the opportunity stage picklist value labels to match the category to which they should be assigned.
- C. ☐ Edit the probability percentage on opportunity stage picklist values.
- D. ☐ Map opportunity stages to the appropriate forecast categories.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:59:48**

13 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. ☒ Recommend an integration with the marketing platform to Salesforce that generates tasks with lead information.
- B. ☐ Create Salesforce users for the marketing team so they can enter leads directly into Salesforce.
- C. ☐ Create a report of Salesforce leads and compare it with marketing data on a regular basis.
- D. ☐ Recommend an integration with the marketing platform that creates leads in Salesforce.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:59:43**

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:59:39**

15 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 Developer Sandbox, populate it with data, and ask volunteers to test it with use cases.
- B. ☐ Create test Accounts and Opportunities in Production and ask volunteers to test it with use cases.
- C. ☐ Create a new Developer Edition org, 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 : 00:59:34****16 of 65.** Cloud Kicks uses .pdf documents in Sales Cloud to help the sales team learn about new products.

Which feature should a consultant recommend to store these documents?

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

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:59:29

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:59:24**

18 of 65. Cloud Kicks wants to implement team selling to share differing levels of access to Accounts and associated records, such as opportunities, contracts, and cases, based on team member responsibilities.

Which capability should the consultant recommend?

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:55:10**

- 19 of 65.** Cloud Kicks (CK) recently went live with Sales Cloud. Management at CK wants to determine whether Sales Cloud is being used appropriately and whether it is being kept up to date. They want to justify the costs for future implementation phases.

What should a consultant recommend to meet the requirement?

- A. ☐ Screen flows for new business Opportunities
- B. ☒ Set Up Audit Trail for monitoring changes
- C. ☐ Validation Rules for key Opportunity fields
- D. ☐ Data Quality Analysis Dashboards from the AppExchange

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:54:59**

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:54:48**

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:54:42**

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

Which two solutions should the consultant recommend?

Choose 2 answers

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:54:36**

- 23 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 Dynamic Related List for the invoice related list.
- C. ☒ Enable indexing on all visible fields on the invoice related list.
- D. ☐ Convert the Invoice object into a lookup relationship.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:54:30**

- 24 of 65.** Cloud Kicks' (CK) VP of technology wants to start using Salesforce for all of the sales team's automation. CK migrated 70 million records from a legacy database to the data warehouse that will be synced with Salesforce. CK wants to search and cross-reference records with the original source database.

What should a consultant recommend to meet this requirement?

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:54:24**

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:54:19**

26 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 dashboard showing opportunities closed each month
- D. ☐ Opportunity products with formula fields for each month's value

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:54:13**

- 27 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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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:54:07**

28 of 65. Universal Containers (UC) has established Sales Ops teams. As part of the sales process, Tasks are used to track all customer interactions. UC wants any available Sales Ops team member to handle these Tasks as soon as possible.

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

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:54:02****29 of 65.** Cloud Kicks (CK) wants to implement sharing rules.

Which three considerations should the consultant explain to CK?

Choose 3 answers

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:53:54**

30 of 65. Each product engineer at Cloud Kicks supports a specific product line. There are three product lines. Sales reps sell all of the company's product lines. Sales management wants the appropriate product engineer automatically assigned to any new Opportunity for their particular product line with Read-Only rights.

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

Choose 2 answers

- A. ☐ Manually assign each product engineer based on the opportunity product line.
- B. ☐ Create criteria-based opportunity sharing rules for each product line.
- C. ☒ Enable Default Account Teams for each product line.
- D. ☒ Enable Default Opportunity Teams for the opportunity.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:52:34**

31 of 65. Cloud Kicks (CK) plans to implement Advanced Currency Management for its Salesforce implementation. CK has Roll-up Summary fields on the Account and Opportunity.

What should CK consider when enabling Advanced Currency Management in its Salesforce org?

- A. ☐ Opportunity Roll-up Summary fields will update from the Opportunity Line Item object.
- B. ☐ Dated exchange rates are used in Opportunity forecasting or currency fields in other types of reports.
- C. ☐ Account Roll-up Summary fields will update from the Opportunity object.
- D. ☒ Account cross-object formulas always use the dynamic conversion rate for currency conversion.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:52:28**

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

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

33 of 65. A consultant is configuring Einstein Forecasting to help the sales team predict how much they will sell by the end of a forecasting period.

Which two considerations should the consultant keep in mind to ensure that predictions are displayed?

Choose 2 answers

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:52:18**

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:52:13**

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:52:10**

36 of 65. A consultant has conducted discovery sessions with Cloud Kicks stakeholders and is ready to start gathering use cases for Sales Processes.

Which two groups should provide content for the use cases?

Choose 2 answers

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:51:53**

37 of 65. The sales manager at a company has noticed that sales teams are having trouble understanding who should own an Opportunity. Sales teams base their sales Opportunities on assignments to specific ZIP codes.

Which solution should the consultant recommend?

- A. ☐ Sharing Rules
- B. ☐ Sales Cloud Einstein
- C. ☒ Territory Management
- D. ☐ Account Teams

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:51:45**

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

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Time Remaining : 00:51:39

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:51:35**

40 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. ☐ Configure a report snapshot to run daily.
- D. ☒ Create a custom object to store the results in.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:51:30**

41 of 65. A sales manager at Cloud Kicks wants the sales team to stay informed about the team's progress in Quip.

Which approach should a consultant recommend?

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:51:25**

42 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 other Person Accounts.
- B. ☐ Person Accounts can be merged with contact records.
- 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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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:51:20**

43 of 65. Cloud Kicks (CK) has implemented different sales stages across its varied product lines. CK wants to deploy Collaborative Forecasting to all sales users.

Which two statements should a consultant consider when enabling forecasting?

Choose 2 answers

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:51:14**

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:51:07**

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:51:03**

46 of 65. Universal Containers wants to automatically add sales representative emails and events from Gmail to the activity timeline of related records.

What should the consultant recommend to meet the requirement?

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:50:58**

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:50:53**

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:50:49**

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:50:43**

50 of 65. Cloud Kicks has enabled Orders to track and manage customer requests for products. The sales team has requested a process to return or reduce the quantity of activated Orders.

Which two Salesforce features should a consultant recommend to meet this requirement?

Choose 2 answers

- A. ☐ Enable Negative Quantity for Order Products.
- B. ☒ Enable Reduction Orders.
- C. ☒ Enable Zero Quantity Orders.
- D. ☐ Enable Orders without Price Books.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:50:07**

51 of 65. Management at Universal Containers wants to identify duplicate leads in its org so marketing reps can clean them up later.

Which two approaches should a consultant recommend to prepare leads for the marketing reps?

Choose 2 answers

- A. ☒ Create a validation rule to find duplicates.
- B. ☐ Give users access to duplicate record sets.
- C. ☒ Create a formula field on Lead for duplicates.
- D. ☐ Run a duplicate job with a matching rule.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:50:03**

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

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Salesforce Certified Sales Cloud Consultant

Time Remaining : 00:49:58

53 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. ☐ Share the products with sales reps.
- D. ☐ Add the products to a product family.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:49:03****54 of 65.** What are two considerations for enabling multiple currencies at Cloud Kicks?

Choose 2 answers

- A. ☐ The primary currency is automatically displayed in parentheses when using multi-currency.
- B. ☐ The multi-currency enablement process is irreversible.
- C. ☒ When multi-currency is enabled, changes to exchange rates update the converted amount on all records except closed opportunities.
- D. ☒ Accounts, Opportunities, Leads, Cases, and Opportunity Product Schedules support multi-currency reporting.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:48:17**

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:48:11****56 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. ☒ The organization-wide default sharing is set so either Contact is Controlled by Parent or both Account and Contact are Private.
- B. ☐ The organization-wide default for both Accounts and Contacts should be set to Public Read/Write.
- C. ☒ At least one Record Type should be created for Accounts.
- D. ☐ The CK customer portal must be disabled to allow Person Account self-registration in the future.
- E. ☒ User Profiles with Read access to Accounts must also have Read access to Contacts.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:47:22**

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:47:18**

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

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

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:47:14**

59 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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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:47:10****60 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 company vision.
- E. ☒ Define KPIs.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:47:06**

61 of 65. The sales manager at Cloud Kicks has asked a consultant to create a report to track when opportunities reach a certain stage with an amount equal to \$100,000. The consultant saves the report to the Big Deals folder, which is a subfolder of the Sales Team folder. The Sales Manager role has View access to the Sales Team folder. The sales manager wants to subscribe to the report.

Which permission does the sales manager need to subscribe to the report created by the consultant?

- A. ☒ Subscribe to Reports: Set Running User permission
- B. ☐ Subscribe to Reports permission
- C. ☐ Subscribe to Reports: Run Reports permission
- D. ☐ Subscribe to Reports: Add Recipients permission

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:47:00****62 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 by source
- C. ☐ Total number of Leads created by a Sales Rep
- D. ☒ Lead to Opportunity Conversion Rate

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:46:55**

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:46:51****64 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. ☒ Activity Tracking
- C. ☐ Renewal Rate
- D. ☐ Close Rate

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 00:46:45**

65 of 65. Cloud Kicks sales reps want to see all of their current opportunities, and the full details, with a minimal amount of navigation or clicks to cycle through them.

Which functionality should the consultant recommend?

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

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Time Taken: 58 minutes of 105 minutes total**Result:** Pass

Topic	Percentage Correct
Sales Practices	85%
Implementation Strategies	87%
Application of Product Knowledge	81%
Lead Management	100%
Account and Contact Management	66%
Opportunity Management	83%
Sales Productivity & Integration	100%
Consulting Practices	100%
Sales Metrics, Reports & Dashboards	75%
Data Management	60%

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Salesforce Certified Sales Cloud Consultant

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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- 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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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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Salesforce Certified Sales Cloud Consultant**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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Salesforce Certified Sales Cloud Consultant**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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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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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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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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Time Remaining : 00:49:13

- 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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Salesforce Certified Sales Cloud Consultant**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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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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Salesforce Certified Sales Cloud Consultant**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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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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Salesforce Certified Sales Cloud Consultant**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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Time Remaining : 01:02:07

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

What should the consultant recommend to resolve the issue?

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

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Time Remaining : 01:02:05

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

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Time Remaining : 01:02:03

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

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Time Remaining : 01:02:02

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

What should the consultant consider when evaluating Person Accounts?

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

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Time Remaining : 01:02:00

5 of 65. Cloud Kicks has a private sharing model on Accounts. Account executives need to ensure that specific users can qualify marketing Opportunities on their Accounts. There can be different users for a given Opportunity. Sales management needs to report on which users are assigned to Opportunities.

What should the consultant recommend to the account executives?

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

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Time Remaining : 01:01:58

6 of 65. Universal Containers compensates its sales team based on their achievement of the company's sales revenue goals. The sales ops team needs to track the sales reps' performance against these goals.

How should the consultant meet the requirement?

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

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Time Remaining : 01:01:56

7 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. ☐ Account currency
- D. ☐ User currency

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Time Remaining : 01:01:54

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

Choose 2 answers

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

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9 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. ☐ Sharing rules
- C. ☒ Account Teams
- D. ☐ Opportunity Teams

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Time Remaining : 01:01:51

10 of 65. The Cloud Kicks CEO needs to run reports from the sales team's reports folder. The CEO's assistant needs to control access to the reports. Sales managers need to change the reports when necessary.

How should the consultant meet the requirement?

- A. ☐ Enable Manage access for the CEO role and subordinates, and Manage access for the CEO's assistant profile.
- B. ☒ Set the CEO access level to View, the CEO's assistant to Manage, and the sales manager to Edit on the folder.
- C. ☐ Enable Manage Reports in Public Folders and give access to the CEO and their subordinates.
- D. ☐ Set the CEO access level to View All, the CEO's assistant to Modify All, and the sales manager public group to Create.

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Time Remaining : 01:01:48

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

What should a consultant implement to meet the requirement?

- A. ☐ Build a custom Opportunity lookup field to Contracts with an Account dependency filter and make it editable.
- B. ☐ Create an object-specific action to create a Contract record from the Opportunity page layouts used by sales.
- 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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Time Remaining : 01:01:46

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

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Time Remaining : 01:01:45

13 of 65. The sales managers at Universal Containers (UC) believe that many of the sales reps' deals that are being lost to competitors are getting less attention than deals that are won.

What should a consultant build so management can assess whether its belief is correct and monitor it going forward?

- A. ☐ Install an AppExchange app for tracking Lead conversion.
- B. ☒ Build a report on Opportunities and Activities.
- C. ☐ Build a report on Leads and Activities.
- D. ☐ Create formula fields on Opportunity and Activity.

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Time Remaining : 01:01:42

14 of 65. The sales department at Cloud Kicks is growing quickly. New sales executives should prioritize interacting with existing contacts who are decision makers and influencers to further the business relationship.

Which solution should the consultant recommend?

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

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Time Remaining : 01:01:40

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

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Time Remaining : 01:01:38

16 of 65. Cloud Kicks needs to implement a group of Campaigns that are related to a specific marketing initiative to report on success.

What should a consultant recommend to meet the requirement?

- A. ☐ Use a Marketing dashboard from the AppExchange.
- B. ☐ Create a custom Campaign Purpose field.
- C. ☐ Create a custom Campaign Group object.
- D. ☒ Use the existing Parent Campaign field.

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Time Remaining : 01:01:35

17 of 65. Universal Containers is planning to migrate two million account records and 10 million contact records from its existing legacy CRM application to Sales Cloud.

Which solution should the consultant recommend?

- A. ☐ Data Loader
- B. ☐ Batch Apex
- C. ☒ Third-party tool
- D. ☐ Data Import Wizard

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Time Remaining : 01:01:33

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

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Time Remaining : 01:01:32

19 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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Time Remaining : 01:01:31

20 of 65. Universal Containers' sales operations team needs to provide visibility on sales pipeline changes on a monthly basis.

How should the consultant meet this requirement?

- A. ☐ Create a custom pipeline date range field and display it on the Forecasting tab.
- B. ☐ Create an Opportunity History report for open pipeline Opportunities in a given date range.
- C. ☐ Create training on how to use date filters on reports to compare pipeline for different date ranges.
- D. ☒ Create a sales pipeline dashboard that includes filters for Opportunity date ranges.

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 01:01:30****21 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. ☒ Define KPIs.
- B. ☒ Define company vision.
- C. ☒ Prioritize goals.
- D. ☐ Analyze competitors.
- E. ☐ Finalize integrations.

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Time Remaining : 01:01:29

22 of 65. The Universal Containers sales team wants to easily show Account relationships to its sales reps and report on these relationships.

Which two considerations should the consultant take into account?

Choose 2 answers

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

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Time Remaining : 01:01:28

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

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Time Remaining : 01:01:27

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

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

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

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Time Remaining : 01:01:24

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

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Time Remaining : 01:01:23

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

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

Choose 2 answers

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

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Time Remaining : 01:01:21

27 of 65. What are two capabilities of Data Loader?

Choose 2 answers

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

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

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

Choose 3 answers

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

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Time Remaining : 01:01:16

29 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 Status of the Campaign Member is optional.
- C. ☒ The Marketing User feature license must be assigned.
- D. ☒ The Campaign ID is required in the import file.

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Time Remaining : 01:01:13

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 Tableau CRM, import a data lens with the State and City for all opportunities.
- D. ☒ Using Salesforce Maps, configure a Data Layer showing open opportunities.

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Time Remaining : 01:01:11

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

What should a consultant recommend to yield better search results?

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

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Time Remaining : 01:01:10

32 of 65. Northern Trails Outfitters (NTO) is ready to start the next phase of its Salesforce implementation. A consultant recommends using Universal Process Notation (UPN) to document the business process maps NTO will use as its guide.

As NTO maps out its processes, which two key principals of UPN should the team keep in mind?

Choose 2 answers

- A. ☐ Use symbols of different colors, arrows, and swim lanes for clarity.
- B. ☒ Limit the number of activity boxes on the screen to 8 to 10.
- C. ☐ Attach supporting information at the detail level.
- D. ☒ Keep version control and change history at the diagram level.

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Time Remaining : 01:01:09

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

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Time Remaining : 01:01:08

34 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 Developer Sandbox and test changes in a test release environment.
- 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 Production.

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Time Remaining : 01:01:07

35 of 65. Which two considerations should be made when deploying dynamic dashboards?

Choose 2 answers

- A. ☒ Dynamic dashboards allow all users to view data as any user.
- B. ☐ Dynamic dashboards require users to follow each component.
- C. ☐ Dynamic dashboards must be manually refreshed.
- D. ☒ Dynamic dashboards must be saved in public or shared folders.

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Time Remaining : 01:01:06

36 of 65. An executive at Cloud Kicks (CK) has asked its admin to create a diagram to show the high level processes within the business. CK plans to use the diagram to show the context of a new process within the overall business as a whole.

What should the admin create to meet this requirement?

- A. ☐ Value Stream Map
- B. ☒ Suppliers, Imports, Process, Outputs, Customers (SIPOC)
- C. ☐ Strengths, Weaknesses, Opportunities, Threats (SWOT)
- D. ☐ Capability Model

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Time Remaining : 01:01:03

- 37 of 65. Sales managers at Cloud Kicks have noticed that information in some opportunity reports is incomplete. A consultant has performed an analysis and determined that opportunity stage reports often lack key information that sales managers expect at each stage because sales reps have yet to enter the data.

What should the consultant recommend so opportunity stage reports always contain the data managers expect?

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

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Time Remaining : 01:01:01

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

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

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

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Time Remaining : 01:00:59

- 39 of 65. Universal Containers continues to see substantial growth year-over-year. Outside sales reps think their territories are too dense to cover adequately. Leadership has decided to modify the existing sales territories and hire additional staff to make the account allocations more manageable. Some states will change from one territory to two or more smaller territories. In these instances, accounts will need to be reassigned to new territories.

Sales operations wants to review the territory account assignments and verify the accuracy before the changes are reflected in Sales Cloud.

How should the consultant show sales operations what the data will look like after the change?

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

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Time Remaining : 01:00:56

40 of 65. A consultant has completed the Build and Validate phases of a Sales Cloud implementation at Cloud Kicks.

Which step should the consultant complete next?

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

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Time Remaining : 01:00:55

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

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Time Remaining : 01:00:53

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 01:00:51**

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

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Time Remaining : 01:00:49

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

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

Choose 2 answers

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

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

- 45 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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Time Remaining : 01:00:45

46 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. ☐ Create a formula field to determine the prospect's time zone.
- C. ☐ Implement Sales Dialer and begin cold calling leads to request availability.
- D. ☐ Configure Einstein Lead Scoring to determine the best time to make contact.

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Time Remaining : 01:00:44

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

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

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

Choose 2 answers

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

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Time Remaining : 01:00:39

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 01:00:39**

50 of 65. Sales stages are shared between sales methodologies at Cloud Kicks. There are three product lines with unique sales methodologies. A few sales stages overlap between the three product lines.

Which two recommendations should the consultant make?

Choose 2 answers

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

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Time Remaining : 01:00:38

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

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Time Remaining : 01:00:35

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

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

Choose 2 answers

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

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Time Remaining : 01:00:33

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

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Time Remaining : 01:00:31

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

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Time Remaining : 01:00:28

55 of 65. Cloud Kicks sales reps want to see all of their current opportunities, and the full details, with a minimal amount of navigation or clicks to cycle through them.

Which functionality should the consultant recommend?

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

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Time Remaining : 01:00:26

56 of 65. Northern Trail Outfitters (NTO) wants to expand its use of Salesforce and start tracking orders on accounts. NTO has hired a consultant to complete the project.

Which two considerations should the consultant take into account when implementing sales orders?

Choose 2 answers

- A. ☒ Order line items can be added or removed after an order is activated.
- B. ☐ Products have to be manually added to a cloned order.
- C. ☒ Organization-Wide defaults must be set to Controlled by Parent.
- D. ☐ Contract Number is a required field on the order page layout.

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Time Remaining : 01:00:24

57 of 65. The consultant at Cloud Kicks has noticed that sales data is quickly outdated and wants to keep Account data current.

What should the consultant recommend to maintain current Account information?

- A. ☐ Enable Automated Account Fields in Setup.
- B. ☐ Email the contacts and leads to obtain their current information.
- C. ☐ Build a weekly data update from in-house systems to refresh data in Salesforce.
- D. ☒ Use third-party data to update and add records to Salesforce.

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Time Remaining : 01:00:22

58 of 65. Universal Containers (UC) recently implemented new Sales Cloud solutions. UC stakeholders believe that user adoption is best measured by the login rate.

Which two additional key metrics should the consultant recommend?

Choose 2 answers

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

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Time Remaining : 01:00:20

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

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

Choose 2 answers

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 01:00:18**

60 of 65. Cloud Kicks (CK) uses Collaborative Forecasts and has a custom currency field, Discount, on Opportunity that allows sales reps to record when they give a discount on an opportunity. CK just added a new business unit to Salesforce. Managers in the new business unit report that their forecasts are accurate but they are unable to see the discount amount in the Opportunity List in Collaborative Forecasting.

What should a consultant do to resolve the issue?

- A. ☐ Check the field level security for the managers' profile.
- B. ☐ Add a new discount field for the new business unit.
- C. ☒ Use a validation rule to ensure that a discount is entered.
- D. ☐ Add the Discount field to the Sales Path for the managers.

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

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

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

Choose 2 answers

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

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Time Remaining : 01:00:14

62 of 65. Universal Containers wants to set up Einstein Activity Capture for Microsoft to allow automatic syncing of sales reps' Person Accounts with Microsoft contacts and vice versa.

Which consideration should the consultant be aware of?

- A. ☒ Lightning Sync works in conjunction with Einstein Activity Capture.
- B. ☐ Einstein Activity Capture is supported in the Salesforce Classic interface.
- C. ☐ New Person Accounts should be created in Salesforce and synced to Microsoft.
- D. ☐ New Person Accounts should be created in Microsoft and synced to Salesforce.

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Time Remaining : 01:00:13

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

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Time Remaining : 01:00:12

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

Which solution should a consultant recommend to meet the requirement?

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

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Salesforce Certified Sales Cloud Consultant**Time Remaining : 01:00:09**

65 of 65. The Cloud Kicks team needs to quickly look up contacts, accounts, and opportunities and easily log calls from their mobile phones. Due to limited coverage in certain geographic areas, the team wants access to customer information while out of the office and when they are without an internet connection.

Which two steps should the consultant recommend?

Choose 2 answers

- A. ☒ Enable caching and Offline Edit.
- B. ☐ Enable Mobile SDK.
- C. ☒ Download the Salesforce mobile app.
- D. ☐ Enable Salesforce Inbox.

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Topic	Percentage Correct
Sales Practices	100%
Implementation Strategies	62%
Application of Product Knowledge	100%
Lead Management	75%
Account and Contact Management	100%
Opportunity Management	100%
Sales Productivity & Integration	80%
Consulting Practices	100%
Sales Metrics, Reports & Dashboards	50%
Data Management	100%

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