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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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Salesforce Certified Sales Cloud Consultant

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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