

1. Management at Northern Trail Outfitters wants to see forecast numbers by all sales representatives and by multiple product groups.

Which two actions should a consultant recommend to meet these requirements?

The screenshot shows a question from the Salesforce Certified Sales Cloud Consultant (SP19) exam. The question is numbered 1 of 60. The text of the question is: "Management at Northern Trail Outfitters wants to see forecast numbers by all sales representatives and by multiple product groups. Which two actions should a consultant recommend to meet these requirements? Choose 2 answers". There are four options: A. Build a custom forecast report showing product groups. (checked), B. Build a forecast list view by product family group. (unchecked), C. Implement Collaborative Forecasting with product family. (checked), and D. Implement Collaborative Forecasting with quota attainment. (unchecked). At the bottom, there is a checkbox to "Mark this item for later review." which is also unchecked.

Ans: AC

2. At Cloud Kicks leads owned by a record owner are shared with a public group named sales through a lead-sharing rule. A private sharing model is in place on the objects, and there are no sharing rules defined for the objects.

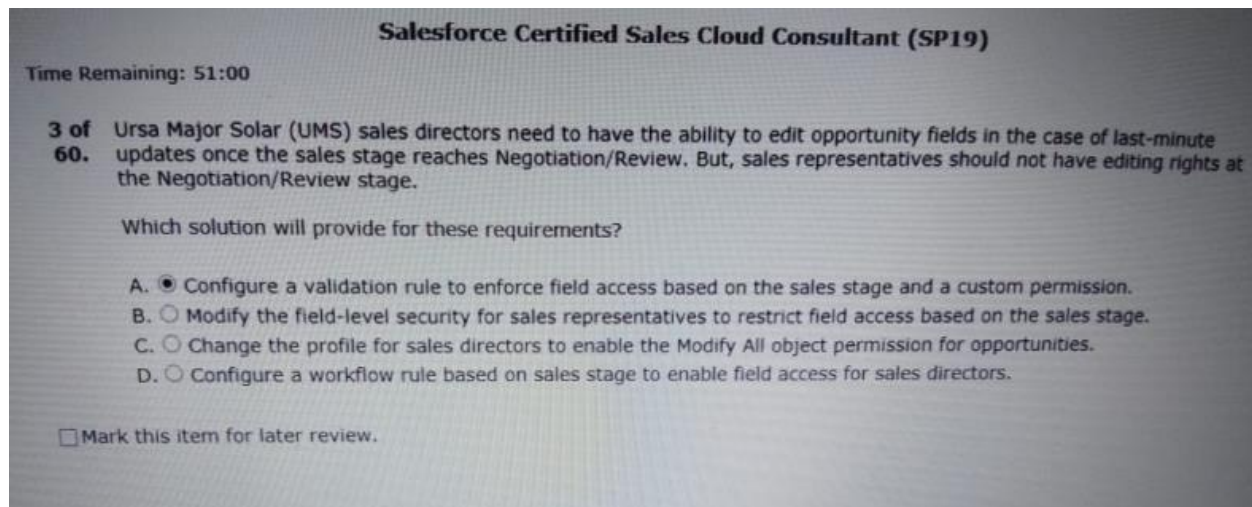
Who will have access to these records when the lead is converted to an account, contact, and opportunity?

The screenshot shows a question from the Salesforce Certified Sales Cloud Consultant (SP19) exam. The question is numbered 2 of 60. The text of the question is: "At Cloud Kicks, leads owned by a record owner are shared with a public group named Sales through a lead-sharing rule. A private sharing model is in place on these objects, and there are no sharing rules defined for the objects. Who will have access to these records when the lead is converted to an account, contact, and opportunity?". There are four options: A. The record owner, all members of the public group, a public group called Sales, and anyone above any group member in the role hierarchy will be able to access the three records. (radio button), B. All members of the public group, the owner, and a group called Sales will be able to access the three records. (radio button), C. Anyone above the record owner in the role hierarchy and the record owner will be able to access all three records. (radio button, selected), and D. Only the record owner will be able to access the account, contact, and opportunity records. (radio button). At the bottom, there is a checkbox to "Mark this item for later review." which is unchecked.

Ans: C

3. Ursa major solar (UMS) sales directors need to have the ability to edit opportunity fields in the case of last-minute updates once the sales stage reaches negotiation/review. But, sales representatives should not have editing rights at the negotiation/review stage.

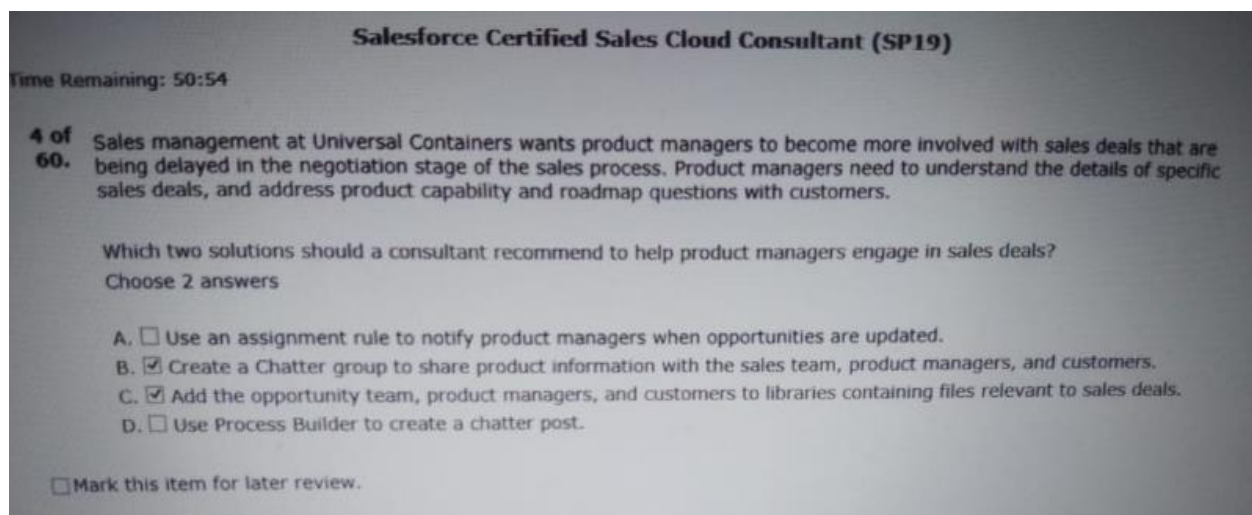
Which solution will provide for these requirements?



Ans: A

4. Sales management at Universal Containers wants product managers to become more involved with sales deals that are being delayed in the negotiation stage of the sales process. Product managers need to understand the details of specific sales deals, and address product capability and roadmap questions with customers.

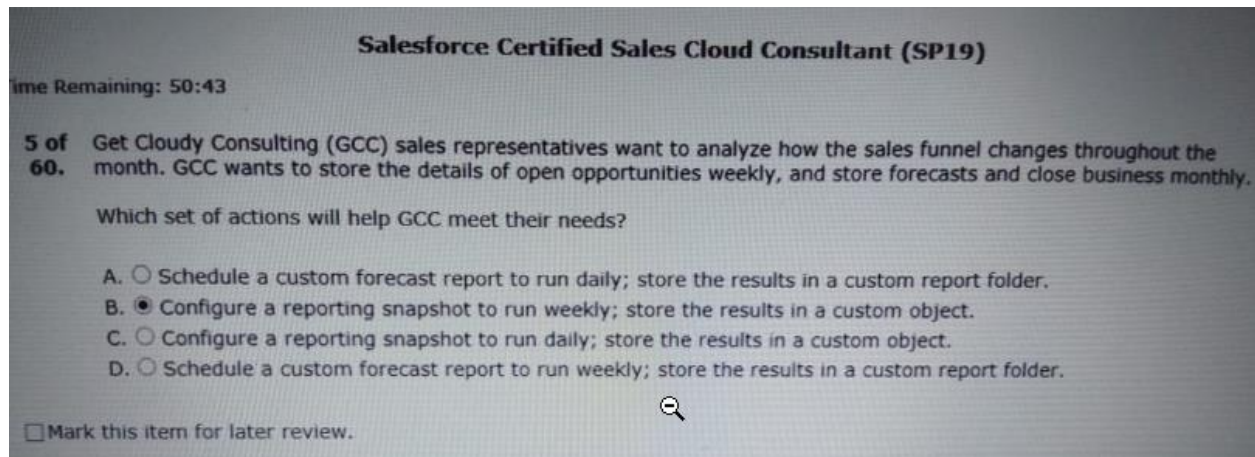
Which two solutions should a consultant recommend to help product managers engage in sales deals?



Ans: BC

5. Get Cloudy Consulting (GCC) sales representatives want to analyze how the sales funnel changes throughout the month. GCC wants to store the details of open opportunities weekly, and store forecasts and close business monthly.

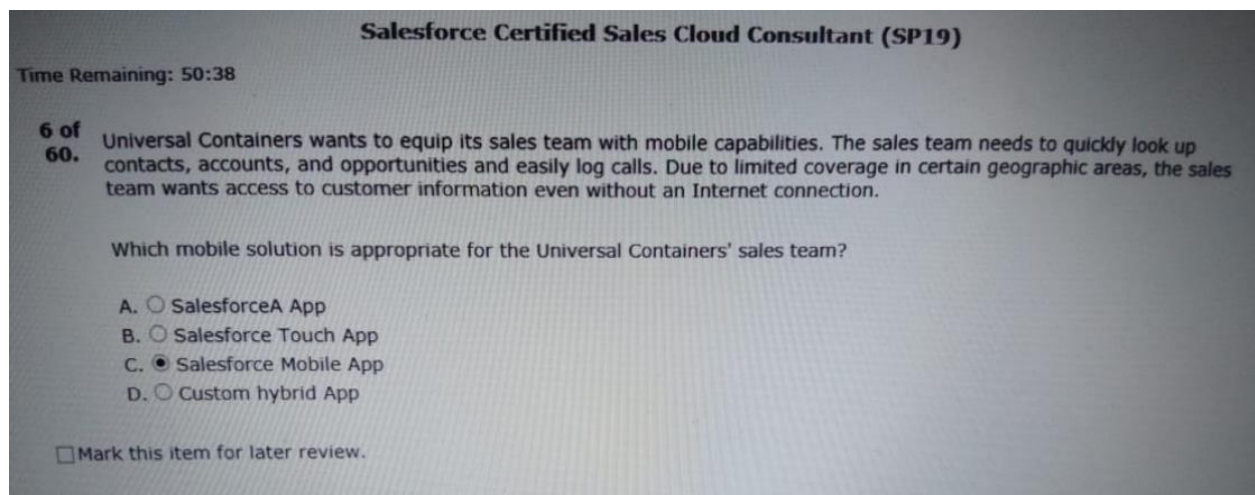
Which set of actions will help GCC meet their needs?



Ans: B

6. Universal Containers wants to equip its sales team with mobile capabilities. The sales team needs to quickly look up contacts, accounts, and opportunities and easily log calls. Due to limited coverage in certain geographic areas, the sales team wants access to customer information even without an internet connection.

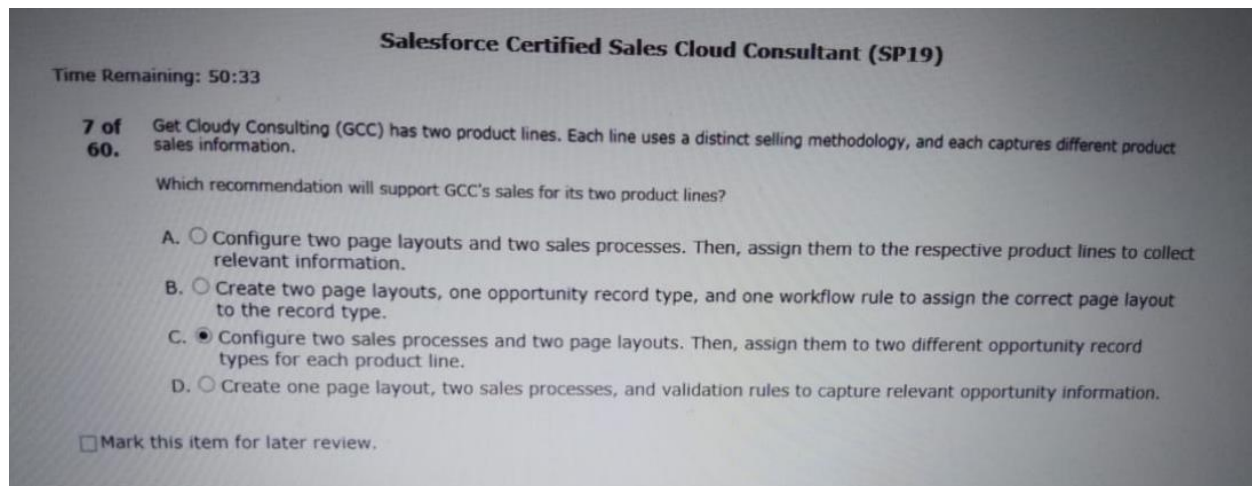
Which mobile solution is appropriate for the Universal Containers' sales team?



Ans: C

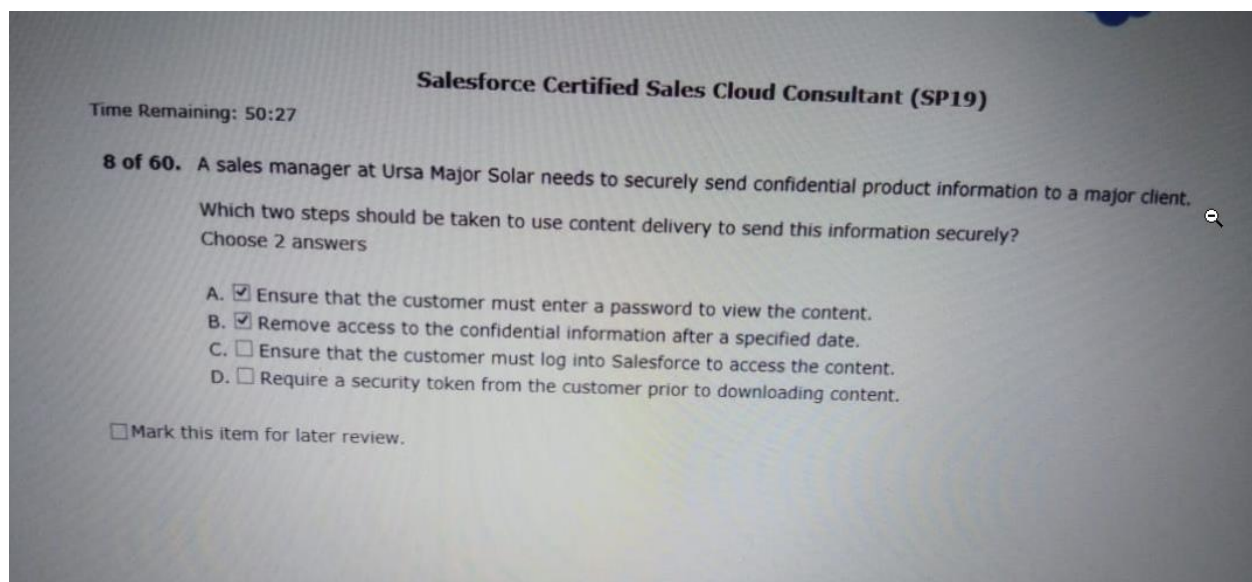
7. Get Cloudy Consulting (GCC) has two product lines. Each line uses a distinct selling methodology, and each captures different product sales information.

Which recommendation will support GCC's sales for its two product lines?



Ans: C

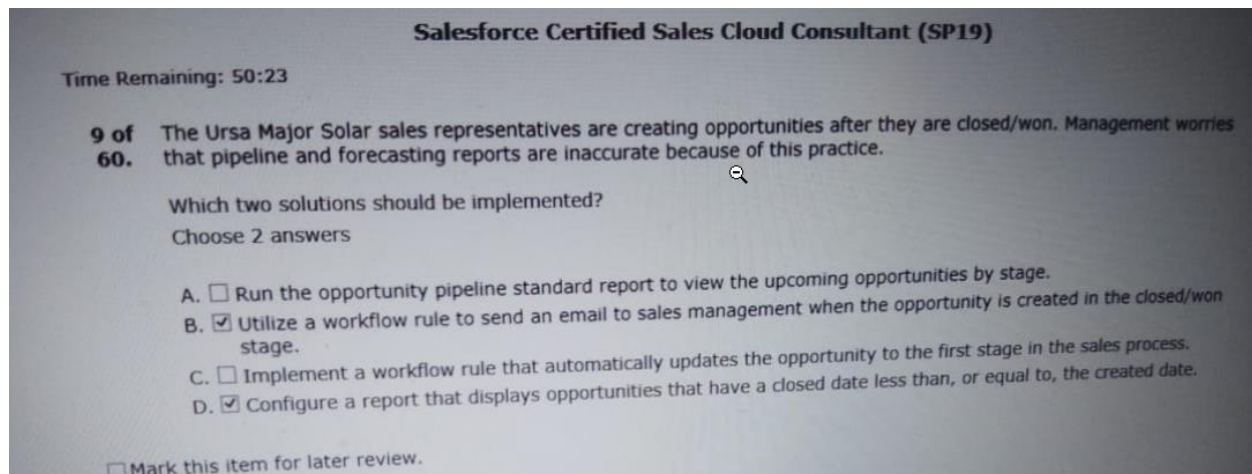
8. A sales manager at Ursa Major Solar needs to securely send confidential product information to a major client.



Ans: AB

9. The Ursa Major Solar sales representatives are creating opportunities after they are closed/won. Management worries that pipeline and forecasting reports are inaccurate because of this practice.

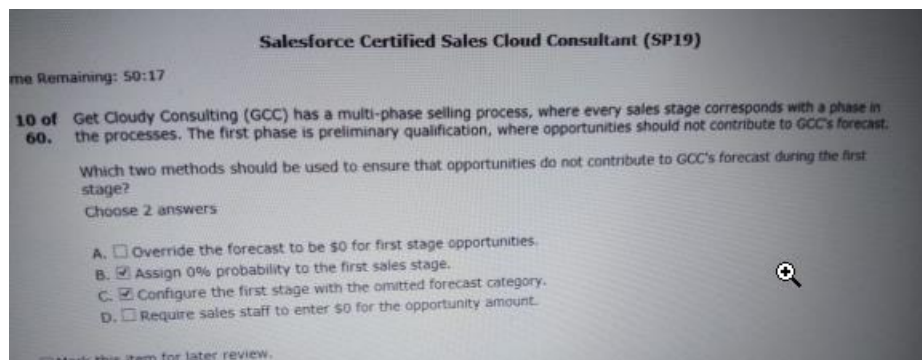
Which two solutions should be implemented?



Ans: BD

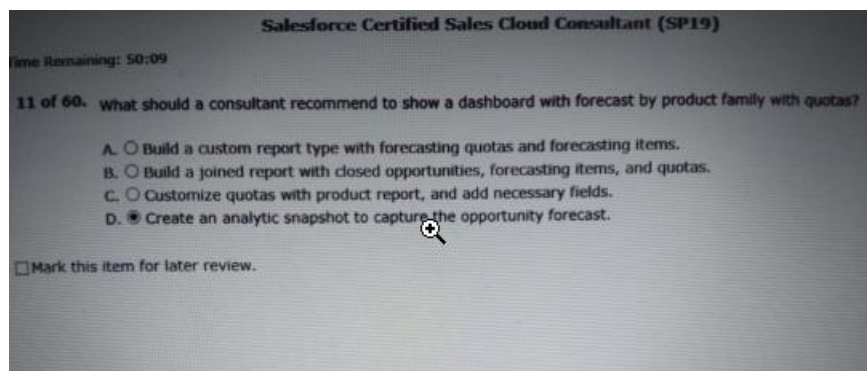
10. Get Cloudy Consulting (GCC) has a multi-phase selling process. When every sales stage corresponds with a phase in the processes. The first phase is preliminary qualification, where opportunities should not contribute to GCC's forecast.

Which two methods should be used to ensure that opportunities do not contribute to GCC's forecast during the first stage?



Ans: BC

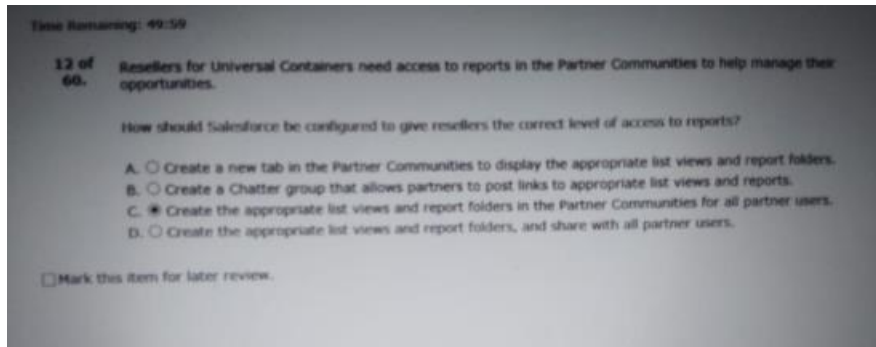
11. What should a consultant recommend to show a dashboard with forecast by product family with quotas?



Ans:D

12. Resellers for universal containers need access to reports in the partner communities to help manage their opportunities.

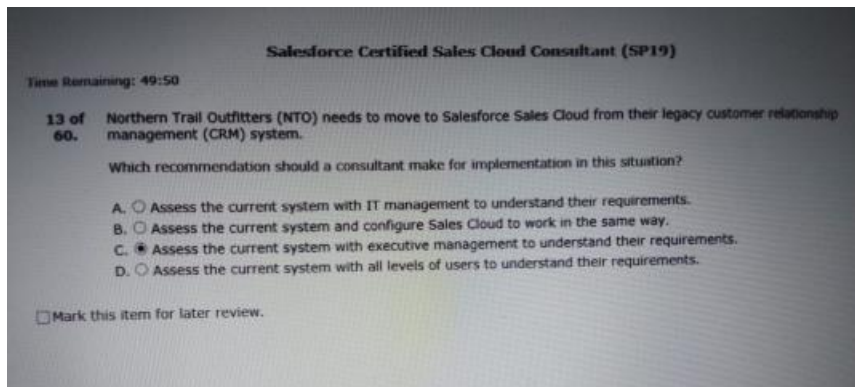
How should salesforce be configured to give resellers the correct level of access to reports?



Ans: C

13. Northern trail outfitters (NTO) needs to move to salesforce sales cloud from their legacy customer relationship management (CRM) system.

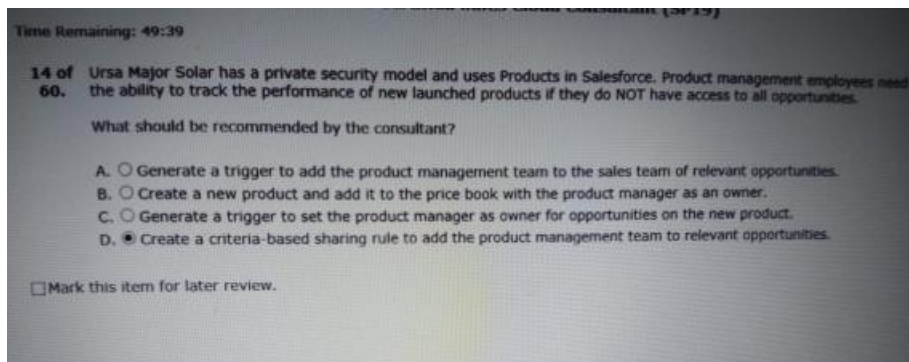
Which recommendation should a consultant make for implementation in this situation?



Ans: C

14. Ursa major solar has a private security model and uses products in salesforce. Product management employees need the ability to track the performance of new launched products if they do not have access to all opportunities.

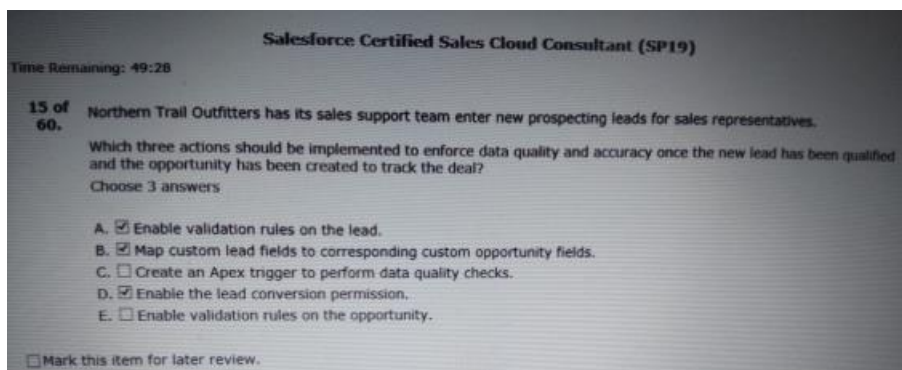
What should be recommended by the consultant?



Ans: D

15. Northern trail outfitters has its sales support team enter new prospecting leads for sales representatives.

Which three actions should be implemented to enforce data.....to track the deal?



Ans: ABD

16. The contacts for Ursa Major Solar are associated to an opportunity in a contact role. The influenceis 60 days.

How is the campaign influence.....this scenario?



Ans: B

17. Representatives of channel sales at Ursa Major Solar (UMS) need to push pre-qualified leads to their partners. Then, their partners need to be able to access and update the leads assigned to them.

UMS plans to implement lead management functionality to meet these needs.

Which solution should be recommended?

Salesforce Certified Sales Cloud Consultant (SP19)

Time Remaining: 49:13

17 of 60. Representatives of channel sales at Ursa Major Solar (UMS) need to push pre-qualified leads to their partners. Then, their partners need to be able to access and update the leads assigned to them.

UMS plans to implement lead management functionality to meet these needs.

Which solution should be recommended?

- A. ☒ Add the leads tab to the Partner Community, and configure partner profiles to access leads.
- B. ☐ Configure a customized site where partners can self-register and access their leads.
- C. ☐ Create a separate lead record type and page layout for the Partner Community.
- D. ☐ Configure a task for a partner when a new lead is created, then assign the task to the partner in the Partner Community.

☐ Mark this item for later review.

Ans: A

18. Northern Trail Outfitters (NTO) uses an automated process to create new account records in Salesforce. A single generic user owns these records. Now that there are over two million.....the company does not want to change its integration.

How can the company address the performance issue?

Salesforce Certified Sales Cloud Consultant (SP19)

Time Remaining: 49:07

18 of 60. Northern Trail Outfitters' (NTO) uses an automated process to create new account records in Salesforce. A single generic user owns these records. Now that there are over two million automatically created records, the company experiences performance issues when making changes to account sharing rules. The company does not want to change its integration.

How can the company address the performance issue?

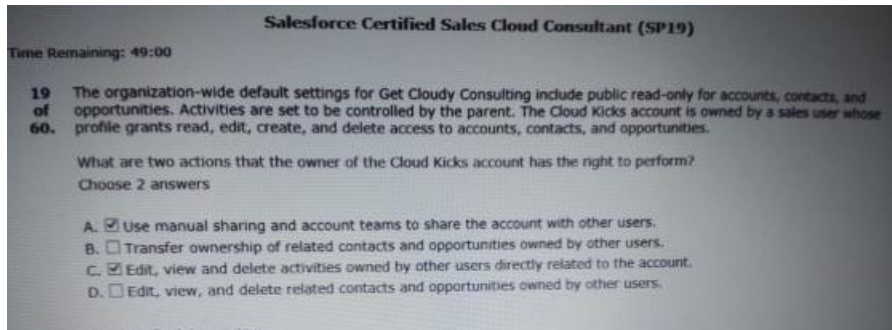
- A. ☐ Use Salesforce support to add an index to the account object.
- B. ☐ Verify that the generic user has the Modify All Data permission.
- C. ☒ Set the organization-wide defaults for accounts to public read/write.
- D. ☐ Confirm that the generic user has **NOT** been assigned to a role.

☐ Mark this item for later review.

Ans: C

19. The organization-wide default settings for get cloudy consulting include public read-only for accounts, contacts and opportunities. Activities are set to be controlled.....delete access to accounts, contacts, and opportunities.

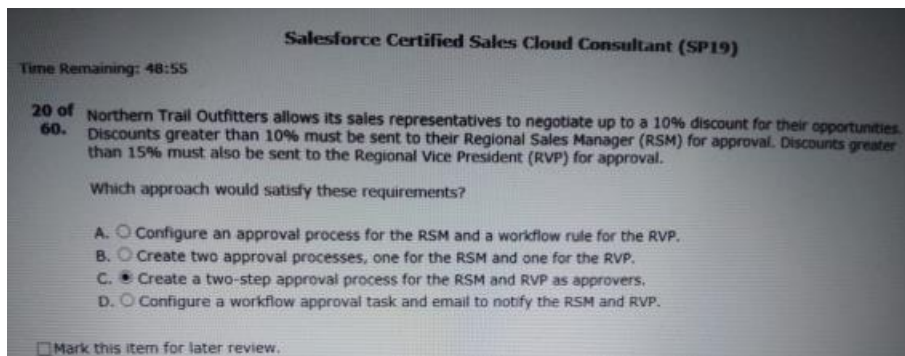
What are two actions that the owner of the cloud kicks account has the right to perform?



Ans: AC

20. Northern trail outfitters allows its sales representatives to negotiate up to a 10% discount for their opportunities. Discounts greater than 10% must be sent to their regional sales manger (RSM) for approval. Discounts greater than 15% must also be sent to the regional vice president (rvp) for approval.

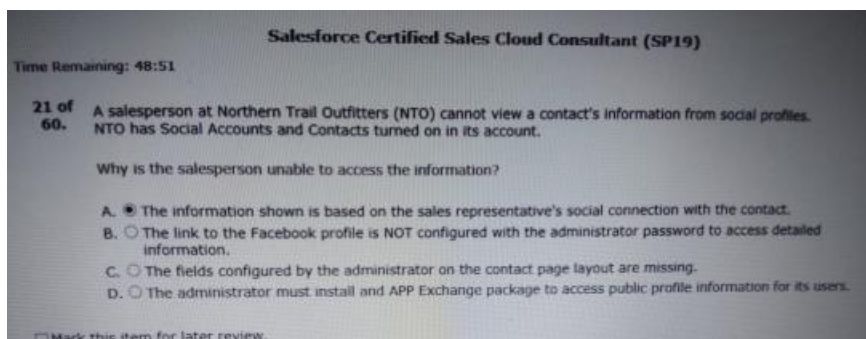
Which approach would satisfy these requiremrents?



Ans: C

21. A salesperson at northern trail outfitters (NTO) cannot view a contact's information from social profiles. NTO has social accounts and contacts turned on in its account.

Why is the salesperson unable to access the information?



Ans: A

22. Northern trail outfitters gains sales leads at its annual trade show. Duplicate leads are generated when they are imported and already exist in the system.

What should be done to address the issue with duplicate leads?

Salesforce Certified Sales Cloud Consultant (SP19)
Time Remaining: 48:45

22 of 60. Northern Trail Outfitters gains sales leads at its annual trade show. Duplicate leads are generated when they are imported and already exist in the system.

What should be done to address the issue with duplicate leads?

- A. ☐ Upload the leads to Data.com to remove the duplicates and select the option to have them automatically imported.
- B. ☐ Upload the leads and click the "Find Duplicates" button for each of the leads to identify potential duplicate lead records.
- C. ☐ Upload the leads using Data Loader and enable the "Find Duplicates" setting to prevent duplicate records.
- D. ☒ Upload the leads using the Data Import Wizard and select the appropriate field to match duplicates against existing records.

☐ Mark this item for later review.

Ans: D

23. Dreamhouse reality maintains two lines..... home sales cycle.

Salesforce Certified Sales Cloud Consultant (SP19)
Time Remaining: 48:37

23 of 60. Dreamhouse Realty maintains two lines of business: home sales and business property sales. The sales cycle for business property sales is more complex and involves more stages than the home sales cycle.

Which solution should the consultant recommend to meet these business requirements?

- A. ☐ Configure different record types and sales processes for each line of business, and then assign different stages to each page layout.
- B. ☐ Configure different record types and sales processes for each line of business, and utilize workflow field updates to assign stages.
- C. ☒ Configure different record types and sales processes for each line of business, and then assign different page layouts to each record type.
- D. ☐ Configure different record types and sales processes for each line of business, and then assign different sales processes to each page layout.

☐ Mark this item for later review.

Ans: C

24. Which three considerations should be addressed when implementing advanced currency management?

Salesforce Certified Sales Cloud Consultant (SP19)
Time Remaining: 48:33

24 of 60. Which three considerations should be addressed when implementing Advanced Currency Management?

Choose 3 answers

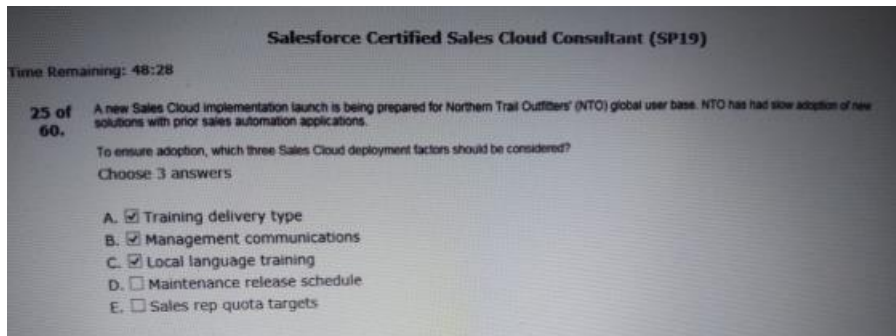
- A. ☐ Currency roll-up summary fields from opportunities to an account use the static conversion rate.
- B. ☒ Advanced Currency Management dated exchange rates are automatically updated on a monthly basis.
- C. ☐ The converted amount of an opportunity uses dated exchange rates based on the close date of the opportunity.
- D. ☒ Advanced Currency Management can be enabled or disabled in the organization under the company profile, if needed.
- E. ☒ Currency roll-up summary fields from opportunity products to an opportunity use the dated exchange rate.

☐ Mark this item for later review.

Ans: BDE

25. A new sales cloud implementation launch is being prepared for Northern trail outfitters (NTO) globalautomation applications.

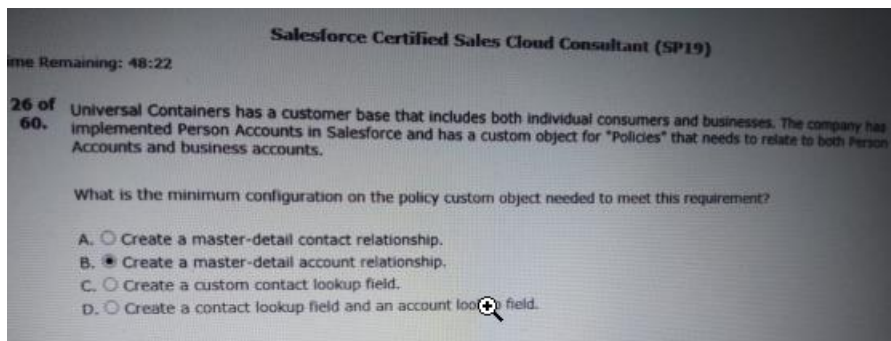
To ensure adoption which three sales cloud deployment...be considered?



Ans: ABC

26. Universal Containers has a customer base that includes both individual consumers and business. The company has implemented person accounts in Salesforce and has a customer object for.....business accounts.

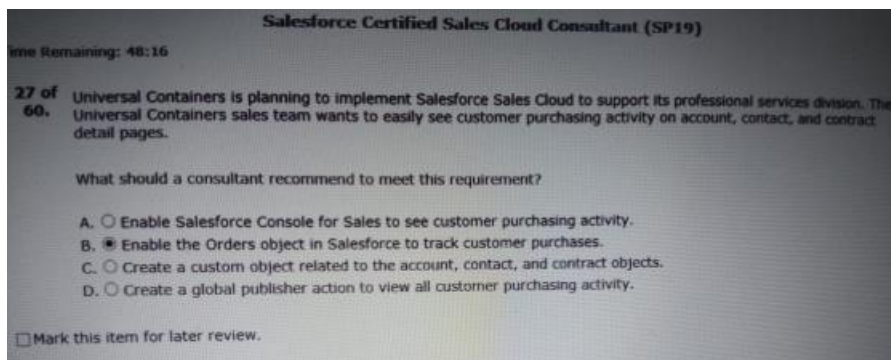
What is the minimum configuration on the policy custom object needed to meet this requirement?



Ans: B

27. Universal Containers is planning to implement Salesforce Sales Cloud to support its professional services division. The Universal Containers sales team wants to easily see customer purchasing activity on account, contact, and contract details pages.

What should a consultant recommend to meet this requirement?



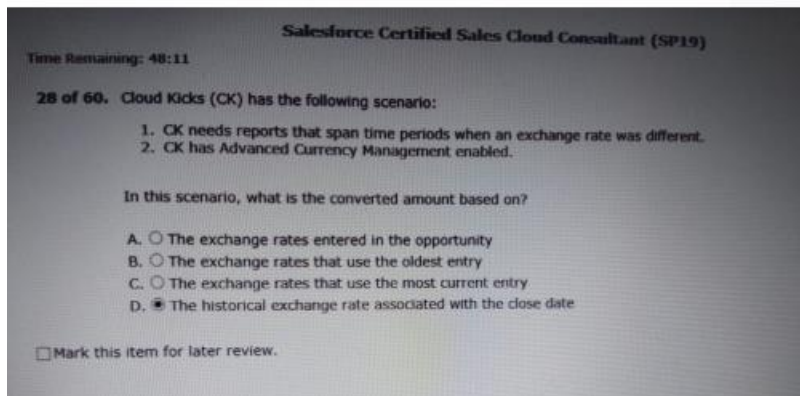
Ans: B

28. Cloud Kicks (CK) has the following scenario:

1.ck needs reports that span time periods when an exchange rate was different.

2.ck has advanced currency management enabled.

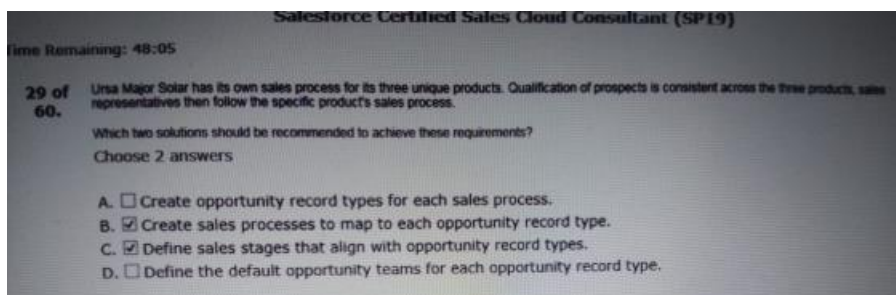
In this scenario, what is the converted amount based on?



Ans: D

29.Ursa major solar has its own sales process for its three unique products. Qualification of prospects is consistent across the three product sales representatives then follow the specific product sales process.

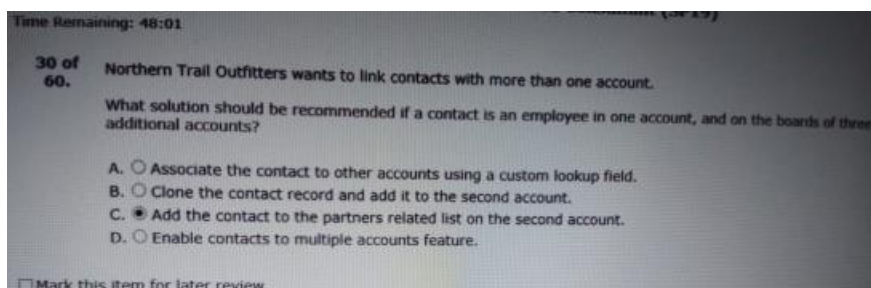
Which two solutions should be recommended to achieve these requirements?



Ans: BC

30.Northern trail outfitters wants to link contacts with more than one account.

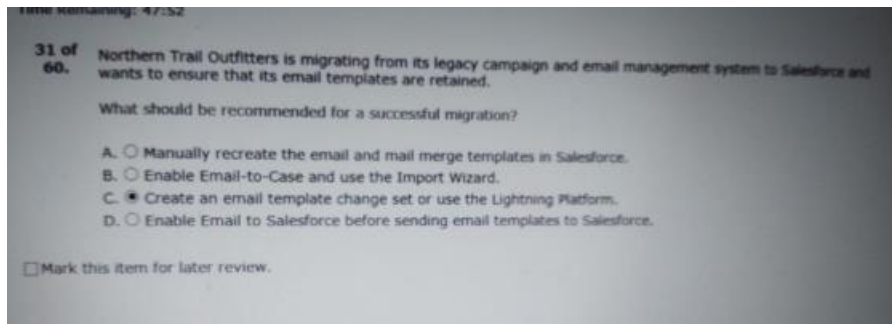
What solution should be recommended if a contact is an employee in one account, and on the boards of three additional accounts?



Ans: C

31. Northern trail outfitters is migrating from its legacy campaign and email management system to salesforce and wants to ensure that its email templates are retained.

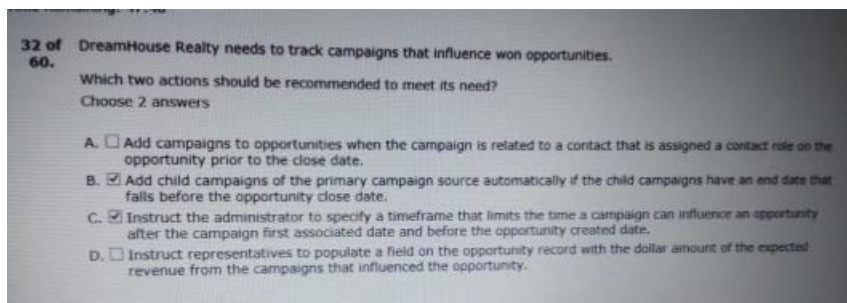
What should be recommended for a successful migration?



Ans: C

32. Dreamhouse realty needs to track campaigns that influence won opportunities.

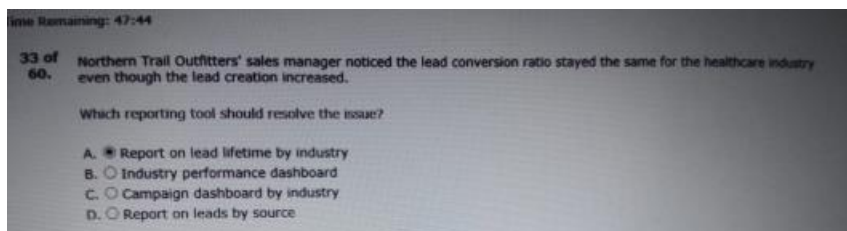
Which two actions should be recommend to meet its need?



Ans: BC

33. Northern trail outfitters' sales manager noticed the lead conversion ratio stayed the same for the healthcare industry even through the lead creation increased.

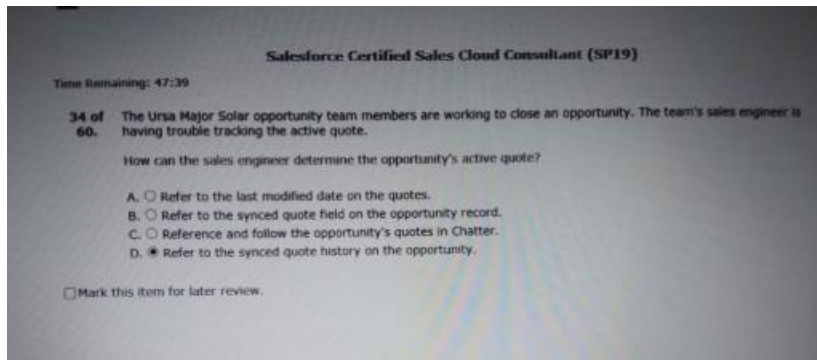
Which reporting tool should resolve the issue?



Ans: A

34. The Ursa major solar opportunity team members are working to close an opportunity. The team's sales engineer is having trouble tracking the active quote.

How can the sales engineer determine the opportunity's active quote?

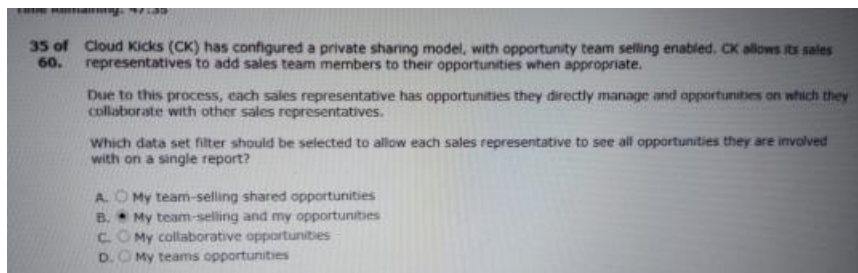


Ans: D

35. Cloud Kicks (CK) has configured a private sharing model, with opportunity team selling enabled. CK allows its sales representatives to add sales team members to their opportunities when appropriate.

Due to this process, each sales representative has opportunities they directly manage and opportunities on which they collaborate with other sales representatives.

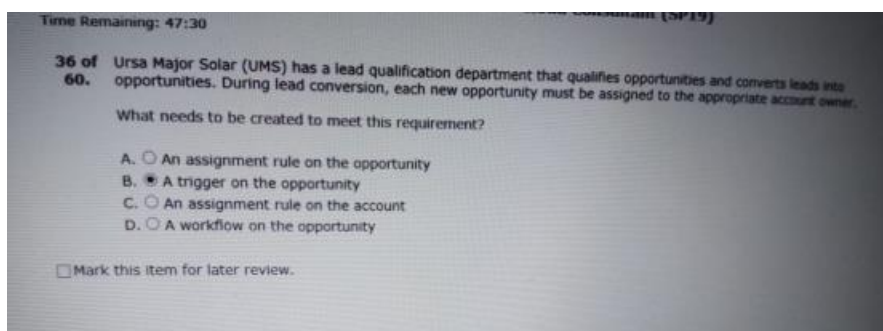
Which data set filter should be selected to allow each sales representative to see all opportunities they are involved with on a single report?



Ans: B

36. Ursa Major Solar (UMS) has a lead qualification department that qualifies opportunities and converts leads into opportunities. During lead conversion, each new opportunity must be assigned to the appropriate account owner.

What needs to be created to meet this requirement?

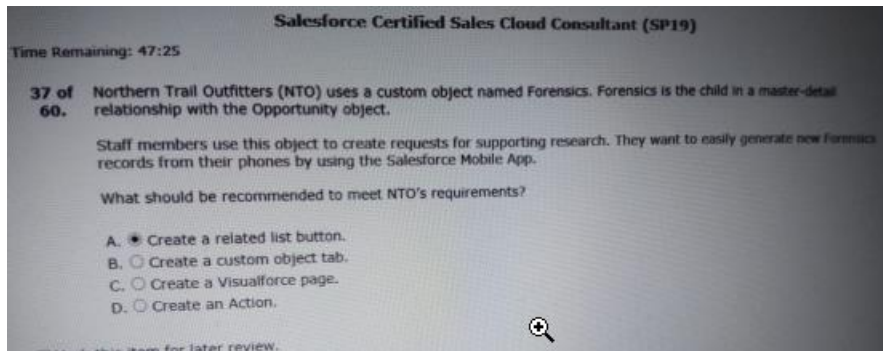


Ans: B

37. Northern trail outfitters (NTO) uses a custom object named forensics. Forensics is the child in a master-detail relationship with the opportunity object.

Staff members use this object to create request for supporting research. They want to easily generate new forensics records from their phones by using the salesforce mobile app.

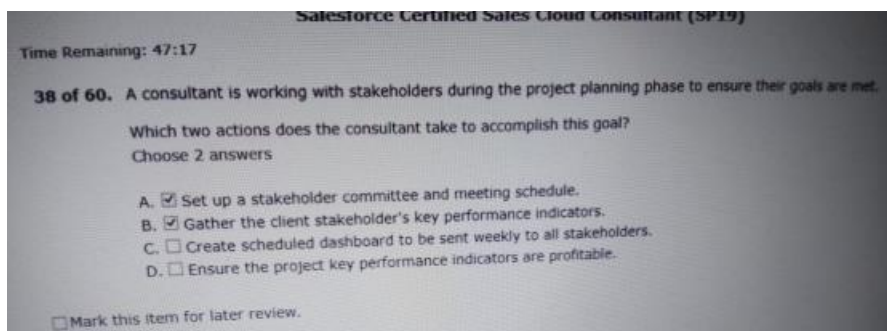
What should be recommended to meet NTO's requirements?



Ans: A

38. A consultant is working with stakeholders during the project planning phase to ensure their goals are met.

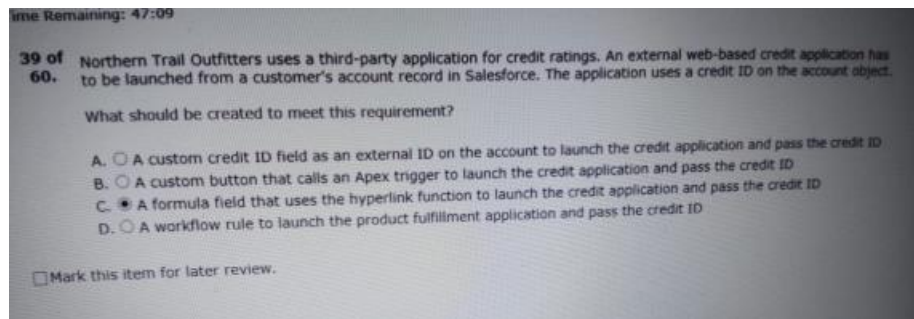
Which two actions does the consultant take to accomplish this goal?



Ans: AB

39. Northern trail outfitters uses a third-party application for credit ratings. An external web-based credit application has to be launched from a customer's account record in salesforce. The application uses a credit id on the account object.

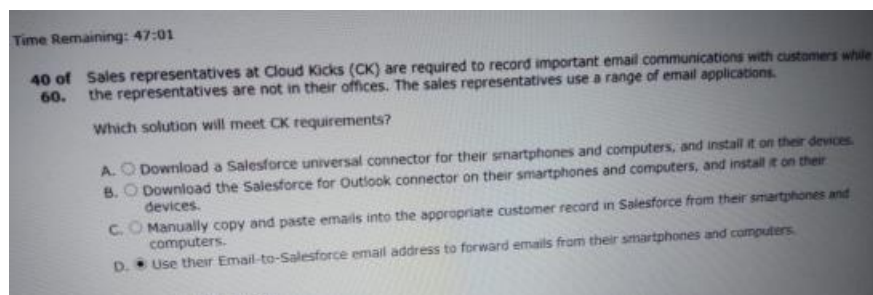
What should be created to meet this requirement?



Ans: C

40. sales representatives at cloud kicks (ck) are required to record important email-communications with customers while the representatives are not in their offices. The sales representatives use a range of email applications.

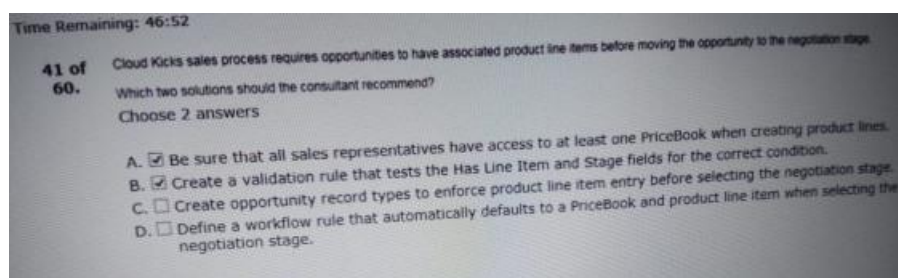
Which solution will meet ck requirements?



Ans: D

41. cloud kicks sales process requires opportunities to have associated product line items before moving the opportunity to the negotiation stage.

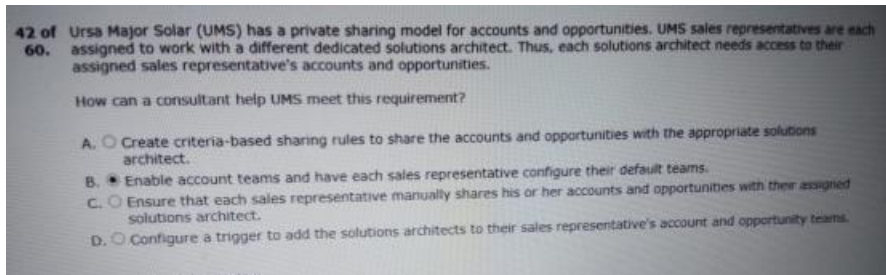
Which two solutions should the consultant recommend?



Ans: AB

42. Ursa major solar (UMS) has a private sharing model for accounts and opportunities. UMS sales representatives are each assigned to work with a different dedicated solutions architect. Thus, each.....and opportunities.

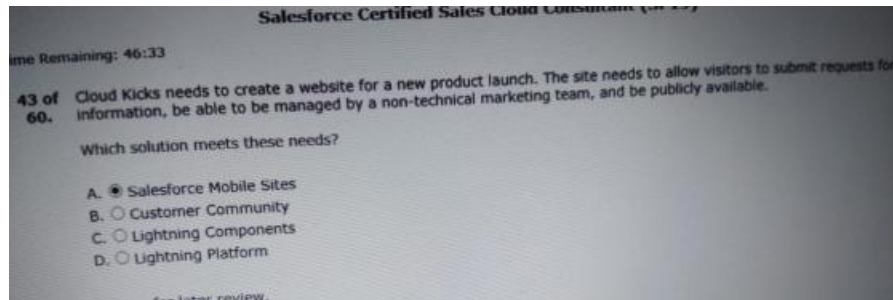
How can a consultant help UMS meet this requirement?



Ans: B

43. Cloud Kicks needs to create a website for a new product launch. The site needs to allow visitors to submit request for information, be able to be managed by a non-technical team, and be publicly available.

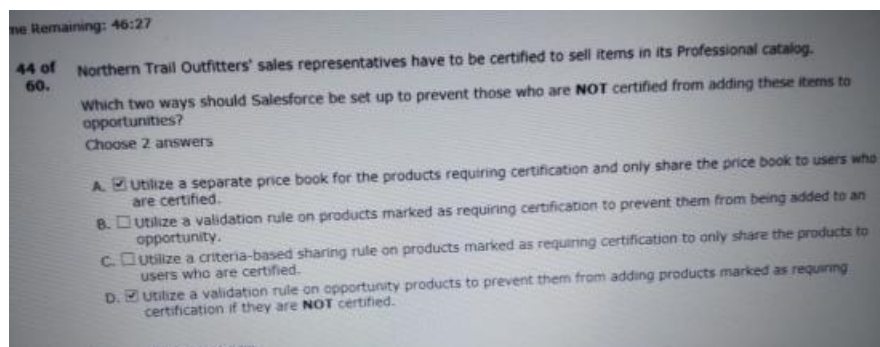
Which solution meets these needs?



Ans: A

44. Northern trail outfitters sales representatives have to be certified to sell items in its professional catalog.

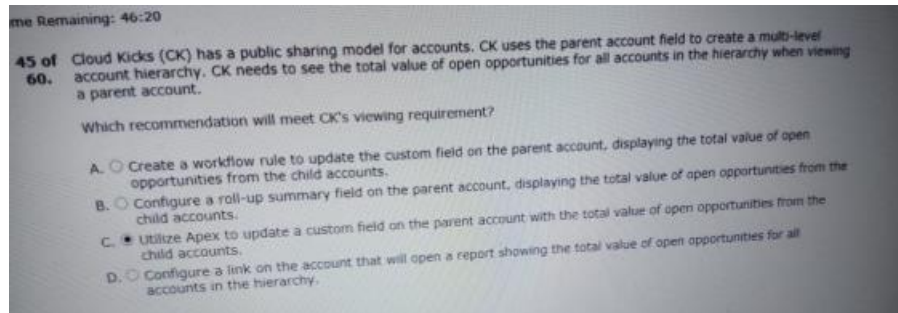
Which two ways should salesforce be set up to.....these items to opportunities?



Ans: AD

45. cloud kicks (ck) has a public sharing model for accounts. Ck uses the parent account field to create.....viewing a parent account.

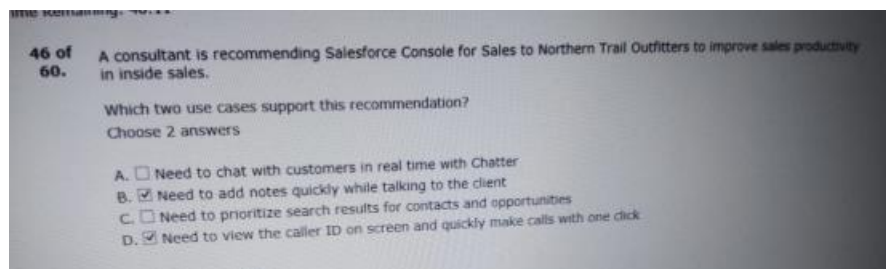
Which recommendation will meet CK's viewing requirement?



Ans: C

46. A consultant is recommending Salesforce Console for Sales to Northern Trail Outfitters to improve sales productivity in inside sales.

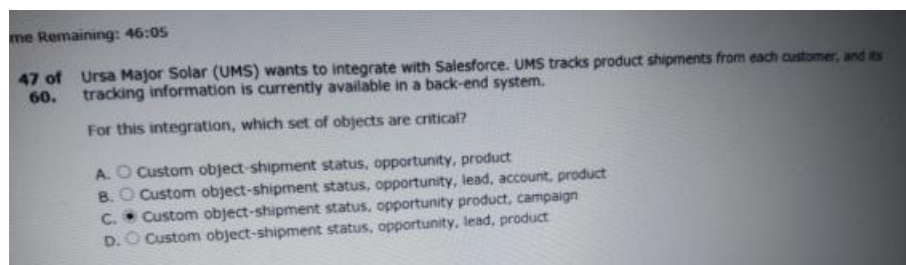
Which two use cases support this recommendation?



Ans: BD

47. Ursa Major Solar (UMS) wants to integrate with Salesforce. UMS tracks product shipments from each customer, and its tracking information is currently available in a back-end system.

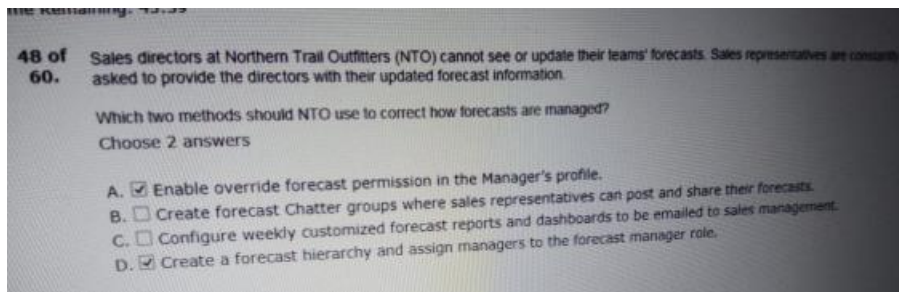
For this integration, which set of objects are critical?



Ans: C

48. Sales directors at Northern Trail Outfitters (NTO) cannot see or update their.....with their updated forecast information.

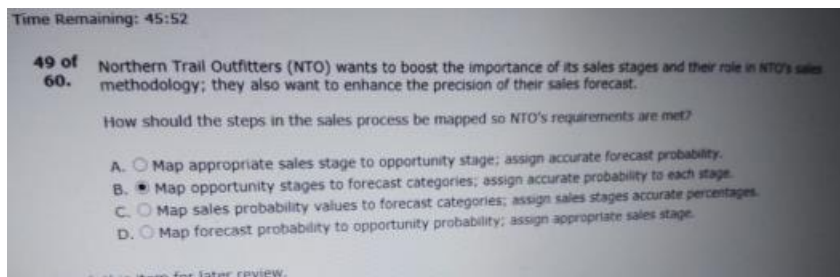
Which two methods should NTO use to correct how forecasts are managed?



Ans: AD

49. Northern trail outfitters (NTO) wants to boost the importance of its sales stages and their role in NTO's sales methodology; they also want to enhance the precision of their sales forecast.

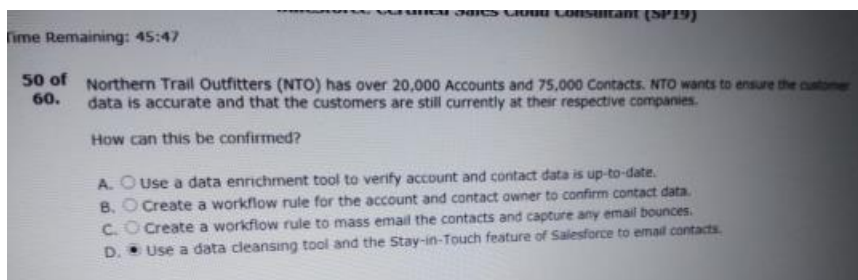
How should the steps in the sales process be mapped so NTO'S requirement are met?



Ans: B

50. Northern trail outfitters (NTO) has over 20,000 accounts and 75,000 contacts. NTO wants to ensure the customer data is accurate and that the customers are still currently at their respective companies.

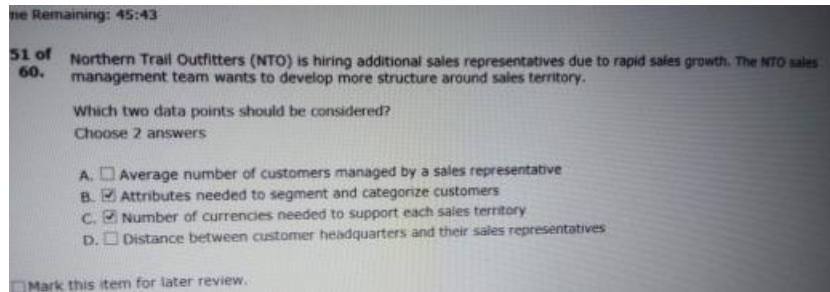
How can this be confirmed?



Ans: D

51. Northern trail outfitters (NTO) is hiring additional sales representatives due to rapid sales growth. The NTO sales management team wants to develop more structure around sales territory.

Which two data points should be considered?



Ans: BC

52. Lead sales representatives from Ursa Major Solar determine the level of access required by collaborating team members when closing deals.

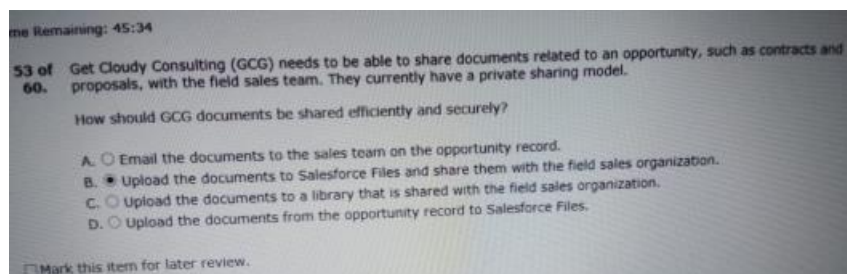
Which solution should a consultant recommend to facilitate the collaboration of the lead sales representatives and team members?



Ans: C

53. Get Cloudy Consulting (GCC) needs to be able to share documents related to an opportunity, such as contracts and proposals, with the field sales team. They currently have a private sharing model.

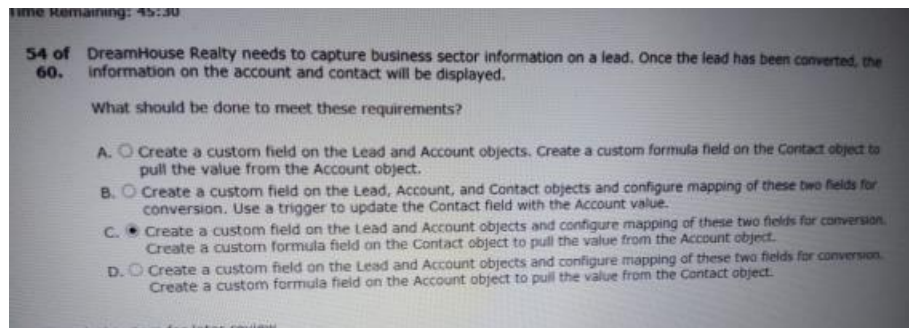
How should GCC documents be shared efficiently and securely?



Ans: B

54. Dreamhouse Realty needs to capture business sector information on a lead. Once the lead has been converted the information on the account and contact will be displayed.

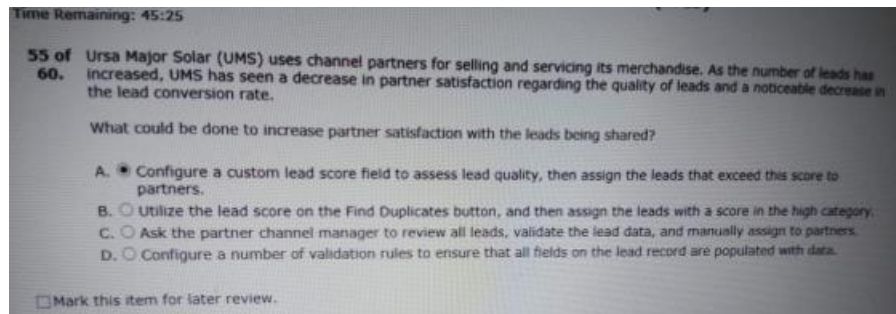
What should be done to meet these requirements?



Ans: C

55. Ursa Major Solar (UMS) uses channel partners for selling and servicing its merchandise. As the number of leads has increased, UMS has seen a decrease in partner satisfaction regarding the quality of leads and a noticeable decrease in the lead conversion rate.

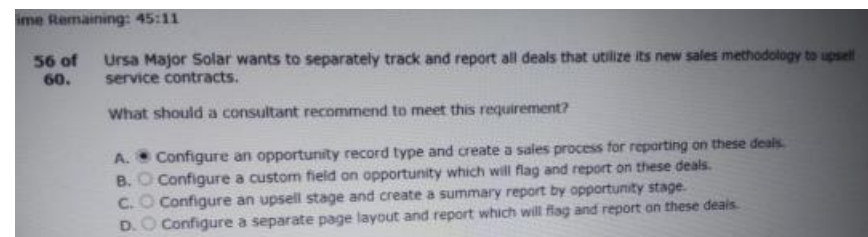
What could be done to increase partner satisfaction with the leads being shared?



Ans: A

56. Ursa Major Solar wants to separately track and report all deals that utilize its new sales methodology to upsell service contracts.

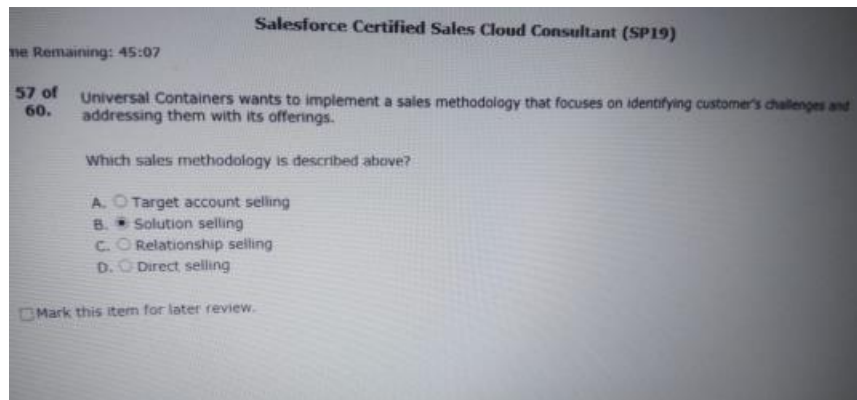
What should a consultant recommend to meet this requirement?



Ans: A

57. Universal Containers wants to implement a sales methodology that focuses on identifying customer's challenges and addressing them with its offerings.

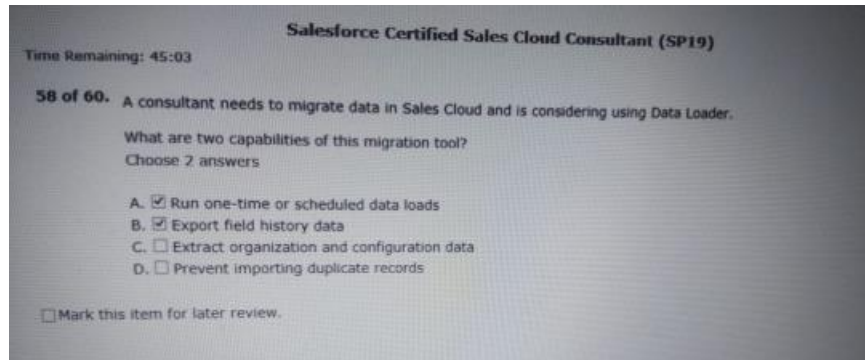
Which sales methodology is described above?



Ans: B

58.A consultant needs to migrate data in sales cloud and is considering using data loader.

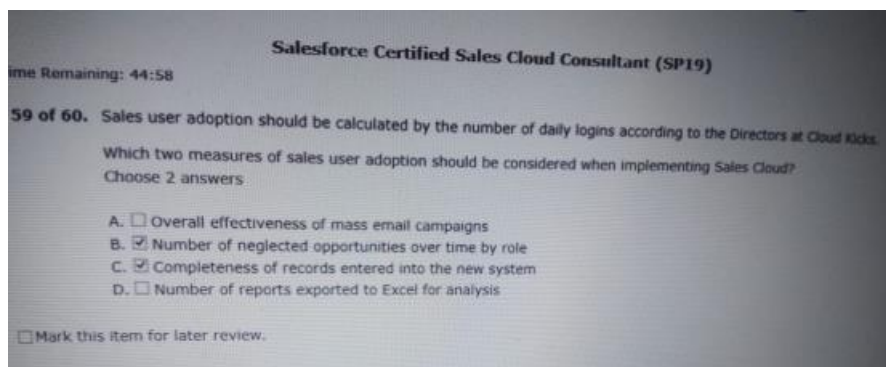
What are two capabilities of this migration tool?



Ans: AB

59.sales user adoption should be calculated by the number of daily logins according to the directors at cloud kicks.

Which two measures of sales user adoption should be considered when implementing sales cloud?



Ans: BC

60. Opportunities are taking longer to close at cloud kicks (KC) this quarter. In the past it took one month for a new opportunity to be moved to close/won. However, now the period has increased to a month and a half.

Which two reporting tools can be used to help determine the cause?

Time Remaining: 44:53

60 of 60.

Opportunities are taking longer to close at Cloud Kicks (KC) this quarter. In the past, it took one month for a new opportunity to be moved to close/won. However, now the period has increased to a month and a half.

Which two reporting tools can be used to help determine the cause?

Choose 2 answers

- A. ☒ Dashboard of opportunity stage duration
- B. ☒ Report on the discount approval time for quotes
- C. ☐ Dashboard of month-over-month trend of lead conversions
- D. ☐ Report on campaign return on investment (ROI)

☐ Mark this item for later review.

Ans: AB