Question 1

A consultant is meeting with a new client for the first time to design a rollout strategy for its Sales Cloud implementation.

What should the consultant do during the planning phase to ensure a successful implementation?

Options:

A) Define goals, metrics, and sales processes.

B) Design a prototype of the suggested solution.

C) Build and test the new functionality.

D) Identify which Salesforce features to use.

Answer:

C

Question 2

Universal Containers (UC) has implemented Opportunity Teams. As part of the sales process, tasks are used to track all customer interactions. UC wants any available team member to handle these tasks as soon as possible.

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

Options:

A) Assignment rule selected by default

B) Task queues for each Opportunity Team

C) Task 'Assigned To' set to Opportunity Team role

D) Workflows to create a Task for each team member

Answer:

C

Question 3

Question Type: MultipleChoice

Universal Containers wants to automatically add emails and events that sales reps send and receive from Gmail to the activity timeline of related records.

What should the consultant recommend to meet the requirement?

Options:

A) Gmail for Salesforce

B) Marketing Cloud Journeys

C) Email to Lead

D) Einstein Activity Capture

Answer:

D

Question 4

Question Type: MultipleChoice

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 a consultant ensure Opportunities appear in the correct forecast categories?

Options:

A) Map Opportunity stages to the appropriate forecast categories.

B) Create a field update with Process Builder to update the forecast category based on the Opportunity stage.

C) Edit the probability percentage on Opportunity stage picklist values.

D) Update the Opportunity stage picklist value labels to match the category to which they should be assigned.

Answer:

A

Question 5

Question Type: **MultipleChoice**

Each year, representatives from Universal Containers attend two major industry conferences that generate a large volume of leads. After Leads have been converted to Opportunities, a few months later, the team wants to determine the ROI for each industry conference.

Which solution should the consultant recommend?

Options:

A) Create a multi-select picklist and ask representatives to select which conference(s) influenced the lead.

B) Create the Campaigns related list on the Lead page layout, and associate new leads with a campaign.

C) Create a Chatter group for each conference and mention this group on all new leads.

D) Create industry events as campaigns, add leads as Campaign Members, and utilize Customizable Campaign Influence.

Answer:

D

Question 6

Question Type: MultipleChoice

A sales manager at universal Containers wants to give a sales operations user access to the team's forecast. The sales manager is the forecast manager. The sales operations user will need to report on the forecast.

How can the sales operations user get access to the forecast data for the sales manager's team?

Options:

A) The consultant can enable the "View All Forecasts' permission on the sales operations profile.

B) The sales manager can temporarily assign the sales operations user as the manager of the forecast.

C) The consultant can create a custom report type on the forecast and share it with the sates operations user.

D) The sales manager can share the forecasts page with the sales operations user.

Answer:

C

Question 7

Question Type: MultipleChoice

The Northern Trail Outfitters sales team has reported that many of the Leads they receive are missing an email address or phone number.

Which two approaches should a consultant recommend to address this problem'

Choose 2 answers

Options:

A) Require Phone and Email fields on the Lead object.

B) Create a Validation Rule that requires either a Phone or Email.

C) Configure Assignment Rules to only assign Leads with Phone or Email.

D) Require Phone and Email fields on the Lead page layout.

Answer:

B, D

Question 8

Question Type: **MultipleChoice**

The executive sponsor at Northern Trail Outfitters wants Salesforce users to know when other users are out of office leveraging Chatter functionality.

What should the consultant recommend'