Question 1

A consultant for Cloud Kicks is migrating data from an on-premise system to Salesforce. The consultant has imported.

Account records, and is attempting to import the associated Contacts using Data Loader, but the import has failed records. The error messages all read UNABLE TO LOCK ROW,

What could be causing these records to fail?

Options:

A- Updates to child records that have the same parent records are being processed simultaneously.

B- Contact records should be imposed in the same data batch as Account records.

C- An Apex Trigger on the Account object is firing on insert and causing the Contact import to fail.

D- The consultant has incorrect permissions to import data using Data Loader.

Answer:

A

Explanation:

The most likely cause of the records failing is that updates to child records that have the same parent record are being processed simultaneously. This can cause the records to fail because child records must be imported after the parent records have been imported, and if the parent record is being updated at the same time as the child records, the import will fail. The other options are not likely to be the cause of the failed import.

Question 2

Question Type: **MultipleChoice**

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

What should the consultant utilize to present the information?

Options:

A- Sales Architecture Map

B- Business Process Map

C- System Landscape Diagram

D- Entity Relationship Diagram

Answer:

B

Explanation:

The best way for the consultant to present the information about how sales reps use Salesforce to work a deal is to utilize a Business Process Map. This map will provide an overview of the process, and can be used to explain how each step of the process works. Additionally, a Business Process Map can also be used to identify areas of optimization and improvement, as well as to document any changes that need to be made. A Sales Architecture Map, System Landscape Diagram, and Entity Relationship Diagram are not suitable for this purpose.

Question 3

Question Type: MultipleChoice

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

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

Options:

A- Six Sigma

B- Waterfall

C- Prince2

D- Agile

Answer:

D

Question 4

Question Type: **MultipleChoice**

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

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

Choose 2 answers

Options:

A- Users can choose to show emails added via EAC in the Related Lists activities view.

B- Users must connect an email account to Salesforce and agree to terms before they can send emails in Lightning.

C- Users can set their Excluded Addresses list which takes priority over the global Excluded Addresses list.

D- Users can share individual emails or make them private.

Answer:

A, B

Explanation:

Einstein Activity Capture (EAC) allows users to store emails and attachments in Salesforce and have them visible in the Activity Timeline and Related Lists. Users can choose to show emails added via EAC in the Related Lists activities view.

To use Einstein Activity Capture, users must connect their email accounts to Salesforce. They must also agree to the terms of the service provider before they can send emails in Lightning.

Question 5

Cloud Kicks noticed its data quality has degraded since its initial Sales 'Cloud Hs ion and is working with a co to ip a data management plan. The consultant suggested some best practices for creating, processing, and maintaining data.

Which two areas could be improved by using third-party data enrichment tools?

Choose 2 answers

Options:

A- Roles and record ownership

B- Validation rules

C- Monitoring changes and updates

D- Naming and formatting

Answer:

B, C

Question 6

Cloud Kicks is implementing Sales Cloud and has asked a consultant to create an architecture diagram of the system.

Which stage of the project lifecycle does this fall under?

Options:

A- Plan

B- Document

C- Test

D- Design

Answer:

D

Question 7

'Cloud Kicks (CK) needs to comply with GDPR requirements. Personal information is limited to only users who need access to a company's:

Account. CK has a private Account model.

How should the consultant provide specific Account access to the renewals and sales operations teams?

Options:

A- Build renewals and sales operations Account team member roles and allocate them to the appropriate users,

B- Create a criteria-based sharing rule to share Accounts with the sales operations and renewals public groups.

C- Change the roles of renewals and sales operations team members in the default Opportunity team.

D- Create a role-based sharing rule to share all Accounts with the sales operations and renewals roles.

Answer:

B

Question 8

Question Type: **MultipleChoice**

A sales manager for one of Cloud Kicks" sales territories is unable to see a forecast for the current quarter.

How should the consultant resolve this issue?

Options:

A- Add the sales manager to the Forecasting public group.

B- Configure the date filter on the forecast and assign it to the sales manager.

C- Set the sales manager as the Forecast Manager for this territory.

D- Select the correct forecast on the sales manager's user record.

Answer:

C

Question 9

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

Options:

A- Utilize change set tool dependency management

B- Leverage cloud-based Git version control to deploy changes

C- Use Salesforce Dx with visual studio to deploy changes.

D- Track manual changes in a spreadsheet

Answer:

B, C

Question 10

Question Type: **MultipleChoice**

Northern Trail Outfitters (WTO) 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

Options:

A- Add customized split types before enabling splits.

B- Resolve any inactive currencies prior to enabling splits.

C- Transfer opportunities owned by Inactive users to active users.

D- Enable opportunity teams and add the opportunity owner as a team member.

Answer:

A, C

Question 11

Question Type: **MultipleChoice**

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?

Options:

A- Create the Campaigns related list on the Lead page layout, and associate new leads with a Campaign.

B- Create a mufti-select picklist, and ask representatives to select which conference (s) influence the lead.

C- Create industry events as Campaigns, add leads as Campaign Members, and utilize Customizable Campaign influence.

D- Create a Slack channel for each industry conference and mention this channel on all new leads.

Answer:

B

Question 12

Question Type: **MultipleChoice**

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 executive.

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

Options:

A- Create a report to show the volume of opportunities created in the last three months compared to a year ago.

B- Create a custom 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 m the average order site.

D- Leverage visualforce to show the use of mobile devices by users during the last three months.

Answer:

D