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QUESTION 1

A sales rep has access to an Account which has multiple child Accounts through the Account hierarchy. What will the sales rep see after clicking the view Hierarchy link?

A. All Accounts in the hierarchy, with all fields visible

B. All Accounts in the hierarchy, with limited field visibility

C. Only child Accounts in the hierarchy

D. No Accounts in the hierarchy

Correct Answer: B

QUESTION 2

The VP of Service at Universal Containers is looking for ways to reduce contact centers costs. Which two metrics should the Consultant recommend? Choose 2 answers

A. Average Handle Time

B. Service-Level Agreements

C. First Call Resolution

D. Time to Answer

Correct Answer: AC

QUESTION 3

Universal Containers manages opportunity forecasts using the standard forecast categories in Salesforce customizable forecasting. Each sales stage is aligned with a forecast category. When reviewing the forecast, Universal Containers wants the roll-up of just the opportunities that are in pipeline, best case, and commit. What number in the forecast would provide Universal Containers with the appropriate information?

A. Pipeline

B. Pipeline + Best Case

C. Pipeline + Closed/Won

D. Pipeline + Commit

Correct Answer: A

QUESTION 4

Universal Containers wants to track the campaigns that influence won opportunities. Using standard functionality, what should a consultant recommend to meet this requirement? Choose 2 answers

A. Have the administrator specify a time frame that limits the time a campaign can influence the opportunity after the campaign first associated date and before the opportunity created date.

B. Add campaigns to opportunities when the campaign is related to a contact that is assigned a contact role on the opportunity prior to the close date.

C. Automatically add child campaigns of the primary campaign source if the child campaigns have an end date that falls before the opportunity close date.

D. Have representatives populate a field on the opportunity record with the dollar amount of the expected revenue from the campaigns that influenced the opportunity.

Correct Answer: AB

QUESTION 5

Universal Containers has implemented account hierarchies with a private sharing model. A sales representative would like to give another user access to one of the accounts she owns and the three child accounts. How can the sales representative provide this access?

A. Add the user to each child account team; visibility will then roll up to the parent account.

B. Add the user manually to the parent account team and each of the child account teams.

C. Add the user to a public group for that account and share all child accounts to this group.

D. Add the user to the account team on the parent account; the child accounts will inherit access.

Correct Answer: B

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