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QUESTION 1

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 all regions are using Salesforce?

A. Assign all users to a region, build a report using user login history, and filter on region.

B. Create an Opportunity report per region, filtering by User.

C. Ask each regional sales manager to run the standard User Adoption report.

D. Install Salesforce Adoption Dashboards from the AppExchange and use the region chart.

Correct Answer: D

QUESTION 2

Northern Trail Outfitters (NTO) has completed its annual planning and wants to update the territory assignments for all sales reps in its enterprise. NTO understands this can impact the current year closing due by the end of the quarter. The IT

team is also planning a release of the new incentive management package that will be used by sales reps.

Which two considerations should the consultant consider when deciding on the timing of the release?

Choose 2 answers

A. Testing changes to Territory Management and the incentive management package should be completed in a Full Sandbox before releasing to Production.

B. Changes to Territory Management need to be made in Production directly and can be completed without impacting users.

C. Installing a new incentive management package along with Territory Management changes may add high risk to the deployment.

D. Combining the Territory Management changes, and the incentive management package allows for mi faster ramp-up time for users.

Correct Answer: AC

QUESTION 3

Universal Containers provides Customer Support for two separate business operations. The cases managed for each operation have different steps and fields. Which three features could be implemented to support this? Choose 3 answers

A. Omni-Channel

B. Page Layouts

C. Record Types

D. Support Processes

E. Article Types

Correct Answer: ACD

QUESTION 4

Cloud Kicks sales representatives are allowed to negotiate up to a 5% discount for the Shoe of the Month club. Regional
Sales Managers (RSM) must approve discounts greater than 5%. Ri-cjion.il vice Presidents (HVP) must approve
discounts greater than 10%. Which two steps should a consultant recommend to satisfy these requirements? Choose 2
answers

A. Configure an approval process for the RSM and a workflow rule for the RVP.

B. Configure Process Builder approval task and email to notify the RSM and RVP.

C. Create two approval process, one for the RSM and one for the RVP.

D. Create a Process Builder to automatically submit approval up to 5 % discounts.

E. Create a two-step approval process for the RSM and RVP as approver

Correct Answer: BE

QUESTION 5

Match the following loading option to the description of when to use it. "Force.com Data Loader"

A. Brian wants to consolidate all his accounts from several systems.

B. Bill wants to load 20,000 lead records.

C. Becky wants to load all her 65,000 contact records.

D. Bob wants to load a single account record.

E. Berta wants to keep a separate system as her "system of record"

Correct Answer: C

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