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QUESTION 1

Which two solutions should a consultant recommend while designing a plan to decrease a company's cost per call?
Choose 2 answers

- A. Bypass entitlement verification
- B. Increase the call-to-order ratio
- C. Use integrated voice response
- D. Use suggested Knowledge articles

Correct Answer: CD

QUESTION 2

Which two use cases will protect the integrity of order data with activation limitations? Choose 2 answers

- A. Multiple reduction orders can be created for a single order.
- B. Orders can be activated only if they include a product.
- C. New Products can be added to Active Orders.
- D. Products can be removed from Active Reduction Orders.

Correct Answer: AB

QUESTION 3

The Universal Containers sales team wants to easily show Account relationships to its sales reps and report on these relationship.

Which two considerations should the consultant take into account?

Choose 2 answers

- A. Account relationships are visible from Person Account records.
- B. A Person Account can be either a parent or child in the Account Hierarchy.
- C. Account Hierarchy displays only the Amounts users have Read permission to view.
- D. Accounts can be organized into different divisions based on specific criteria.

Correct Answer: CD

QUESTION 4



Cloud Kicks (CK) frequently works with contractors for marketing focus groups.

These contractors change companies often, and CK wants to retain its company history through Accounts.

What should the consultant recommend?

A. Implement the Contacts to Multiple Accounts feature

Correct Answer: A

QUESTION 5

Universal Containers\ (UC) sales reps have said there are too many reports and dashboards which makes it hard to find what is important to them. What should a consultant recommend that use to solve this issue?

A. Enhanced Folder Sharing

Correct Answer: A

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