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QUESTION 1

The Consultant at Cloud Kicks has noticed that sales data is quickly outdated and is having issue with keeping Account data updated. What should the Consultant recommend to maintain up-to-date Account information?

A. Call the Contacts and Leads to get their updated information.

B. Use third-party data to update and add records to Salesforce.

C. Use the Salesforce-provided data to updated and add records to Salesforce.

D. Enable the Automatic Account Update feature in Setup.

Correct Answer: B

QUESTION 2

Universal Containers has a public sharing model for accounts and uses the parent account field to create a multi-level account hierarchy. When viewing a parent account, the company would like to see the total value of open opportunities for all accounts in the hierarchy. What solution should a consultant recommend to meet this requirement?

A. Use apex to update a custom field on the parent account with the total value of open opportunities from the child accounts.

B. Create a roll-up summary field on the parent account showing the total value of open opportunities from the child accounts.

C. Define a workflow rule to update the custom field on the parent account with the total value of open opportunities from the child accounts.

D. Create a link on the account that opens a report showing the total value of open opportunities for all the accounts in the hierarchy.

Correct Answer: A

QUESTION 3

Sales managers at Cloud Kicks have noticed that information in some opportunity reports is incomplete. A consultant has performed an analysis and determined that opportunity stages often lack key information that sales managers at each stage because sales reps have yet to enter the data.

What should the consultant recommend so opportunity stage reports always contain the data managers expect?

A. Configure Path by checking the key field required checkbox.

B. Create an Auto launched flow to determine if required fields are missing.

C. Customize path and create validate rules dependent on stages.

D. Mark the fields as required on the page layout.

Correct Answer: C

QUESTION 4

Cloud Kicks has just completed a Sales Cloud implementation and the marketing team is creating campaigns. Cloud Kicks wants to gain feedback on the implementation. What should the Consultant recommend?

A. Upgrade to the latest Salesforce release.

B. Sign off on the Statement of work.

C. Complete a post-mortem.

D. Undergo training

Correct Answer: C

QUESTION 5

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?

A. Sales Architecture Map

B. Business Process Map

C. System Landscape Diagram

D. Entity Relationship Diagram

Correct 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.

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