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QUESTION 1

Which of the following is a typical challenge for a sales organization? (Select all that apply)

A. Optimizing lead management

B. Driving more business

C. Improving sales rep productivity

D. Complete visibility

E. Poor customer satisfaction

Correct Answer: ACD

QUESTION 2

What is a consideration when implementing Advanced Currency Management? Choose 3 answers

A. The converted amount of an opportunity uses dated exchange rates based on the close date of the opportunity.

B. Advanced currency management dated exchange rates are automatically updated on a monthly basis

C. Currency roll-up summary fields from opportunity products to an ortunity use the dated exchange rate

D. Advanced currency management can be enabled or disabled in the organization under the company profile if needed.

Correct Answer: ACD

QUESTION 3

Who is most interested in the alignment of sales and marketing?

A. Sales Reps

B. Sales/Marketing Managers

C. Sales/Marketing VP

D. IT

Correct Answer: C

QUESTION 4

Cloud Kicks is currently going through a fast-paced growth of its sales department. The Sales Director notices that new sales executives are investing time connecting with existing contacts who are not influential in furthering the business

relationship. Which two potential solutions can the Consultant recommend? Choose 2 answers

A. Add a Lookup field to Contacts to indicate Influential Contacts.

B. Add an Influencing Contact multi-select picklist field on the Account.

C. Implement the Account Contact Role feature.

D. Track time invested in a custom field for each contact.

Correct Answer: BC

QUESTION 5

Sales Management at Universal Containers is concerned that pipeline and forecasting reports are inaccurate because sales representatives are creating opportunities after they are closed/won. Which solution will help sales management identify and address the issue? Choose 2 answers

A. Use a workflow rule to email sales management when the opportunity is created in the closed won stage.

B. Create a report that displays opportunities that have a closed date less than or equal to the created date.

C. Run the opportunity pipeline standard report to view the upcoming opportunities by stages

D. Create a workflow rule that automatically updates the opportunity to the first stage in the sales process

Correct Answer: AB

QUESTION 6

Import 100 leads/mo ?need to prevent dups.

A. Import using import wizard

B. Run script in external DB to identify dups.

C. Import leads and use global search to identify dups.

D. Export existing leads using a report and scrub prior to re-import

Correct Answer: A

QUESTION 7

Universal Containers needs to track quarterly sales goals for users. What are three ways a consultant can display sales goals and allow users to track their progress toward their goals? Choose 3 answers

A. Enable show quota % attainment.

B. Create a Custom Report Type Including Forecasting quotas with forecasting Items.

C. Enable forecast adjustments.

D. Disable opportunity quantity forecasts.

E. Enable and show quotas.

Correct Answer: ABC

QUESTION 8

Which of the following stage should be matched with the Forecast Category "Best Case"?

A. Early pipeline stages

B. Mid pipeline

C. Late pipeline stages

D. Closed and Won

E. Closed and Lost

Correct Answer: B

QUESTION 9

Universal Containers requires that each of its products is sold with 12 months of product maintenance. This is enter... a separate opportunity product line item on the opportunity. Once an opportunity is closed/ won and the order has been shipped to the customer, the service manager manually records the maintenance line item in the assets object and sends an alert 90 days prior to the expiration date. What should a consultant recommend to streamline this process?

A. Request the sync order to asset feature from salesforce to create an asset record once an opportunity is closed/won.

B. Install an AppExchange app or create a trigger to automatically create an asset record once an opportunity is closed/won.

C. Create a trigger on the asset object once an opportunity is closed/won, and add a button to the opportunity layout.

D. Turn on the sync asset feature from the asset settings to create an asset record once an opportunity is closed/won.

Correct Answer: B

QUESTION 10

The sales manager at Universal Containers wants to be informed when a lead created from the "Contact Us" form on the corporate website has not been followed up within 24 hour of being submitted. What salesforce feature should the consultant use to meet the requirement?

A. Notify using publisher action

B. Notify using chatter on Lead

C. Send an email using lead escalation rule

D. Send an email using time based workflow

Correct Answer: D

QUESTION 11

How can a Contact Center Manager see which Service Representatives have not accepted new Cases recently using the Lightning Service Console?

A. Omni-Channel Utility Component

B. Cases report sorted by Rep and Case Owner

C. Cases report sorted by Rep and Case CreatedDate

D. Omni-Channel Supervisor tab

Correct Answer: D

QUESTION 12

Which roll-up summary fields supported between two Advanced Currency Management objects when enabling Advanced Currency Management?

A. Opportunity object to Opportunity object

B. Opportunity line object to Opportunity object

C. Opportunity object to Account In the default currency of the user\'s manager

D. Opportunity line object to Product object in the default currency of the organization

Correct Answer: B

QUESTION 13

The Cloud Kicks website Contact Us form creates Leads that need to be followed-up on in a timely manner by the sales representatives- The VP of Sales wants to be notified when the Lead creation date has passed 24 hours and the lead status is still new. The sales representatives would also like a list to follow up. Which two actions should the Consultant perform to create a solution? Choose 2 answers

A. Create a Lead list view filtered for "Lead created date NOT equal to TODAY" and "Status equals new".

B. Create a Lead escalation rule for "Lead created date NOT equal to TODAY" and "Status equals new"

C. Create a process builder process to send an email.

D. Create a dynamic report for sales representatives to subscribe to.

E. Create a publisher action on Lead.

Correct Answer: BD

QUESTION 14

The consultant at Universal Containers recently enabled forecasts. A sales manager is concerned that all open Opportunities appear in the Pipeline forecast category. Opportunities in Perception Analysis and Proposal/Price Quote stages should appear in the Best Case category. Opportunities in the Negotiation/ Review stage should appear in the Commit category.

How should a consultant ensure Opportunities appear in the correct forecast categories?

A. Map Opportunity stages to the appropriate forecast categories.

B. Create a field update with Process Builder to update the forecast category based on the Opportunity stage.

C. Edit the probability percentage on Opportunity stage picklist values.

D. Update the Opportunity stage picklist value labels to match the category to which they should be assigned.

Correct Answer: B

QUESTION 15

Universal Containers is implementing an entitlement process in its contact center to gain better visibility into how well the company is delivering on customer service level agreements (SLAs). Which two approaches can be used to accomplish this goal? Choose 2 answers

A. A. To Display whether a case response complies with a customer\\'s service level agreement.

B. To monitor the case escalation rule queue to confirm service levels are met.

C. To represent metrics such as first-response and resolution time on cases.

D. To identify the customer contact associated with a particular stage of a service contract.

Correct Answer: AC

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