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QUESTION 1

Users at Cloud Kicks (CK) say the global search is returning too many results when searching for contacts. CK's admin confirmed that users have the correct permissions and record access to the contacts they want to see. What should a consultant recommend to yield better search results?

- A. Use quotation marks operator around contact's first and last name.
- B. Add company name next to contacts full name in the search window.
- C. Add LIKE keyword next to contact's full name in the search window.
- D. Use parentheses operator to limit search to the Contacts object.

Correct Answer: B

QUESTION 2

Sales reps shouldn't be able to edit certain opportunity fields after closed/won stage (fields reserved for sales ops).

- A. Validation rule
- B. Workflow rule
- C. Modify all data privilege -> Sales Ops
- D. Field level security

Correct Answer: A

QUESTION 3

Universal Insurance is a large insurance company with a customer base that includes both individual consumers and businesses. The company has implemented Person Accounts in Salesforce. It has a custom object for policies that needs to relate to both Person Accounts and Business Accounts. What is the minimum configuration on the policy custom object needed to meet this requirement?

- A. Create a contact lookup field and an account lookup field
- B. Create a master-detail account relationship
- C. Create a master-detail contact relationship
- D. Create a custom contact lookup field

Correct Answer: B

QUESTION 4

What features of work.com can managers use to help sales representatives meet their quotas? Choose 2 answers

- A. Coaching plans to help the sales rep drive results
- B. Coaching feed visible to the entire sales teams
- C. Coaching feedback that automatically adjusts the goals
- D. Coaching dashboards to monitor progress

Correct Answer: AD

QUESTION 5

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

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