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QUESTION 1

The sales director at Cloud Kicks wants to enable Person Accounts in its org. The sales director asked a consultant to evaluate the solution and present it to the sales team. What should the consultant consider when evaluating Person Accounts?

- A. Enabling the Person Accounts feature is Irreversible.
- B. Enabling Person Accounts requires a Public Read/Write sharing model
- C. Person Account records only count toward Account storage.
- D. The PersonAccount object must have at least two record types.

Correct Answer: A

QUESTION 2

A small company has hired a consultant to plan its Sales Cloud implementation. The company wants to get up and running with Sales Cloud right away. The deadline has yet to be established, and the requirements still need to be defined. Which project management methodology should a consultant recommend to ensure the implementation is successful?

- A. Six Sigma
- B. Waterfall
- C. Prince2
- D. Agile

Correct Answer: D

QUESTION 3

Cloud Kicks wants to be able to forecast revenue on a quarterly basis.

Which date field should the Consultant recommend to ensure accurate forecasting?

- A. The converted date on the Lead
- B. The created date on the Opportunity
- C. The last modified date on the Opportunity
- D. The close date on the Opportunity

Correct Answer: D

QUESTION 4

As part of a new Salesforce Knowledge implementation, Universal Containers would like to migrate articles from their current database. Which factor should a Consultant consider as part of the migration strategy?

- A. Prepare a single .csv file that can be used to migrate all article types at once and include a properties file in a .zip for import
- B. Verify that each article type has field-level security on all fields set to read-only prior to import, in order to prevent any loss of data
- C. Ensure that each existing article type has a corresponding Salesforce Knowledge article type that matches its structure and content
- D. Convert any articles containing HTML into plain text before importing because HTML is NOT supported in any article field types

Correct Answer: C

QUESTION 5

Cloud Kicks has enabled multi-Currency in its organization. All the rates are set. What will happen if the exchange rates are adjusted?

- A. All newly closed opportunities will use the new conversion rate.
- B. Opportunities created this month will use the new conversion rate and old opportunities will remain the same.
- C. New opportunities will use the new conversion rate and old opportunities will remain the same.
- D. All opportunities with conversion rates will use the new rate.

Correct Answer: C

QUESTION 6

Cloud Kicks requires sales associates to record all activities within Salesforce. Which sales metric can be derived from these activities?

- A. Close Rate
- B. Close Rate
- C. Rate of Contact
- D. Marketing Influence

Correct Answer: C

QUESTION 7

What should you do when migrating Opportunities?

- A. Determine if you need to load owner who are not current users
- B. Always load all owners, including those who are not current users
- C. Only load owners who are current users
- D. Load all available data, including owners

Correct Answer: A

QUESTION 8

UC needs to have opportunity discounts approved by the senior management team. The appropriate approver is dynamically determined based on the requestor's region and the opportunity's account type. Which solution should be recommended to support these requirements?

- A. Allow the requestor to select the appropriate approver prior to submitting the record for approval.
- B. Automatically populate the delegated approver based on the requestors region and opportunity account type.
- C. Create a workflow approval task as the first step in the approval process to assign the approver.
- D. Use Apex to populate a user lookup field for the approval process based on an approval matrix.

Correct Answer: D

QUESTION 9

During the Cloud Deploy phase, end users are complaining that they have a new system to log into, and it's holding up training. What is the likely cause of these complaints?

- A. Cloud Kicks did not gain buy-in during the Analyze phase and the did not build buzz during the Build and Validate phase.
- B. Cloud Kicks did not gain buy-in during the Design phase the solution was not designed.
- C. A communication plan was not designed during the Plan phase and buzz was not generated during the Deploy phase.
- D. A training plan was not made during the Validate phase and buzz was not during the Design and Validate phase.

Correct Answer: C

QUESTION 10

Sales reps must use the same system to manage calendars and to document meetings.

- A. True

B. False

Correct Answer: B

QUESTION 11

Northern Trail Outfitters (NTO) manages opportunity forecasts using the standard forecast categories in Salesforce customizable forecasting. Each sales stage is aligned with a forecast category. When reviewing the forecast, NTO wants the roll-up of just the opportunities that are in pipeline, best case, and commit. What number in the forecast would provide NTO with the appropriate information?

- A. Pipeline + Closed/Won
- B. Pipeline + Best Case
- C. Pipeline
- D. Pipeline + Commit

Correct Answer: B

QUESTION 12

Cloud Kicks is implementing Sales Cloud and has asked a consultant to create an architecture diagram of the system. Which stage of the project lifecycle does this fall under?

- A. Plan
- B. Document
- C. Test
- D. Design

Correct Answer: D

QUESTION 13

Forecast Category "Best Case" can be summarized as:

- A. Closed
- B. Closed + Commit
- C. Closed + Commit + Best Case
- D. Commit + Best Case + Pipeline

Correct Answer: C

QUESTION 14

The sales department at Universal Containers uses approval processes to streamline the approval of high-value opportunities. These approvals are becoming delayed in the approval process because managers forget to approve the requests from their home-page. What can a consultant recommend to improve the approval process? Choose 2 answers

- A. Enable approvals by email for the approval process for high-value opportunities.
- B. Schedule and email a report of all pending approvals to managers.
- C. Allow managers to approve or reject approval requests from the Chatter feed.
- D. Create a dashboard of pending approvals and add it to the Chatter feed.

Correct Answer: AC

QUESTION 15

The Cloud Kicks sales manager wants to deploy dynamic dashboards to show sales effectiveness in areas that sales members operate and manage.

Which two considerations should the consultant advise the sales manager about dynamic dashboards?

Choose 2 answers

- A. Dynamic dashboards allow all users to view data as any user.
- B. Dynamic dashboards must be manually refreshed.
- C. Dynamic dashboards require users to follow each component
- D. Dynamic dashboards must be saved in public or shared folders.

Correct Answer: CD

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