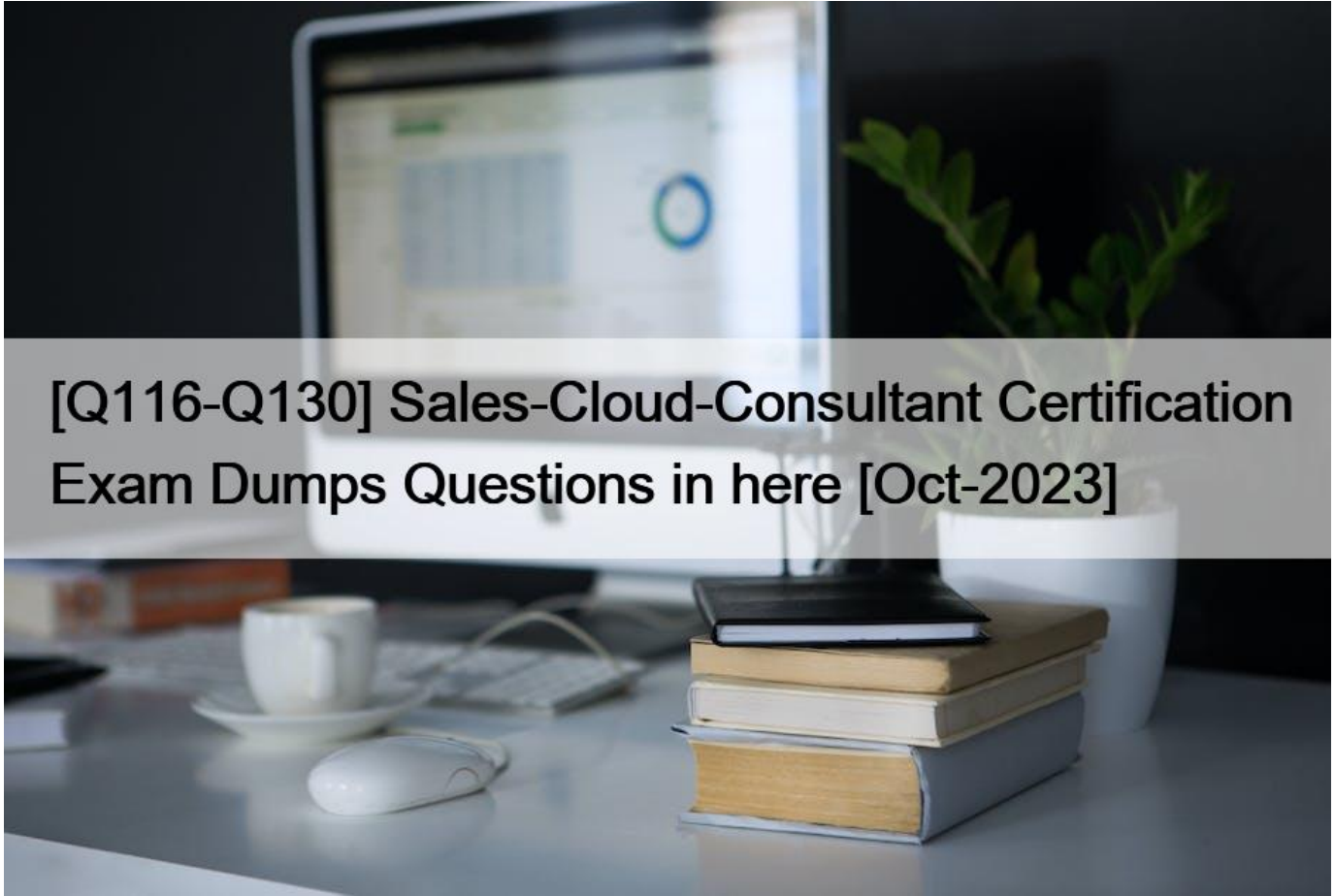


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Updated Sales-Cloud-Consultant Exam Practice Test Questions

QUESTION 116

The Cloud Kicks IT team has noticed that there are many duplicate Person Accounts.

The team can often easily identify duplicates and wants to merge them.

What should the consultant explain to the team about Person Account merges?

- * Person Accounts with a redundant relationship can be merged using matching rules.
- * Person Accounts can be merged with other Person Accounts.
- * Person Accounts can be merged with contact records.
- * Person Accounts can be merged with any type of Account

QUESTION 117

Cloud Kicks uses an external ERP application to process its orders. This ERP application needs to receive data about Opportunities when the Opportunity closes. Which two solutions should the Consultant recommend? Choose 2 answers

- * Outbound Message with Workflow Rules
- * Connected App
- * Single Sign on
- * REST Callout

QUESTION 118

Sales representatives at Universal Containers log activities on accounts, contacts, and opportunities. The sales manager wants to create a report to see all activities on all of the accounts that the manager owns, including activities on contacts and opportunities.

Which report should be recommended to the sales manager?

- * Activities report on accounts and contacts the manager owns
- * Activates report on accounts and opportunities the manager owns
- * Activities report on accounts the manager owns
- * Activities report on accounts, contacts, and opportunities the manager owns

QUESTION 119

What is a forecast?

A forecast is a projection expressed in aggregate dollar amounts, units of a product family or both.

QUESTION 120

Universal Containers recently acquired Global Packaging, a company that has complementary Products. Universal Containers wants to run a major campaign showcasing its new product bundling. The company will use multiple marketing channels to create awareness in the marketplace. Each marketing channel will need to be measured for its effectiveness both individually and collectively.

How should the consultant design the solution for Universal Containers?

- * Create campaigns for each channel with members and link child campaigns to a parent campaign.
- * Create a single campaign and add member statuses for each marketing channel.
- * Create a single campaign, add members, and set the status to active.
- * Create campaigns for each channel, link them to a parent, and add members to the parent.

QUESTION 121

Northern Trail Outfitters has organization-wide defaults set to private. Sales representatives own the accounts and want to collaborate with relevant people from other departments (E. g. marketing and finance).

Collaborating team members must be able to access and report on relevant data. Which two solutions should be recommended?

- * Use Opportunity team to share records to relevant people
- * Use manual sharing on account to share specific record.
- * Use Chatter to share records with relevant people
- * Use account team to share records with relevant people

QUESTION 122

Cloud Kicks rents its sales operations team to place orders for United States customers in Sales Ootid. The sales ops team needs to

calculate sales tax on the orders. Sales tax is a complex calculation based on tax law that may change at any time.

What should the consultant recommend to meet the requirement?

- * A formula field on the Order object
- * An app from the AppExchange
- * A screen flow for orders
- * A spreadsheet with formulas

QUESTION 123

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

- * Opportunity object to Opportunity object
- * Opportunity line object to Opportunity object
- * Opportunity object to Account In the default currency of the user's manager
- * Opportunity line object to Product object in the default currency of the organization

QUESTION 124

Universal Containers plans to deploy the new Service Cloud console to its support team. Which steps should be considered in deployment? (There are three correct answers.)

- * Customize highlight panels for all objects.
- * Set up interaction logs and assign them to user profiles.
- * Assign users the Service Cloud User feature license.
- * Set up users and assign them to a queue.
- * Customize case list views.

QUESTION 125

What should you keep in mind when designing a solution to improve Sales Rep productivity? (Select all that apply)

- * Links may be confusing; use them sparingly
- * Including App Exchange mash-ups may slow down Sales Reps
- * Information should be entered only once
- * Finding information should only be a few clicks away

QUESTION 126

Who has permission to edit a Chatter profile?

- * An Administrator
- * An individual user
- * A user's manager
- * Profiles are not editable

QUESTION 127

Your company has decided they want to track payment and deliveries for their products and services. Place the steps in order:

- * Set up default schedules for any products that involve regular payments or delivery.
- * Do not set up default schedules for products that involve payments or deliveries that are unique to each

opportunity.

- * Enable Scheduling for all products.

QUESTION 128

Northern Trail Outfitters (NTO) wants to improve the information profile of its current Contacts in salesforce by using social networking application (e.g. LinkedIn or Twitter) to add the information currently gathered for accounts, contacts and leads. Which solution should a consultant recommend to meet this requirement?

- * Define the social network fields and enabled then for account, contacts and leads.
- * Create custom fields that hold URL links to the social profile of accounts, contacts and leads.
- * Enable social Accounts and Contacts to link records to social profiles.
- * Enable the salesforce to Social network API connection to sync records.

QUESTION 129

Which of the following statements are true about the Opportunity field, “Stage”? (Select all that apply)

- * There are 10 default stage values, based on a commonly used sales methodology.
- * The list of default stage values cannot be edited or added.
- * There are other sales methodologies that can be downloaded from the App Exchange and used within Salesforce

QUESTION 130

Universal Containers (UC) has acquired another company that uses Salesforce and is migrating its legacy email alerts, and approval processes.

Which two steps should the consultant perform to maintain data integrity?

Choose 2 answers

- * Enable the Create Audit Fields permission to insert historically accurate records.
- * Use the Salesforce Approval Process clone feature to migrate approval processes.
- * Merge the legacy Salesforce org into UC’s Salesforce org and migrate the approval processes.
- * Insert users, and then migrate email alerts and approval processes into UCs Salesforce org.

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