Latest Version: 21.0

Question: 1

Sales Manager at Cloud Kicks need to show reports and dashboards with opportunity forecast by Product family with team quotas. Which solution should a Consultant recommend?

A. Configure quotas with a product report and add necessary fields.
B. Create a joined report with closed Opportunities, forecasting items, and quotas.
C. Create a custom report type with forecasting quotas and items.
D. Configure an analytic snapshot to capture the Opportunity forecast and quotas.

Answer: C

Question: 2

The sales director at Cloud Kicks wants to ensure, on the creation of Contacts for an existing Account, that the mailing address of a contact is the same as the shipping address of the parent Account based on the postal code. Which solution should the Consultant suggest to meet this requirement?

A. Create a Validation rule on the Person Account object to validate the MalingPostalCode of the contact with the ShippingPostalCode of the account.
B. Create a Validation rule on the Contact object to validate the ShippingPostalCode of the contact with the MalingPostalCode of the account.
C. Create a Validation rule on the Contact object to validate the MalingPostalCode of the contact with the Shipping Posta lCode of the account.
D. Create a Validation rule on the Account object to validate the MalingPostalCode of the contact with the ShippingPostalCode of the account.

Answer: C

Question: 3

The VP of Sales at Cloud Kicks wants to automate the process of reassigning Accounts when the Account owner gets transferred to a different team or region. The VP wants reassignment to be based on the Account status and confirmation that the new Account owner is informed of their new Account inheritance. Which two strategies can the consultant use to design the solution?

A. Use Process Builder for capturing Account details, define Account assignment rules to reassign the Account to new owner based on status, and send an email regarding Account inheritance.

B. Use Process Builder for capturing Account details, design workflow rules to reassign the Account to a new owner based on status, and send an email regarding Account inheritance.

C. Use Flow Builder for capturing Account details, design an element to reassign the Account to a new owner based on status, and send an email regarding Account inheritance.

D. Use Process Builder for capturing Account details, design an nodes to reassign the Account to a new owner based on status, and send an email regarding Account inheritance.

E. Use Flow Builder for capturing Account details, define Account assignment rules to reassign the Account to a new owner based on status, and send an email regarding Account inheritance.

Answer: C, D

Question: 4

Cloud Kicks is considering using person Accounts to manage costumers, while using business Accounts to manage companies. What should the Consultant advise?

A. Person Accounts cannot be related to Accounts in a hierarchy.
B. Person Accounts can be disabled from Setup.
C. Account hierarchy allows person Accounts.
D. Person Accounts can only be child Accounts.

Answer: A

Question: 5

Cloud Kicks recently started using Sales Cloud and hosts its business website outside of Salesforce. On its website, Cloud Kicks has a lead generation web page. The VP of Sales wants the Leads captured in its self-hosted website to be reflected in Salesforce. What should Consultant recommend?

A. Implement Salesforce Connect to create Leads in Salesforce from the Cloud Kicks website.
B. Implement the SOAP web service API to send Leads from the Cloud Kicks website to Salesforce.
C. Implement Web-to-Lead to create Leads in Salesforce from the Cloud Kicks website.
D. Implement the REST web service API to send Leads from the Cloud Kicks website to Salesforce.

Answer: C