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QUESTION 1

Which of the following descriptions best describe Data.com?

- A. A tool for extending pricing proposals to customers
- B. A content management tool for users who seek information
- C. A library that allows access to documents
- D. A collaboration tool
- E. A data enrichment tool that maintains updated data

Correct Answer: E

QUESTION 2

A Consultant for Cloud Kicks notices that the Deploy date for the Sales Cloud project is also the same weekend of a Salesforce release.

What should the Consultant recommend?

- A. Complete the project sooner and push before the Salesforce release
- B. Let Cloud Kicks know that there is a Salesforce release and that it may take longer
- C. Stop all work because the impact of the Salesforce release is unknown
- D. Update the project plan for the following week and communicate the change

Correct Answer: D

QUESTION 3

Cloud Kicks likes to have its supervisors coach the consultants based on the call transcripts. Which Salesforce product should the consultant recommend?

- A. Salesforce Service Cloud
- B. Salesforce native CTI Connector
- C. Salesforce High Velocity Sales
- D. Salesforce Sales Cloud

Correct Answer: C

QUESTION 4



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A consultant has been tasked with analyzing the way sates reps use Salesforce to work a deal from inception to close, and then presenting this information to management. What should the consultant utilize to present the information?

- A. Sales Architecture Map
- B. Business Process Map
- C. System Landscape Diagram
- D. Entity Relationship Diagram

Correct Answer: B

Explanation: The best way for the consultant to present the information about how sales reps use Salesforce to work a deal is to utilize a Business Process Map. This map will provide an overview of the process, and can be used to explain how each step of the process works. Additionally, a Business Process Map can also be used to identify areas of optimization and improvement, as well as to document any changes that need to be made. A Sales Architecture Map, System Landscape Diagram, and Entity Relationship Diagram are not suitable for this purpose.

QUESTION 5

Universal Containers requires its sales representatives to go through an internal certification process to sell certain groups of products. What could be done to prevent a sales representatives from adding these products to opportunities if they are not certified to sell them? Choose 2 answers

- A. Use a validation rule on opportunity products to prevent them from adding products mrked as requiring certification if they are not certified.
- B. Use a criteria-based sharing rule on products marked as requiring certification to only share the products to users who are certified
- C. Use a validation rule on products marked as requiring certification to prevent them from being added to an opportunity.
- D. Use a separate price book for the products requiring certification and only share the price book to users 1--\\' who are certified.

Correct Answer: AD

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