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QUESTION 1

The Cloud Kicks marketing team wants to view and report in Lightning on any opportunities created as a result of 2
Campaign. Which two choices should a consultant recommend meeting the requirement?

Choose 2 answers

A. Use Data Loader to export Opportunity and Campaign Influence and merge the results.

B. Enable Customizable Campaign Influence in Setup.

C. Add the Campaign Influence related list to the Opportunity page layouts.

D. Create a joined report between Opportunity and Campaign to show influence.

Correct Answer: AC

QUESTION 2

Cloud Kicks has two sales divisions:

*

 a franchise sale division and

*

 a public sales division.

The sales representatives for each division have their own user profiles and person Accounts.

The franchise sales division sales representatives cannot create person Accounts, and they should only be able to set
up franchise Accounts.

What should the Consultant recommended to meet this requirement?

A. Utilize Divisions to hide person Account from the franchise sales division\'s sales representative user profile

B. Remove person Account record types from the franchise sales division\'s sales representative user profile.

C. Ensure that the "Disable Person Accounts" permission on the franchise sales division\'s sales representative user
profile is checked.

D. Hide the Person Account checkbox from the franchise sales division\'s sales representative user profile through
Field-level Security.

Correct Answer: B

QUESTION 3

Universal Containers has enabled Social Accounts and contacts. When a sales representative accesses a contact within Salesforce, the representative is unable to see detailed information from the contacts Facebook profile (e.g. contacts wall postings).

What is preventing the sales representative from accessing detailed information on the contacts Facebook page?

A. The link to the Facebook profile is not configured with the administrator password to access detailed information

B. The information shown is based on the sales representative\\'s connection level with the contact on Facebook

C. The fields configured by Universal Containers administrator on the contact page layout are missing

D. Universal Containers must purchase the Facebook license to access public information for its users

Correct Answer: B

QUESTION 4

UC processes its orders through a separate system from Salesforce but would like to integrate the order history data into Salesforce. This would give sales representatives a view of all past orders by account. Which solution should a consultant recommend?

A. Create an order history object with a relationship to accounts.

B. Create a closed opportunity record type for each order history record.

C. Configure the opportunity history object to hold order history data.

D. Configure the quote object to hold the order history data.

Correct Answer: A

QUESTION 5

Universal Containers is implementing an entitlement process in its contact center to gain better visibility into how well the company is delivering on customer service level agreements (SLAs). Which two approaches can be used to accomplish this goal? Choose 2 answers

A. A. To Display whether a case response complies with a customer\\'s service level agreement.

B. To monitor the case escalation rule queue to confirm service levels are met.

C. To represent metrics such as first-response and resolution time on cases.

D. To identify the customer contact associated with a particular stage of a service contract.

Correct Answer: AC

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