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QUESTION 1

Cloud Kicks uses the Lead Source field to track the event from which a Lead originated. The marketing director requested a report that shows every event a Lead has attended. This information is impossible to provide with the current configuration.

Which standard Salesforce functionality should a consultant recommend?

- A. Implement Campaigns to track events and define a campaign management process.
- B. Update the Lead Source field to the most recent event a Lead has attended using Process Builder.
- C. Configure a Custom Events object and relate it to the Lead object.
- D. Create a custom field to track the second event a Lead attends.

Correct Answer: A

QUESTION 2

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 3

Cloud Kicks (CK) needs to comply with GDPR requirements. Personal information is limited to only users who need access to a company's:

Account. CK has a private Account model.

How should the consultant provide specific Account access to the renewals and sales operations teams?

- A. Build renewals and sales operations Account team member roles and allocate them to the appropriate users.
- B. Create a criteria-based sharing rule to share Accounts with the sales operations and renewals public groups.
- C. Change the roles of renewals and sales operations team members in the default Opportunity team.
- D. Create a role-based sharing rule to share all Accounts with the sales operations and renewals roles.

Correct Answer: B

QUESTION 4

Universal Containers has many customers that repeat the same purchase on a regular basis. These customers are classified as a repeat account type. Sales management wishes to use Salesforce to automate repeat opportunities. What should a consultant recommend to meet this requirement?

- A. Develop an Apex trigger for repeat accounts that inserts a copy of an opportunity for the sales representative when it reaches closed /won stage.
- B. Configure a workflow rule for repeat accounts that inserts a copy of an opportunity for the sales representative when it reaches closed /won stage.
- C. Develop an Apex trigger to set an opportunity revenue schedule that automatically sets up a new opportunity for repeat accounts when it reaches closed/won stage.
- D. Configure a workflow rule for repeat accounts that sends a reminder task to the sales representative to create a new opportunity when it reaches closed/won stage.

Correct Answer: A

QUESTION 5

Universal Containers wants to restrict access to accounts and contacts. All users should be able to access all the accounts, but only edit the accounts they own. Users should be able to edit only the contacts for the accounts they own. To meet these requirements, what should be the OWD access for accounts and contacts?

- A. Set Account to private and Contacts to control by parent.
- B. Set Account to public read-only and Contacts to control by parent.
- C. Set Account to public read-only and contacts to private.
- D. Set Account to private and contact to private.

Correct Answer: B

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