

### SALES-CLOUD-CONSULTANTQ&As

Salesforce Certified Sales Cloud Consultant

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#### **QUESTION 1**

Cloud Kicks has 300,000 account records and 16 million invoices In a custom object with a master-detail relationship to the Account. Each account record takes a long time to display due to the rendering time of the invoice related list. What should the consultant do to solve this issue?

- A. Enable Collapsible Sections for the Invoice related list
- B. Move the invoice related list to a separate tab on the Lightning page.
- C. Convert the Invoice object into a lookup relationship.
- D. Enable indexing on all visible fields on the invoice related list.

Correct Answer: D

#### **QUESTION 2**

Nothern Trail Outfitters wants to link contacts with more than one account. What solution should be recommended if a contact is an employee in one account, and on the boards of three additional accounts?

- A. Associate the contact to other accounts using a custom lookup field
- B. Clone the contact record and add it to the second account
- C. Enable contacts to multiple accounts feature
- D. Add the contact to the partners related list on the second account

Correct Answer: D

#### **QUESTION 3**

As part of Enterprise Territory management implementation, Cloud Kicks wants the user to manually search for territory in an active territory model and assign to Opportunities.

Which approach should the Consultant suggest to meet this requirement?

- A. Use the default Enterprise Territory Management to provide access to assign any active territory to the Opportunity.
- B. Enable sharing access to the account to assign any active territory to Opportunities.
- C. Create Apex class code to assign territories to open Opportunities.
- D. Update the Profile with the "Manage Territory" permission.

Correct Answer: A



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#### **QUESTION 4**

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. Universal Containers must purchase the Facebook license to access public information for its users
- C. The fields configured by Universal Containers administrator on the contact page layout are missing
- D. The information shown is based on the sales representative\\'s connection level with the contact on Facebook.

Correct Answer: D

#### **QUESTION 5**

Support agents need to verify that customers are eligible to receive customer support before they can update the Which two objects are used to verify that a customer is entitled to receive support? Choose 2 answers

- A. Contacts
- B. Products
- C. Service contracts
- D. Case history

Correct Answer: AC

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