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QUESTION 1

Forecast Category "Closed" can be summarized as:

A. Closed

B. Closed + Commit

C. Closed + Commit + Best Case

D. Commit + Best Case + Pipeline

Correct Answer: A

QUESTION 2

Universal Containers has a lead qualification team that qualifies and converts leads into opportunities. During lead conversion, the new opportunity must be assigned to the account owner. Which solution should a consultant recommend to meet this requirement?

A. Create an assignment rule on the opportunity.

B. Create a trigger on the opportunity.

C. Create an assignment rule on the account.

D. Create a workflow on the opportunity.

Correct Answer: B

QUESTION 3

The consultant at Universal Containers recently enabled forecasts. A sales manager is concerned that all open Opportunities appear in the Pipeline forecast category. Opportunities in Perception Analysis and Proposal/Price Quote stages should appear in the Best Case category. Opportunities in the Negotiation/ Review stage should appear in the Commit category.

How should a consultant ensure Opportunities appear in the correct forecast categories?

A. Map Opportunity stages to the appropriate forecast categories.

B. Create a field update with Process Builder to update the forecast category based on the Opportunity stage.

C. Edit the probability percentage on Opportunity stage picklist values.

D. Update the Opportunity stage picklist value labels to match the category to which they should be assigned.

Correct Answer: B

QUESTION 4

How can a Contact Center Manager see which Service Representatives have not accepted new Cases recently using the Lightning Service Console?

A. Omni-Channel Utility Component

B. Cases report sorted by Rep and Case Owner

C. Cases report sorted by Rep and Case CreatedDate

D. Omni-Channel Supervisor tab

Correct Answer: D

QUESTION 5

Cloud Kicks has an integration between the data warehouse and Salesforce. The VP of operations wants to synchronize customer databetween the systems. What should the consultant recommend to ensure data integrity?

A. Set up a Process Builder process on the Account object to check for unique values on a monthly basis.

B. Set up an encrypted field on the Account object with Read Onlyon the field security settings for all profiles except the admin profile.

C. Set up an External ID field on the Account object with Read Only on the field security settings for all profiles except the admin profile.

D. Set up an import of the data fromthe data warehouse on a monthly basis using Data Loader

Correct Answer: B