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QUESTION 1

Universal Containers has configured the Account organization-wide default (OWD) sharing as Public Read Only. All customer Accounts are owned by the customer successmanager. When a customer calls support to update their contact information, the support agent on their Account team is unable to edit the Account.

Which approach should a consultant recommend allowing the support agent to edit the Account, while still enforcing the Public Read Only OWD?

- A. The support agent should add themselves to the customer's Account team to grant Edit permissions.
- B. The support agent should contact the customer success manager to update the Account.
- C. The customer success manager should change the owner of the Account to the support agent.
- D. The customer success manager should include the support agent on the default Account team with Edit permissions.

Correct Answer: D

QUESTION 2

The sales manager at UC is concerned that the leads from the marketing department are outdated and poor quality. What action should be taken to address this issue? Choose 2 answers

- A. Create a validation rule that prevents the lead from being converted without specific fields completed and train the users to enter all data accurately.
- B. Create a workflow rule to update the lead rating field based on the lead status field and use assignment rules to route leads to appropriate sales reps.
- C. Create a calculated field that scores leads based on lead attributes and use assignment rules to route leads to appropriate sales reps.
- D. Create lead assignment rules to assign leads to sales representatives based on the city and the state in which the lead resides.

Correct Answer: AC

QUESTION 3

Cloud Kicks is expanding to international markets, but some products are not visible in the international price book. Which two steps should be taken? Choose 2 answers

- A. Check to ensure the products have been added to the price book.
- B. Activate the products in the price book.
- C. Check that the products have a SO list price
- D. Check that the products have a standard price in the list price field.



E. Activate the price book

Correct Answer: AB

QUESTION 4

The Universal Containers Contact Center has Customer Support Agents who speak Spanish and wants all cases where Spanish is the preferred language to be handled by these agents in real time. Universal Containers allows customers to contact agents through phone and chat. Which Solution should be implemented to support this?

- A. Visual Workflow
- B. Omni-Channel
- C. Case Auto-Response Rules
- D. Case Assignment Rules

Correct Answer: B

QUESTION 5

The VP of Sales at Cloud Kicks wants to provide options to sales representatives for changing Account or Contract details for a created order.

Which two conditions should the Consultant consider to meet this requirement?

Choose 2 answers

- A. The Currency associated with the Order can be different from the new contract
- B. The Contract associated with the Order is also associated to the new Account
- C. The Order should be in Draft Status
- D. The price book associated with the Order is also associated to the new Account

Correct Answer: BC

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