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### QUESTION 1

Cloud Kicks (CK) has just completed its initial Sales Cloud implementation. The leadership team at CK wants to improve the rate of user adoption. What should the consultant recommend?

- A. Add an Approvals process to the Opportunity object to enforce data standards.
- B. Conduct a requirements workshop to gather user stories.
- C. Create a report to track the login rate over the last 7 days.
- D. Create a Slack channel to gather and discuss feedback from users.

Correct Answer: C

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### QUESTION 2

Cloud Kicks\ high-value opportunities are becoming delayed in the approval process because sales managers approval requests go unnoticed for various reasons. Cloud Kicks wants to streamline the approval process and give sales managers more ways to approve Opportunities in a timely manner. Which TWO strategies should the Consultant recommend to improve the approval process?

- A. Create a dashboard of pending approvals and add it to the Chatter feed.
- B. Enable one-click approval from report results that returns high-value Opportunities.
- C. Create a process builder to automatically approve high-value Opportunities.
- D. Enable approval in Chatter to allow managers to approve or reject approval requests.
- E. Enable approvals by email for the approval process for high-value Opportunities.

Correct Answer: DE

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### QUESTION 3

Which method can be used to improve agent retention? Choose 2 answers:

- A. Mix telephony interactions with email and chat
- B. Extend benefits to part-time agents
- C. Provide additional training on tools and process
- D. Allow shift trading between agents

Correct Answer: BD

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### QUESTION 4



Universal Containers Executives want to see contact center metrics from each of its different geographic regions. How should a Consultant support this requirement?

- A. Create a Dashboard for each Region.
- B. Create a single Dashboard with a Region filter.
- C. Create a Dashboard for each Case Team.
- D. Create a single Dashboard with a Case Team filter.

Correct Answer: B

#### QUESTION 5

Which of the following stage should be matched with the Forecast Category "Commit"?

- A. Early pipeline stages
- B. Mid pipeline
- C. Late pipeline stages
- D. Closed and Won
- E. Closed and Lost

Correct Answer: C

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