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QUESTION 1

Cloud Kicks (CK) has a private Opportunity sharing model and leverages Opportunity teams to extend sharing.
Occasionally, a team member\'s access needs to be removed due to changes in sales structure.

How can CK revoke Opportunity team access on an ad-hoc basis?

A. REVISE

B. REVISEC. Remove the user\'s Opportunity team member.

C. Remove the Opportunity team related list from page layouts.

Correct Answer: C

QUESTION 2

How should Cloud Kicks prepare for its first meeting to discuss its Salesforce implementation with a consultant?

A. Gather key stakeholders. Establish goals and key metrics. Set up the communication plan. Define the sales process.

B. Gather key stakeholders. Establish goals and key metrics. Plan for users. Define the sales process

C. Establish key metrics. Set up profiles. Define the sales process. Gather key stakeholders. Set up the communication
plan.

D. Establish goals and key metrics. Define the sales process. Plan for users. Identify the admin.

Correct Answer: A

QUESTION 3

The Support Manager at Universal Containers is getting inaccurate agent performance reports. After researching the
data, the Salesforce Administrator has identified hundreds of cases that are closed, but still owned by a queue. Which
two solutions should a Consultant recommend to correct this problem? Choose 2 answers

A. Create a case assignment rule to ensure cases are owned by a user when closed.

B. Use a data tool to update the owner field on closed cases.

C. Create a Process Builder and Flow to change the owner on closed cases.

D. Create a case validation rule to ensure cases are owned by a user when closed.

Correct Answer: AB

QUESTION 4

Which of the following are the main challenges that affect Sales Rep productivity? (Select all that apply)

A. Lack of motivation

B. Tedious data entry process

C. Difficulty in finding information

D. Not enough leads from marketing

E. Difficulty in keeping client data current

F. Having to create reports manually

Correct Answer: BCEF

QUESTION 5

The support manager at Universal Containers wants to improve visibility to cases across the organization and has decided that Product Managers should be more involved in the case management process. The Support Manager has created predefined case teams for each product and trained Support Agents to add to appropriate case team to each case Which solution will allow Product Managers to quickly see and review the cases that are created for their products?

A. Create a case report that displays all created or updated cases

B. Created a case list view that is filtered by the My Case teams

C. Create an email alert notification for Case Teams

D. Create a case queue for all created or updated cases

Correct Answer: C

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