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QUESTION 1

Cloud Kicks is in the process of implementing Salesforce for its sales teams. Senior management has concerns about adoption. What should a consultant recommend to encourage adoption?

A. Establish goals and key metrics.

B. Give users access to a Sandbox environment.

C. Define the sales process.

D. Plan a first release with minimum features

Correct Answer: A

QUESTION 2

Universal Containers is exploring ways to provide their customers with more self-service options in their new Customer Community to reduce the number of interactions with their contact center. Which two features should a Consultant consider implementing? Choose 2 Answers

A. Add the Question action to Chatter in the community publisher

B. Use a community template to set up their customer community

C. Enable Live-Agent in their community to chat with an agent

D. Enable web-to-case on their public website

Correct Answer: AB

QUESTION 3

Which of the following statements about Standard and Custom Price Books are accurate? (Select all that apply)

A. A Standard Price Book includes a master list of all Products with their associated Standard Prices.

B. A Custom Price Book includes a master list of all Products with their associated Custom Prices.

C. A Custom Price Book is a subset of the Products listed in the Standard Price Book.

Correct Answer: AC

QUESTION 4

You have completed the configuration of Salesforce CRM for your client. You have a data set that is clean and ready to be migrated into Salesforce CRM. What should you do prior to loading this data set?

A. Set up delegated administrators

B. Deactivate users

C. Install a connector for Microsoft Office

D. Suspend workflow rules

Correct Answer: D

QUESTION 5

Forecast Category "Pipeline" can be summarized as:

A. Closed

B. Closed + Commit

C. Closed + Commit + Best Case

D. Commit + Best Case + Pipeline

Correct Answer: D