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QUESTION 1

Universal Containers manages opportunity forecasts using the standard forecast categories in Salesforce customizable forecasting. Each sales stage is aligned with a forecast category. When reviewing the forecast, Universal Containers wants the roll-up of just the opportunities that are in pipeline, best case, and commit. What number in the forecast would provide Universal Containers with the appropriate information?

- A. Pipeline
- B. Pipeline + Best Case
- C. Pipeline + Closed/Won
- D. Pipeline + Commit

Correct Answer: A

QUESTION 2

Sales representatives at Cloud Kicks often receive important customer emails they want to record as activities related to Contacts in Salesforce. Cloud Kicks has Office 365, and there is a policy preventing users from Installing anything directly on their computers. Which solution should a Consultant recommend to meet this requirement?

- A. Salesforce Console for Sales
- B. Lightning Sync
- C. Lightning Console for Sales
- D. Salesforce for Outlook

Correct Answer: B

QUESTION 3

What are the two basic concepts of Knowledge-Centered Support (KCS)? Choose 2 answers

- A. Creating content as a result of solving issues
- B. Evolving Content-based product lifecycles
- C. Rewarding learning, collaboration, sharing and improving
- D. Developing a knowledge base on the experience of an individual

Correct Answer: AC



QUESTION 4

The Cloud Kicks Marketing Team purchased a marketing automation tool and are implementing a Lead qualification process. The Sales Director provided key attributes and activity history of the ideal Lead. What can Marketing do with this information to implement an automated solution?

- A. Create reports based off the provided Sales metrics in the marketing automation tool and train Marketing users to identify and qualify Leads
- B. Add fields for all key attributes to the Lead object and make them required
- C. Set up the marketing tool to send any prospects to Salesforce and have Sales Reps assist in the qualification process
- D. Develop the Lead score and grade based off the provided information to automatically determine when a Lead should become qualified

Correct Answer: D

QUESTION 5

Cloud Kicks requires sales associates to record all activities within Salesforce. Which sales metric can be derived from these activities?

- A. Close Rate
- B. Close Rate
- C. Rate of Contact
- D. Marketing Influence

Correct Answer: C

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