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QUESTION 1

A nonprofit organization wants to help ensure residents in their area receive health checkups. The nonprofit also wants to ensure resident tracking history and all data are stored in a way that complies with local privacy laws. Which Salesforce cloud solution should help meet these needs?

- A. Health Cloud
- B. Service Cloud
- C. Nonprofit Cloud

Correct Answer: A

QUESTION 2

A sales manager at Get Cloudy Consulting wants a report that shows their top-selling product families by quantity.

- A. Group by opportunity stage > Filter by product family > Sum the total number sold
- B. Group by product family > Filter to show only Closed Won opportunities > Sum the total number sold
- C. Group by active products > Filter to show opportunities this year > Sum the quantity

Correct Answer: B

QUESTION 3

A deleted record needs to be recovered from the Recycle Bin. Where can the user find the Recycle Bin?

- A. Setup
- B. App Launcher
- C. Global Search

Correct Answer: B

QUESTION 4

An organization wants to implement Salesforce into its business model. The requirements include:

Operations management Program management Grantmaking Fundraising Marketing Engagement

Which cloud is preconfigured to handle all of these requirements?

- A. Analytics
- B. Experience



C. Nonprofit

Correct Answer: C

QUESTION 5

An insurance call center is experiencing increased policy support calls which has led to long wait times and disappointed customers. Which cloud will decrease the number of incoming calls, empower customers, and increase satisfaction?

- A. CRM Analytics
- B. Experience
- C. Cloud Sales Cloud

Correct Answer: B

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