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**Exam** : **Salesforce-Maps-Professional**

**Title** : **Salesforce Maps Accredited Professional**

**Vendor** : **Salesforce**

**Version** : **DEMO**

**NO.1** From which device(s) can a user create and edit a Route or Schedule?

- A. Desktop Only
- B. Both Desktop and Mobile Devices
- C. Routes on Mobile only and Schedule on Desktop only
- D. Mobile Device Only

**Answer:** B

Explanation:

Users can create and edit a Route or Schedule from both desktop and mobile devices using Salesforce Maps. On the desktop, users can access the Routes tab to create a new route, import events from their Salesforce calendar, add markers, favorite locations, or points of interest, optimize the route, lock the stop order, and print or email the route<sup>1</sup>. On the mobile device, users can access the Routes feature to create a new route, add accounts or contacts from their map or list view, optimize the route, lock the stop order, and get directions using their preferred navigation app<sup>2</sup>. Users can also sync their routes between desktop and mobile devices<sup>3</sup>. Reference:

1: Create a Route in Maps | Salesforce Help<sup>2</sup>

2: Routes Feature | Salesforce Maps Mobile User Guide

3: Sync Routes Between Desktop and Mobile | Salesforce Maps Mobile User Guide

: [https://help.salesforce.com/s/articleView?id=sf.maps\\_mobile\\_routes.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.maps_mobile_routes.htm&type=5) :

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**NO.2** In Territory Planning, the Sales Manager would like to choose individual accounts from the Map without selecting the underlying geographical container. What two steps should they take?

- A. From the Tools menubar, select the Arrow icon and pick the desired Account.
- B. Use the Filter options in the legend to find the account they want to select.
- C. From the Tools menubar, select the Gear icon and choose "Container Mode"
- D. From the Tools menubar, select the Gear icon and choose "Unit Mode"

**Answer:** A,D

Explanation:

To choose individual accounts from the Map without selecting the underlying geographical container, the Sales Manager should use the Arrow icon and the Unit Mode in Territory Planning. The Arrow icon allows the user to select individual units (accounts) on the map<sup>1</sup>. The Unit Mode allows the user to view and edit units without affecting containers<sup>2</sup>. The Container Mode allows the user to view and edit containers without affecting units<sup>2</sup>. The Filter options in the legend allow the user to filter units or containers by attributes, but not to select them individually<sup>1</sup>.

**NO.3** A client has configured their data set and alignment in Territory Planning; however, when they open the alignment, they see that no units are assigned to areas despite being assigned in Salesforce. Which two steps should a consultant take to troubleshoot the issue?

- A. Edit the data set, and see what field was used for Unit Assignment. Create a new alignment, and " use the correct matching logic for this field.
- B. Edit the data set, and see what field was used for Unit Id. Edit the alignment, and change matching " logic to match this field.
- C. Edit the data set, and what report and/or queries were used to create it. Double check that the ^ reports and/or queries return records when logged in as the OAuth user.

**D.** Edit the data set, and see what field was used for Unit Assignment. Edit the records in Salesforce to match the area names in Territory Planning.

**Answer:** A,C

Explanation:

According to the Salesforce Help article on Understand and Troubleshoot Unit Assignment in Salesforce Maps Territory Planning<sup>5</sup>, two steps that a consultant can take to troubleshoot the issue of no units assigned to areas are: edit the data set, and see what field was used for Unit Assignment, and create a new alignment, and use the correct matching logic for this field; and edit the data set, and what report and/or queries were used to create it, and double check that the reports and/or queries return records when logged in as the OAuth user<sup>5</sup>. These steps will help ensure that the data set has valid unit assignment values and that there are no issues with data access or permissions<sup>5</sup>.

**NO.4** Alpine Energy wants to ensure its sales reps' homes are located within the boundaries of their respective territories whenever they run an optimization. Which Territory Planning feature should a Consultant recommend?

- A.** Estimate Travel
- B.** Pinned Area Centers
- C.** Plan Scenarios
- D.** Analyze & Compare

**Answer:** B

Explanation:

According to the Salesforce Help article on Optimization in Salesforce Maps Territory Planning<sup>2</sup>, pinned area centers are fixed locations that optimization uses as starting points for each territory. This feature can be used to ensure that sales reps' homes are located within the boundaries of their respective territories whenever they run an optimization<sup>2</sup>. Pinned area centers can be set manually or automatically based on user location or other criteria<sup>2</sup>.

**NO.5** A sales team is deciding whether to plan client visits using Routes or Schedules. Which two factors would cause them to use Schedule?

- A.** When importing events directly from their Outlook or Google calendar.
- B.** When they want to schedule meetings up to a month at a time.
- C.** When they want to plan around other events currently on their Salesforce calendar
- D.** When meetings have a start and end time.
- E.** When Routes and Schedule are interchangeable

**Answer:** C,D

**NO.6** What are two common reasons why a new account marker layer would display an error for "bad addresses?"

- A.** The Base Object has not been configured correctly
- B.** The address on the Account record is invalid
- C.** The Salesforce record has been deleted
- D.** The Account Marker Layer's filters need to be adjusted

**Answer:** A,B

Explanation:

A new account marker layer may display an error for "bad addresses" if the address on the account record is unknown or invalid, or if the base object has not been configured correctly. A bad address means that the record failed to plot on the map, and it can affect the accuracy and completeness of the data visualization. To fix this issue, the user can either drop a pin on the map to manually set the location of the record, or clear the coordinates and set the verified location by dragging the marker. The user can also check the base object configuration under Installed Package | Configure | Base Objects and make sure the address fields are mapped correctly. Reference: How to handle Maps bad addresses, Drop a pin for bad addresses in Maps, Salesforce Maps Base Objects

**NO.7** Universal Containers client's data is only in states East of the Mississippi River in the United States. Universal Containers does not handle any customers or clients not included in that list of states. What is the simplest way to ensure that Universal Containers will only plan territories for states they do business in?

- A.** After building the data set and alignment open the Territory Plan and ensure that all states West of the Mississippi River are moved to an "Unassigned" state.
- B.** When defining the boundaries in the "Create Data Set" stage, after choosing United States, click on the filter icon and select the desired Zip codes from the list.
- C.** When defining the boundaries in the "Create Data Set" stage, after choosing United States, click on the filter icon and select the desired States from the list.
- D.** Ensure that the filters on the Report or query being used to build the Data Set limit the imported data to only the states desired.

**Answer:** C

Explanation:

According to the Trailhead module on Get to Know Salesforce Maps Territory Planning<sup>4</sup>, one way to ensure that Universal Containers will only plan territories for states they do business in is to filter the boundaries by states in the "Create Data Set" stage<sup>4</sup>. This will allow them to select only the states that are relevant for their business and exclude the rest from their territory planning process<sup>4</sup>.

**NO.8** How can an Admin create one marker layer for several users to display only the account they currently own?

- A.** Create an Account Marker Layer, select My Accounts under Filter By Owner
- B.** Create an Account Marker Layer for All Accounts, with a Dynamic Label marker
- C.** Create an Account Marker Layer, filtered by a Cross Object with Users
- D.** Create an Account Marker Layer, with a field filter for each User's Owner ID

**Answer:** A

Explanation:

According to the Salesforce Help article on Filter by Owner in Maps Marker Layer Builder<sup>3</sup>, filtering by owner or ownership scope allows Maps users to filter Marker layers based on the record ownership model in their Salesforce org. To create one marker layer for several users to display only the accounts they currently own, an admin can create an Account Marker Layer, select My Accounts under Filter By Owner<sup>3</sup>. This will show all accounts owned by the logged-in user.

**NO.9** The team at Alpine Energy uses Maps Advanced and is planning to do a targeted sales calls in the field for a new product launch. They want to try to maintain standard cadences with their customers, but their priority is to visit certain subsets of customers at least one time in conjunction

with their marketing campaign. What should they do?

- A.** Create a new visit plan with adjusted frequencies for the targeted sales calls.
- B.** Update frequencies for the targeted stores and use the existing visit plan.
- C.** Manually plan the targeted stores and let Maps Advanced fill in the rest of the calendar
- D.** Leverage Promotional Windows to prioritize visits to the subset of the targeted customers.

**Answer:** D

Explanation:

The team at Alpine Energy can leverage Promotional Windows to prioritize visits to the subset of the targeted customers. Promotional Windows are a feature in Maps Advanced that allow users to create temporary changes in visit frequencies for specific customers or datasets. This way, they can maintain their standard cadences with their customers, but also focus on the new product launch for a certain period of time.

**NO.10** What are the three reasons why a user would plot a Live Layer in Maps?

- A.** To dispatch the nearest driver to a service call
- B.** To measure the distance driven for a Live Asset during a specific period of time
- C.** To enable Live Location for a driver
- D.** To validate a driver's location in the event of an emergency
- E.** To see any occurrences of speeding events for a given Live Asset

**Answer:** A,D,E

Explanation:

A user can plot a Live Layer in Maps for three main purposes. One is to dispatch the nearest driver to a service call, which can help optimize routing and scheduling. Another is to validate a driver's location in the event of an emergency, which can help ensure safety and security. A third is to see any occurrences of speeding events for a given Live Asset, which can help monitor performance and compliance. These purposes are explained in the Create Live Layers document.