Latest Version: 7.2
Subjects

1. Playbook, Digital Selling Workspace and Guided Selling
2. Introduction to SAP Sales Cloud Version 2
3. Leads and Opportunity Management
4. Mobile App
5. Set-up of sales-specific capabilities
6. Master Data
7. Machine Learning and Gen AI
8. General, Company, Users and Control Settings
9. Activities Management
10. SAP Sales Cloud Version 2 in App and Side-by-Side Extensibility
11. Scenario - Best Run Bikes

Topic: 1
Playbook, Digital Selling Workspace and Guided Selling

Question: 1

As a Sales Representative, you want to access all your to-do items such as Tasks, Leads, Opportunities, and Call Lists in a single place. What capability in SAP Sales Cloud Version 2 enables this?

A. Guided Selling Workspace
B. Digital Selling Workspace
C. Task Manager
D. Activity Manager

Answer: B

Playbook, Digital Selling Workspace and Guided Selling

Question: 2

As a Sales Representative, you are using Kanban view in Guided Selling.
When can you move Opportunities from one sales phase to another using the drag-and-drop feature?

A. When there is a yellow check mark beside the Opportunity.
B. When there is a red check mark beside the Opportunity.
C. When there is a green check mark beside the Opportunity.
D. When there is a blue check mark beside the Opportunity.

Answer: D

Playbook, Digital Selling Workspace and Guided Selling

Question: 3

As a Sales Manager, you have created multiple Playbooks for Opportunities based on existing Account IDs and Expected Revenue. Where would you find the Playbooks applied for the newly created Opportunity?

A. Kanban view
B. Progress bar
C. Timeline
D. Planned Activities

Answer: B

Playbook, Digital Selling Workspace and Guided Selling

Question: 4

What information is displayed under the Insight section of Lead Overview?
Note: There are 3 correct answers to this question.

A. Lead Conversion Trend
B. Dynamic Key Factors
C. Static Key Factors
D. Score Trend
E. Calculated Key Factors

Answer: B

Playbook, Digital Selling Workspace and Guided Selling

Question: 5

What are the key features of Guided Selling worklist?
Note: There are 3 correct answers to this question.

A. Timeline
B. Kanban view
C. KPI cards
D. Advanced filter
E. Overview

Answer: B

Playbook, Digital Selling Workspace and Guided Selling

Question: 6

As a Sales Manager, you want to create a Playbook for Leads and Opportunities.
How can the activities and actions for Playbooks be grouped?
Note: There are 2 correct answers to this question.

A. Status for Opportunities
B. Sales Phases for Leads
C. Sales Phases for Opportunities
D. Status for Leads

Answer: C, D

Playbook, Digital Selling Workspace and Guided Selling

Question: 7

As a Sales Manager, you want to create a Playbook for Opportunities.
Which of the following activity types can you create?
Note: There are 3 correct answers to this question.

A. Call List
B. Update Field
C. Appointment
D. Email
E. Survey

Answer: C, D, E

Playbook, Digital Selling Workspace and Guided Selling

Question: 8

As a Sales Manager, you want all Sales Representatives to always update the Revenue End Date when Opportunities are in the "Close" sales phase. What would be the best approach to achieve this in SAP Sales Cloud Version 2?

A. Configure a Playbook with a mandatory Action to update field.
B. Configure a Playbook with an Action to update field.
C. Configure a Playbook with an Activity to update field.
D. Configure a Playbook with a mandatory Activity to update field.

Playbook, Digital Selling Workspace and Guided Selling

Question: 9

Which steps would you take to create a Call List so it can be executed and monitored via the Digital Selling Workspace?

A. Create Call List
•Assign Resources to Call List
•Add Script to Call List
•Define Key Objectives of Call List
•Monitor Call Campaign Progress
B. Create Call List
•Add Script to Call List
•Assign Resources to Call List
•Monitor Call Campaign Progress
•Define Key Objectives of Call List
C. Define Key Objectives of Call List
•Create Call List
•Add Script to Call List
•Add Resources to Call List
•Monitor Call Campaign Progress
D. Define Key Objectives of Call List
•Create Call List
•Add Resources to Call List
•Add Script to Call List
•Monitor Call Campaign Progress

Answer: A

Playbook, Digital Selling Workspace and Guided Selling

Question: 10

Which of the following features can be used to create scripts for Call Lists?

A. Task
B. Playbook
C. Survey
D. Phone Call

Answer: C