Salesforce Certified Sales Cloud Consultant

Salesforce Sales-Cloud-Consultant

Version Demo

Total Demo Questions: 20

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QUESTION NO: 1

Universal Containers has configured a private sharing model with opportunity team selling enabled. The company allows its sales representatives to add sales team members to their opportunities when necessary. As a result, each sales representative has opportunities they directly manage and opportunities on which they collaborate with other sales representatives.

Which data set filter on a single report would allow the sales representatives to see all opportunities they are involved with?

A. My team's opportunities

B. My team-selling and my opportunities

C. My collaborative opportunities

D. My team-selling shared opportunities

ANSWER: B

QUESTION NO: 2

During the last requirements meeting. Cloud Kicks team members said they will be taking the next week off to attend a conference.

What should a consultant do in response to this news?

A. Ask the client to sign off on requirements and start the build.

B. Update the solution design while the team is out of the office.

C. Set up two requirements workshops for the following week.

D. Update the project plan and communicate it to stakeholders.

ANSWER: D

QUESTION NO: 3

Universal Containers supports two lines of business: shipping and freight. The sales cycle for freight deals is more complex and involves more stages than the shipping sales cycle.

Which solution should a consultant recommend to meet these business requirements?

A. Create different record types and sales processes for each line of business, and use workflow field updates to assign stages.

B. Create different record types and sales processes for each line of business, and assign different stages to each page layout.

C. Create different record types and sales processes for each line of business, and assign different page layouts to each record type.

D. Create different record types and sales processes for each line of business, and assign different sales processes to each page layout.

ANSWER: C

QUESTION NO: 4

The VP of Sales at Cloud Kicks wants to automate the process of reassigning Accounts when an Account owner gets transferred to a different team or region. The VP wants reassignment to be based on the Account status and confirmation that the new Account owner is informed of their new Account inheritance.

Which two strategies can the Consultant use to design the solution? (Choose two.)

A. Use Flow Builder for capturing Account details, design an element to reassign the Account to a new owner based on status, and send an email regarding Account inheritance.

B. Use Process Builder for capturing Account details, design workflow rules to reassign the Account to a new owner based on status, and send an email regarding Account inheritance.

C. Use Process Builder for capturing Account details, design nodes to reassign the Account to a new owner based on status, and send an email regarding Account inheritance.

D. Use Flow Builder for capturing Account details, define Account assignment rules to reassign the Account to a new owner based on status, and send an email regarding Account inheritance.

E. Use Process Builder for capturing Account details, define Account assignment rules to reassign the Account to a new owner based on status, and send an email regarding Account inheritance.

ANSWER: A C

QUESTION NO: 5

The Cloud Kicks sales manager wants to deploy dynamic dashboards to show sales effectiveness in areas that sales members operate and manage.

Which two considerations should the consultant advise the sales manager about dynamic dashboards?

(Choose two.)

A. Dynamic dashboards require users to follow each component.

B. Dynamic dashboards allow all users to view data as any user.

C. Dynamic dashboards must be manually refreshed.

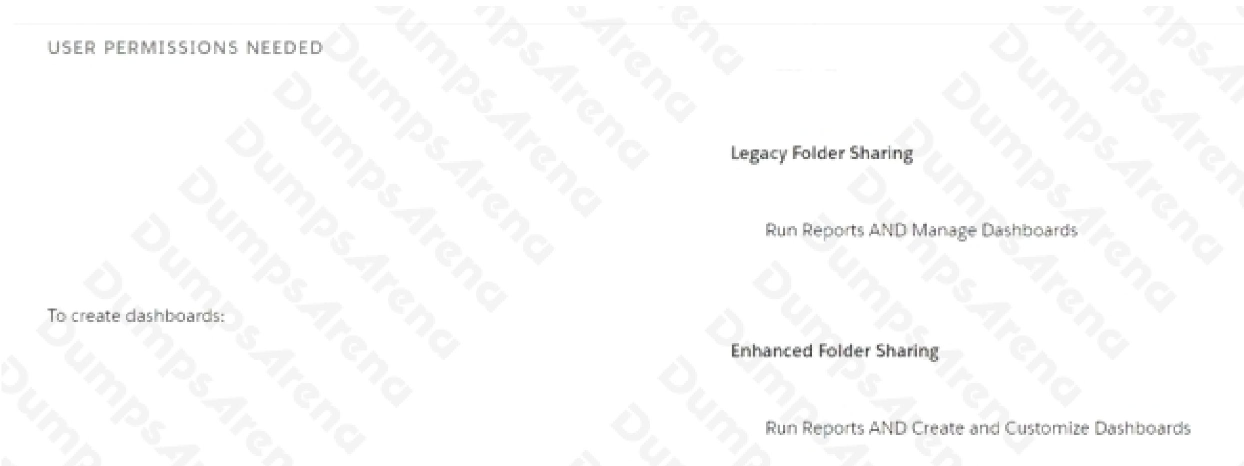
D. Dynamic dashboards must be saved in public or shared folders.

ANSWER: C D

Explanation:

Instead you must manually refresh the dashboard each time. You can't save dynamic dashboards in private folders.

Reference: https://ideas.salesforce.com/s/idea/a0B8W00000Gdo7NUAR/schedule-dashboard-refreshwith-a-dynamic-dashboard https://help.salesforce.com/s/articleView?id=sf.dashboards_view_as.htm&type=5



USER PERMISSIONS NEEDED	
To create dashboards:	**Legacy Folder Sharing** Run Reports AND Manage Dashboards **Enhanced Folder Sharing** Run Reports AND Create and Customize Dashboards

QUESTION NO: 6

Sales representatives at Northern Trail Outfitters are creating opportunities after they are closed/won.

Sales management is concerned that pipeline and forecasting reports are inaccurate because of this.

Which two solutions should resolve this issue? (Choose two.)

A. Create a report that displays opportunities that have a closed date less than or equal to the created date.

B. Create a workflow rule that automatically updates the opportunity to the first stage in the sales process.

C. Use a workflow rule to email sales management when the opportunity is created in the closed/won stage.

D. Run the opportunity pipeline standard report to view the upcoming opportunities by stage.

ANSWER: A C

QUESTION NO: 7

Universal Containers (UC) has acquired another company that uses Salesforce and is migrating its legacy email alerts, and approval processes.

Which two steps should the consultant perform to maintain data integrity?

Choose 2 answers

A. Enable the Create Audit Fields permission to insert historically accurate records.

B. Use the Salesforce Approval Process clone feature to migrate approval processes.

C. Merge the legacy Salesforce org into UC's Salesforce org and migrate the approval processes.

D. Insert users, and then migrate email alerts and approval processes into UCs Salesforce org.

ANSWER: A D

QUESTION NO: 8

Cloud Kicks has decided to implement Sales Cloud Einstein. After setting up Sales Cloud Einstein, a consultant finds some of the features are not enabled.

What are two steps the consultant can take to troubleshoot the issue?

Choose 2 answers

A. Check Sales Cloud Einstein permission set assignments.

B. Validate the Connected App Details.

C. Verify Integration User Profile Details

D. Reconfigure the Einstein Lead Scoring app.

ANSWER: B C

QUESTION NO: 9

Cloud Kicks has enabled territory forecasts to see how expected revenue compares between sales territories, and to determine which territory has dosed the most deals in a month. The territory hierarchy has three branches with child territories, where forecast managers may be assigned to a few of them.

Which two actions can forecast managers perform?

Choose 2 answers

A. Add territory forecast to the hierarchy.

B. Add a Forecasts tab to the Sales app.

C. View the territory forecasts as a single-page summary.

D. Share the forecast with any Salesforce user.

ANSWER: C D

QUESTION NO: 10

Cloud Kicks has identified the KPIs it wants to track for the year. The inside sales team wants a visual way to see the team's progress for the year.

What should the consultant recommend to meet the requirement?

A. Modify a report based on KPIs.

B. Set up a dashboard with the KPI reports.

C. Set up a Path based on the KPIs.

D. Install a KPI Tracker app from the AppExchange.

ANSWER: D

QUESTION NO: 11

Sales managers at Cloud Kicks have noticed that information in some opportunity reports is incomplete. A consultant has performed an analysis and determined that opportunity stage reports often lack key information that sales managers expect at each stage because sales reps have yet to enter the data.

What should the consultant recommend so opportunity stage reports always contain the data managers expect?

A. Create an Auto launched flow to determine if required fields are missing.

B. Mark the fields as required on the Page layout.

C. Customize Path and create validation rules dependent on stages.

D. Configure Path by checking the Key Field Required checkbox.

ANSWER: C

QUESTION NO: 12

The Cloud Kicks (CK) IT team wants to enable Person Accounts in its Salesforce org.

Which three prerequisites must be met before the consultant can enable Person Accounts?

Choose 3 answers

A. User Profiles with Read access to Accounts must also have Read access to Contacts.

B. At least one Record Type should be created for Accounts.

C. The CK customer portal must be disabled to allow Person Account self-registration in the future.

D. The organization-wide default sharing is set so either Contact is Controlled by Parent or both Account and Contact are Private.

E. The organization-wide default for both Accounts and Contacts should be set to Public Read/Write.

ANSWER: A B C

Explanation:

According to the Salesforce Sales Cloud Consultant Study Guide, it is important to ensure that the organization-wide default sharing is set correctly in order to ensure that Person Accounts can be enabled in the future. It is not necessary to disable the CK customer portal in order to enable Person Accounts. Finally, it is not recommended to set the organization-wide default for both Accounts and Contacts to Public Read/Write.

QUESTION NO: 13

A consultant has conducted Discovery sessions with Cloud Kicks stakeholders and is ready to start gathering user cases for Sales Processes.

Which two groups should provide content for the use cases? Choose 2 answers

A. Sales reps

B. Executives

C. Finance team

D. Sales operations

ANSWER: A D

QUESTION NO: 14

The sales managers at Universal Containers (UC) believe that many of the sales reps' deals that are being lost to competitors are getting less attention than deals that are won.

What should a consultant build so management can assess whether its belief is correct and monitor it going forward?

A. Create formula fields on Opportunity and Activity.

B. Install an AppExchange app for tracking Lead conversion.

C. Build a report on Opportunities and Activities.

D. Build a report on Leads and Activities.

ANSWER: B

QUESTION NO: 15

Cloud Kicks recently started using Sales Cloud and hosts its business website outside of Salesforce. On its website, Cloud Kicks has a Lead generation web page. The VP of Sales wants the Leads captured in its self-hosted website to be reflected in Salesforce.

What should the Consultant recommend?

A. Implement Web-to-Lead to create Leads in Salesforce from the Cloud Kicks website.

B. Implement Salesforce Connect to create Leads in Salesforce from the Cloud Kicks website.

C. Implement the SOAP web service API to send Leads from the Cloud Kicks website to Salesforce.

D. Implement the REST web service API to send Leads from the Cloud Kicks website to Salesforce.

ANSWER: A

QUESTION NO: 16

What are two capabilities of Data Loader? Choose 2 answers

A. Extracts organization and configuration metadata

B. Prevents importing duplicate records

C. Exports field history data

D. Runs one-time or scheduled data loads

ANSWER: C D

QUESTION NO: 17

Cloud Kicks (CK) is migrating Account and Contact information from a legacy CRM system into Salesforce using Data Loader. Accounts in the legacy system have a unique ID field that is used to related Contacts to Accounts in the legacy system, CK wants to automatically match these Contacts to the relevant Accounts when loading Contacts into Salesforce.

What should a consultant recommend to meet the requirement?

A. Create Mater-Detail on Contact.

B. Create Master-Detail on Account.

C. Create External ID on Contact.

D. Create External ID on Account.

ANSWER: D

QUESTION NO: 18

Cloud Kicks (CK) uses a sales model where pre defined groups of reps work collaboratively on Accounts. Each group is also responsible for specific Accounts. CK has organization wide default access set to Public Read/1 for Accounts. CK discovered this caused issues with data quality where reps edited Accounts outside their scope responsibility. CK wants to allow reps to view any Account, but restrict editing to only reps who are responsible for those specific Accounts.

Which two steps should a consultant recommend to allow reps to continue to collaborate while eliminating incorrect edits?

Choose 2 answers

A. Change Account organization-wide defaults to Private.

B. Enable Account Teams to allow owners to grant Read/Write access.

C. Create an Account sharing rule to grant Read/Write access to all Accounts.

D. Change Account organization-wide defaults to Public/Read-Only.

ANSWER: B D

QUESTION NO: 19

The marketing team is using a separate platform for managing prospects and wants to hand off qualified prospects to the sales team.

How should the consultant meet this requirement?

A. Create Salesforce users for the marketing team so they can enter leads directly Into Salesforre.

B. Recommend an integration with the marketing platform that creates leads in Salesforce,

C. Recommend an integration with the marketing platform to Salesforce that generates tasks with lead information.

D. Create a report of Salesforce leads and compare it with marketing data on a regular basis.

ANSWER: B

QUESTION NO: 20

Cloud Kicks has 300,000 account records and 16 million invoices In a custom object with a master-detail relationship to the Account. Each account record takes a long time to display due to the rendering time of the invoice related list.

What should the consultant do to solve this issue?

A. Enable Collapsible Sections for the Invoice related list

B. Move the invoice related list to a separate tab on the Lightning page.

C. Convert the Invoice object into a lookup relationship.

D. Enable indexing on all visible fields on the invoice related list.

ANSWER: D