

Salesforce

Exam Questions Sales-Cloud-Consultant

Certified Salesforce Sales Cloud Consultant



NEW QUESTION 1

Cloud Kicks just deployed Sales Cloud globally and wants to make sure that all of its users are using Salesforce. How should the consultant determine if all regions are using Salesforce?

- A. Assign all users to a region, build a report using user login history, and filter on region.
- B. Create an Opportunity report per region, filtering by User.
- C. Ask each regional sales manager to run the standard User Adoption report.
- D. Install Salesforce Adoption Dashboards from the AppExchange and use the region chart.

Answer: D

NEW QUESTION 2

Cloud Kicks plans to integrate its email system with Salesforce, and wants to show the last 2 months of email activity to its 75 sales reps. What should a consultant recommend to meet this requirement?

- A. Sales Cloud Einstein
- B. Einstein Activity Capture Standard
- C. Email to Salesforce
- D. Sales Cloud Console

Answer: B

NEW QUESTION 3

Cloud Kicks wants to sell to both consumers and businesses. The consumer sales team and business sales team will use different Stages. Which two Salesforce functions will allow the consultant to meet this requirement? Choose 2 answers

- A. Sales Processes
- B. Pipeline Inspection
- C. Opportunity Splits
- D. Record Types

Answer: AD

NEW QUESTION 4

At Universal Containers, in addition to the sales team, support reps are sometimes eligible for commissions. When support reps are involved in a deal, they should receive a credit of 15% of the revenue. What should the consultant consider when designing a revenue sharing solution?

- A. Revenue splits are required in order to use overlay splits.
- B. Overlay splits Allocated on an Opportunity can total any percentage.
- C. Overlay splits can be assigned to any user with the appropriate profile.
- D. Revenue splits allocated on an Opportunity can total any percentage.

Answer: D

NEW QUESTION 5

Universal Containers wants to minimize the need for sales reps to manually create meetings and events that are stored on their calendars. Which two Einstein Activity Capture (EAC) capabilities should the consultant consider? Choose 2 answers

- A. EAC a two-way sync for events and contacts.
- B. EAC events are unable to be synched with contacts and leads.
- C. EAC adds events to the activity timeline for custom objects.
- D. EAC supports emails, events, and contacts.

Answer: AD

NEW QUESTION 6

Cloud Kicks (CK) is just kicking off its project. The consultant wants to dive deeper into CK's process and pain points. Which three approaches should a consultant use to learn about and empathize with the customer? Choose 3 answers

- A. Embodying
- B. Shadowing
- C. Interviewing
- D. Role Playing
- E. Leading Workshops

Answer: ABC

NEW QUESTION 7

A consultant has been tasked with analyzing the way sales reps use Salesforce to work a deal from inception to close, and then presenting this information to management. What should the consultant utilize to present the information?

- A. Sales Architecture Map

- B. Business Process Map
- C. System Landscape Diagram
- D. Entity Relationship Diagram

Answer: B

Explanation:

The best way for the consultant to present the information about how sales reps use Salesforce to work a deal is to utilize a Business Process Map. This map will provide an overview of the process, and can be used to explain how each step of the process works. Additionally, a Business Process Map can also be used to identify areas of optimization and improvement, as well as to document any changes that need to be made. A Sales Architecture Map, System Landscape Diagram, and Entity Relationship Diagram are not suitable for this purpose.

NEW QUESTION 8

A customer notices a large increase in leads created overnight which exceed the daily limits. Upon examination, the leads appear to be created by bots. The Customer uses a standard web-to-lead form without safeguards in place to limit spam on forms. What should the consultant recommend as the first line of defense before republishing the form?

- A. Select Require reCAPTCHA Verification in Web-to-Lead settings
- B. Use a custom Web-to-Lead alternative with built-in protection.
- C. Use an AppExchange package to add a honeypot field.
- D. Engage the web services team to write custom CSS for the form.

Answer: A

NEW QUESTION 9

Cloud Kicks is expanding to international markets. Sales reps are unable to find specific products in the international price book. Which two steps should the consultant take to resolve this issue? Choose 2 answers

- A. Add the products to a product family.
- B. Activate the products
- C. Add the products to the price book.
- D. Share the products with sales reps.

Answer: BC

NEW QUESTION 10

The sales director at Universal Containers wants to ensure that a custom field on the Lead object is excluded from Einstein Lead Scoring. How should the consultant meet the requirement?

- A. Exclude the custom field from all page layouts.
- B. Omit the custom field from the scoring model.
- C. Clear the custom field's values on all records.
- D. Make the custom field Read-Only on all profiles.

Answer: B

NEW QUESTION 11

Cloud Kicks (CK) uses a custom object named GumShoe__c. GumShoe__c is the child in a master-detail relationship with the Opportunity object. Staff members use this object to create requests for supporting research. CK wants to easily generate new GumShow__c records from staff phones by using the Salesforce mobile app.

What should a consultant recommend to meet the requirements?

- A. Create a custom hyperlink to a related list.
- B. Create a Lightning component for mobile.
- C. Create a custom Process Builder process.
- D. Create a Quick Action

Answer: A

NEW QUESTION 12

Cloud Kicks likes to have its supervisors coach the consultants based on the call transcripts. Which Salesforce product should the consultant recommend?

- A. Salesforce Service Cloud
- B. Salesforce native CTI Connector
- C. Salesforce High Velocity Sales
- D. Salesforce Sales Cloud

Answer: C

NEW QUESTION 13

Sales reps at Cloud Kicks are spending too much time coordinating meetings with prospective clients. Which solution should a consultant recommend to schedule meetings more efficiently?

- A. Share the sales reps' Salesforce calendar with clients.
- B. Utilize the Insert Availability feature in Salesforce Inbox.
- C. Ask clients to share their Outlook calendars.
- D. Create a site that clients can access to schedule meetings.

Answer: B

NEW QUESTION 14

The project is almost finished, and now it's time to test the changes and updates that have been made before go-five. Cloud Kicks does not have a Partial or Full Sandbox. How should the consultant recommend testing be conducted?

- A. Create a new Sandbox, populate it with data, and ask volunteers to test it with use cases.
- B. Create test Accounts and Opportunities in Production and ask volunteers to test it with use cases.
- C. Create a new Developer Edition org, populate it with data, and ask volunteers to test it with use cases.
- D. Create a new Sandbox and ask volunteers to test it with use cases.

Answer: A

NEW QUESTION 15

Universal Containers is realigning sales territories and needs to update ownership across its 400,000 accounts. The organization-wide default for Accounts is Private.

Which two factors should the consultant consider when updating the sales territories and Account owners? Choose 2 answers

- A. The organization-wide default should be set to Public before the update can be performed.
- B. The Salesforce Platform can update up to 200 accounts at a time.
- C. The data update will cause sharing recalculations and should be completed during off-peak hours.
- D. The team can defer sharing calculations to decrease the risk of lock errors during the data update.

Answer: AD

NEW QUESTION 16

Access to opportunities at Cloud Kicks should be restricted. Sales users should only have access to two categories of opportunities: opportunities they own, and opportunities that are tied to accounts they own.

What are two actions a consultant can take to meet the requirement? Choose 2 answers

- A. Set Territory Management to grant Read access to opportunities owned by others.
- B. Set opportunity access on the role to view all opportunities associated with their accounts.
- C. Set organization-wide defaults for opportunities to Private.
- D. Set organization-wide defaults for opportunities to Public Read-Only.

Answer: BC

NEW QUESTION 17

Cloud Kicks manages contacts for lead generation in a marketing application. Following a new Salesforce implementation, inbound leads will be reviewed in the marketing application and then migrated to Salesforce.

Which contacts should the consultant migrate from the marketing application to leads in Salesforce?

- A. New contacts
- B. Active contacts
- C. Qualified contacts
- D. All contacts

Answer: C

NEW QUESTION 18

Sales reps at Cloud Kicks (CK) need to see the Opportunity amount with the Account's discount field. CK sales reps are located in different regions and use different currencies. A consultant creates a custom formula field on the Opportunity.

Which currency will the custom formula use for its value if the opportunity and account records have different currencies?

- A. Account currency
- B. Corporate currency
- C. Opportunity currency
- D. User currency

Answer: C

NEW QUESTION 19

The Asia Pacific and Japanese sales teams from Cloud Kicks have requested separate report folders for each region. The VP of sales needs access to both report folders in one place to find reports for all the regions and wants to retain visibility of the reports in each folder.

What should the consultant recommend meeting the requirement?

- A. Create subfolders and give access to the root folder, keeping the top region folder sharing settings.
- B. Create all new regional folders and move the reports to the respective region folder with viewer access.
- C. Create grouped folders, keeping the top region folder sharing settings and limiting the sharing settings for the grouped folders.
- D. Create all new regional folders and move the reports to the respective region folder with subscribe access.

Answer: A

NEW QUESTION 20

Universal Containers continues to see substantial growth year-over-year. Outside sales reps think their territories are too dense to cover adequately. Leadership

has decided to modify the existing sales territories and hire additional staff to make the account allocations more manageable. Some states will change from one territory to two or more smaller territories. In these instances, accounts will need to be reassigned to new territories. Sales operations wants to review the territory account assignments and verify the accuracy before the changes are reflected in Sales Cloud. How should the consultant show sales operations what the data will look like after the change?

- A. Use Tableau to geocode account addresses and display on a territory map.
- B. Install the Territory Management Reporting Pack from the AppExchange.
- C. Run the updated assignment rules in planning State and view the accounts on the territory detail page.
- D. Use Data Loader to export the accounts and make updates in Google Sheets.

Answer: C

NEW QUESTION 21

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