

100% Money Back
Guarantee

Vendor:Salesforce

Exam Code:SALES-CLOUD-CONSULTANT

Exam Name:Salesforce Certified Sales Cloud
Consultant

Version:Demo

QUESTION 1

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

Correct Answer: B

QUESTION 2

Universal Containers has a private sharing model. Sales representatives own accounts and would like to collaborate with relevant people from other departments (e.g., marketing and product management). The role hierarchy has separate branches for each department to facilitate reporting. What should a consultant recommend to ensure collaborating team members can report on and access relevant data in Salesforce? Choose 2 answers

- A. Use manual sharing on account to share specific records.
- B. Use Chatter to share records with relevant people.
- C. Use account team to share records to relevant people
- D. Use opportunity team to share records with relevant people.

Correct Answer: AC

QUESTION 3

Cloud Kicks (CK) high value opportunities are becoming delayed in the approval process because sales manager's approval requests go unnoticed for various reasons. CK wants to streamline the approval process and give sales managers more ways to approve opportunities in a timely manner. Which two strategies should the consultant recommend to improve the approval process? Choose 2 answers

- A. Create a dashboard of pending approvals and add it to the Chatter feed.
- B. Enable approvals by email for the approval process for high-value opportunities.
- C. Enable one-click approval from report results that returns high value opportunity
- D. Allow managers to approve or reject request via the Approval Requests tab.
- E. Create a Process Builder to automatically approve high-value opportunities.

Correct Answer: BD

QUESTION 4

What should access to records be based on?

- A. The org chart
- B. User preference
- C. The org-wide default
- D. Roles and role hierarchy

Correct Answer: D

QUESTION 5

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 stages often lack key information that sales managers 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. Configure Path by checking the key field required checkbox.
- B. Create an Auto launched flow to determine if required fields are missing.
- C. Customize path and create validate rules dependent on stages.
- D. Mark the fields as required on the page layout.

Correct Answer: C

QUESTION 6

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

Correct 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.

QUESTION 7

During the Deploy phase at Cloud Kicks, users are finding it difficult to use a new system, which is adoption.

How should the consultant avoid this issue in the future?

- A. Design a solution during the Build phase.
- B. Conduct a Beta review during the Validate phase.
- C. Gain buy-in during the Analyze phase.
- D. Develop test scripts during the Plan phase.

Correct Answer: B

QUESTION 8

Universal Containers would like to capture business sector information on a lead and display the information on the account and contact once the lead has been converted. How can these requirements be met?

- A. Create a custom field on the Lead and Account objects. Create a custom formula field on the contact object to pull the value from the Account object.
- B. Create a custom field on the Lead and Account objects and configure mapping of these two fields for conversion. Create a custom formula field on the Contact object to pull the value from the contact object.
- C. Create a custom field on the Lead and Account objects and configure mapping of these two fields for conversion. Create a custom formula field on the Account object to pull the value from the contract object
- D. Create a custom field on Lead, Account and Contact objects and configure mapping of these two fields for conversion. Use a trigger to update the contact field with the Account value.

Correct Answer: B

QUESTION 9

Universal Containers is implementing a Knowledge Base and wants to empower certain managers to create, edit, and manage articles. All articles should be reviewed by these managers before being published, while some articles need an additional layer of legal review as well. Which two actions should a Consultant recommend to meet these requirements? Choose 2 answers

- A. Create at least two different approval process
- B. Create at least two different data categories
- C. Grant managers the Manage Data categories permission

- D. Create at least two different article types
- E. Grant managers the Manage Salesforce Knowledge Permission

Correct Answer: AD

QUESTION 10

Universal Containers wants to automatically add emails and events that sales reps send and receive from Gmail to the activity timeline of related records.

What should the consultant recommend to meet the requirement?

- A. Gmail for Salesforce
- B. Marketing Cloud Journeys
- C. Email to Lead
- D. Einstein Activity Capture

Correct Answer: D

QUESTION 11

The Sales Director at Cloud Kicks noticed that while Lead conversion rates were high, Opportunities were not moving through the sales cycle, many of the contacts that were converted had no phone, email, or background information captured. Which three solutions can be used to improve the quality of Leads being converted? Choose 3 answers

- A. Create a validation rule to check that necessary information is complete upon Lead conversion.
- B. Update web-to-lead forms to require input fields be completed prior to submission.
- C. Schedule a report that notifies Lead owners daily of Leads with incomplete information.
- D. Implement a trigger that warns the user of incomplete information during Lead conversion.
- E. Mandate that all Lead data must be reviewed prior to being created in Salesforce.
- F. Review Lead conversion mapping to ensure necessary fields are mapped correctly.

Correct Answer: BDE

QUESTION 12

The Northern Trail Outfitters sales team has reported that many of the Leads they receive are missing an email address or phone number.

Which two approaches should a consultant recommend to address this problem? (Choose two.)

- A. Require Phone and Email fields on the Lead page layout.
- B. Configure Assignment Rules to only assign Leads with Phone or Email.
- C. Require Phone and Email fields on the Lead object.
- D. Create a Validation Rule that requires either a Phone or Email.

Correct Answer: AD