The Best Sales-Cloud-Consultant Exam Study Material Premium Files and Preparation Tool (Jan-2025) [Q38-Q57

The Best Sales-Cloud-Consultant Exam Study Material Premium Files and Preparation Tool (Jan-2025) Get Instant Access to Sales-Cloud-Consultant Practice Exam Questions QUESTION 38

Cloud Kicks wants to improve its Return On investment (ROI) by creating intelligent processes built on trusted, targeted data. What are two justifications for using third-party data enrichment tools? Choose 2 answers

* To create customer segment with personas and scoring
* To enrich customer data signaling intent to purchase
* To survey prospects on post-purchase of competitors’ products
* To monitor customers’ and prospects’ NPS score with their customers

QUESTION 39

Universal Containers wants to allow its Salesforce users to view and update customer billing information from the company’s invoicing system within a separate Salesforce org.

What should a consultant implement to meet this requirement?

* Salesforce Connect and External Objects
* My Domain and Single Sign-On
* Ce Nightly scheduled Batch Data jobs
* Workflow Rules and Outbound Messaging

QUESTION 40

Cloud Kicks (CK) is starting to plan its first Salesforce Release. CK would like to put together a comprehensive preview of the release to communicate the upcoming changes and new features to the leadership team, stakeholders, and end users. CK has asked a consultant for guidance.

Which option should the consultant recommend?
* Release Matrix
* Release Notes
* Release in a Box
“Release in a Box” is a comprehensive communication tool provided by Salesforce to help organizations prepare for upcoming releases. It includes presentations, feature summaries, and other resources to effectively communicate changes and new features to leadership teams, stakeholders, and end users. This option provides a structured approach to preview and plan for new releases, ensuring that all parties are well-informed and prepared.

References:

* Release in a Box

* Preparing for Salesforce Releases

QUESTION 41

Universal Containers has a fiscal year that starts in February and ends in January. The SVP of sales has reinforced how important it is to measure the sales teams’ performance based on this fiscal year and has asked how Sales Cloud can support this request.

Which solution should the consultant recommend?
* Update the User settings.
* Update the Locale settings.
* Update the Company settings.
To align Salesforce with a fiscal year that starts in February and ends in January, updating the Company settings is the correct solution. Here’s why:

* Fiscal Year Configuration: In Salesforce, the fiscal year settings are configured at the company level.

By setting a custom fiscal year start date, Universal Containers can ensure that all reporting and performance metrics align with their specific fiscal calendar.

* Salesforce Support for Custom Fiscal Years: Salesforce allows organizations to configure both standard and custom fiscal years under Company Settings, ensuring that financial data and sales metrics reflect the correct fiscal periods.

* References: Salesforce documentation on Setting Fiscal Year in Salesforce provides guidance on configuring fiscal years within Company Settings, allowing for accurate performance measurement.

In summary, updating the Company settings (Option C) is the recommended approach to support the SVP of sales in measuring team performance based on Universal Containers’ custom fiscal year.

QUESTION 42

Cloud Kicks (CK) recently completed the first phase of its Sales Cloud implementation. In the next phase, one factor that consultants are considering is whether any of CK’s 500 sales agents are using a mobile device or a browser to access Salesforce.

What should the consultants do to efficiently analyze how users are logging in to Salesforce?
* Review the login history on the user record.
* Create a custom report on the User object.
* Create a User report and filter by login Subtype.
Creating a User report and filtering by login Subtype is the most efficient way to analyze how users are logging into Salesforce, whether through a mobile device or a browser. The login subtype provides specific information about the method of access, making it easier to assess user behavior and preferences accurately.

This approach allows consultants to generate insights without manually reviewing individual login histories.

References:

* Login History

* Creating Reports on User Logins

QUESTION 43

What are the steps that describe the process map in sales and marketing organizations?
Lead generation and qualification – opportunity conversion – revenue management (forecasting).

QUESTION 44

What is the benefit of a Force.com sandbox?
* It allows for development, testing, and training
* It extends Salesforce functionality
* It builds new application functionality
* It allows to createor change buttons, and dynamically route approvals

QUESTION 45

Universal Containers recently implemented Sales Cloud. Stakeholders want insights into how logging interactions with customers impacts the number of won sales deafs.

Which report should the consultant create to meet the requirement?
* Closed Won Opportunities by Account
* Closed Won Opportunities with Activities
* Closed Won Opportunities by the sales team
* Closed Won Opportunities with Recommendations

QUESTION 46

Cloud Kicks wants to help its sales reps identify stalled opportunities in a single view.

Which solution should the consultant recommend to meet the requirement?
* Use Deal Insets to Pipeline Inspection.
* Create a screen flow.
* Create a Lightning Web Component.

Deal Insights within Pipeline Inspection in Salesforce provides sales reps with a single view to identify and manage stalled opportunities. This feature leverages AI to highlight deals that may require attention based on changes in engagement, activity, and other deal characteristics. It helps sales reps quickly identify which opportunities need follow-up and which are at risk of stalling, providing valuable insights for pipeline management.

References:

* Pipeline Inspection and Deal Insights

* Deal Insights Overview

QUESTION 47

A Sales Rep at Cloud Kicks has a requirement to have access to all child Accounts of the Accounts they own.

The Organization-wide Default setting for Account is private. What happens if a user has access to a parent Account?
* The user will access to All Accounts if “Grant Access using Hierarchies” is enabled.
* Access can be granted by setting up a sharing rule via Account Hierarchy.
* Access to child Account will need to be manually added.
* The user will have access to child Account records.

QUESTION 48

The Forecast Category on the Opportunity record maps directly, on a one-to-one basis, to the aggregates on the Forecast tab.
* True
* False

QUESTION 49

Cloud Kicks is a large global company. The week of global training falls on a holiday week for the European region of the office on holiday.

Which best practice should the Consultant recommend to overcome this obstacle?
* Run the training as planned and record it so the other users can watch the video.
* Talk to the manager of that region and tell them how important training is and that they should come.
* Set up training session for just European region and run the scheduled training.
* Move training for all users to the following week and communicate the change.

QUESTION 50

Cloud Kicks uses Chatter to collaborate corporate-wide. Sales representatives are getting too many items showing on their feed, so it’s hard to sort through to find items that are high priority or need the sales representative’s immediate attention.

Which solution should the Consultant recommend?
* Create a Chatter Feed page layout.
* Create Chatter topics.
* Increase Chatter Feeds bookmark limit.
* Increase the Chatter follower limit.
* Create Chatter Streams.

QUESTION 51

During the planning stage of a project, what customer information should be requested to ensure requirements

are successfully gathered? Choose 3 answers
* List of required objects and fields
* Organizational chart with titles

. Company financial information
* List of stakeholders with roles and titles
* Key reports from the current system

QUESTION 52

Cloud Kicks maintains two lines of business: individual sales and franchise sales. The sales cycle for franchise sales is more complex and involves more stages than the individual sales cycle.

Which three actions should the Consultant recommend to create a solution? (Choose three.)
* Assign different page layouts to each record type.
* Configure different sales processes for each line of business.
* Configure different record types.
* Configure different sales processes to each page layout.
* Assign different sales processes to each page layout.

QUESTION 53

The Sales Manager at Cloud Kicks has asked an analyst to create a report when Opportunities reach a certain stage with an amount equal to $100,000 dollars. The analyst saves the report to the sales team’s subfolder called Big Deals. The Big Deals folder is a subfolder of the sales team folder, with View access to the Sales Manager roles. The Sales Manager wants to subscribe to the report.

Which permission does the Sales Manager need in order to subscribe to the report created by the analyst?
* Subscribe to Reports permission
* Subscribe to Reports: Run Reports permission
* Chatter Subscribe to Reports permission
* Subscribe to Reports: Set Running User permission

QUESTION 54

CORRECT TEXT

What is the capability and limit of using email from within Salesforce?
You

can email contacts, leads, person accounts, and users in your organization directly from account, contact, lead, opportunity, case,campaign, or custom object pages. There is no limit on the numberof these emails sent individually.

QUESTION 55

Universal Containers wants to implement Omni Channel within Service Cloud for its representatives. What is the first step required

to configure Omni Channel?
* Enable Omni Channel in Setup.
* Assign Users to the Omni Channel Feature License.
* Assign Users to Omni Channel permissions.
* Contact Salesforce to have Omni Channel enabled.

QUESTION 56

Cloud Kicks (CK) has organization-wide defaults set to Public Read-Only for Opportunity. One of the Account Team roles at CK Is Executive Sponsor. Account Team members with the Executive Sponsor rote need Read/Write access to all child Opportunities.

How should the consultant meet the requirement?
* Create an Opportunity snaring rule to grant Read/ Write access to Opportunities.
* Create a flow to grant Read/Write access to Opportunities.
* Create an Account sharing rule to grant Read/Write access to Opportunities.
To meet the requirement of granting Read/Write access to child Opportunities for Account Team members with the Executive Sponsor role, an Opportunity sharing rule should be created. Sharing rules in Salesforce allow you to automatically extend access to users based on their roles or other criteria. In this case, the sharing rule would be configured to provide Read/Write access to Opportunities for those in the Executive Sponsor role on the Account Team.

Reference:

Sharing Rules Overview

Create and Edit Sharing Rules

QUESTION 57

Northern Trail Outfitters has organization-wide defaults set to private. Sales representatives own the accounts and want to collaborate with relevant people from other departments (E. g. marketing and finance). Collaborating team members must be able to access and report on relevant dat a. Which two solutions should be recommended?
* Use Opportunity team to share records to relevant people
* Use manual sharing on account to share specific record.
* Use Chatter to share records with relevant people
* Use account team to share records with relevant people