



Free Questions for *Sales-Cloud-Consultant* by *certsinside*

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Question 1

Question Type: MultipleChoice

Cloud Kicks has hired a consultant to help with its initial Salesforce implementation.

Which three steps should the consultant take to help Cloud Kicks get Salesforce up and running?

Choose 3 answers

Options:

- A- Define company vision.
- B- Finalize integrations.
- C- Prioritize goals.
- D- Define KPIs.
- E- Analyze competitors.

Answer:

A, C, D

Question 2

Question Type: MultipleChoice

Cloud Kicks has configured Account Teams and is ready to go live in Production.

How should the consultant migrate Account Team configuration to Production?

Options:

- A- Push with Workbench.
- B- import with Data Loader.
- C- Create manually.
- D- Deploy with Change Sets.

Answer:

D

Explanation:

Deploying with Change Sets is a way to migrate Account Team configuration to Production. A Change Set is a collection of metadata components that can be moved from one Salesforce org to another, such as custom objects, fields, workflows, or profiles. Account Team configuration is a type of metadata component that defines how users can share access to accounts and related records with other users based on their team roles and responsibilities. Users can create an outbound Change Set in their source org (such as Sandbox), add Account Team configuration components to it, upload it to their target org (such as Production), and deploy it in their target org after validating it.

Question 3

Question Type: MultipleChoice

Cloud Kicks has enabled Orders to track and manage customer requests for products. The sales team has requested a process to return or reduce the quantity of activated Orders.

Which two Salesforce features should a consultant recommend to meet this requirement

Choose 2 answers

Options:

- A- Enable Orders without Price Books.
- B- Enable Zero Quantity Orders.
- C- Enable Negative Quantity for Order Products.
- D- Enable Reduction Orders.

Answer:

B, D

Explanation:

These are two Salesforce features that can help meet the requirement of returning or reducing the quantity of activated orders. An order is a confirmation of a sale that lists products sold or services rendered to a customer, along with prices and terms of delivery or service. An order can have different statuses, such as Draft or Activated. Some features that can help manage orders are:

Zero Quantity Orders: This feature allows users to create orders with zero quantity for products that are returned or canceled by customers. Zero quantity orders can be used to track returns or cancellations without affecting inventory levels or revenue forecasts.

Reduction Orders: This feature allows users to create orders with negative quantity for products that are reduced or partially returned by customers. Reduction orders can be used to track reductions or partial returns without affecting inventory levels or revenue forecasts.

Question 4

Question Type: MultipleChoice

Cloud Kicks wants to release product enhancements effectively to drive user adoption mtd have the impact on the organization and users' day-to-day functions.

What are three steps for successful change and seasonal release management?

Choose 3 answers

Options:

- A- Prioritize executive requests.
- B- Train end users after deployment.
- C- Communicate updates to end user.
- D- Create an org development model.
- E- Collect input from stakeholders.

Answer:

C, D, E

Explanation:

These are three steps for successful change and seasonal release management. Change and release management is the process of planning, testing, deploying, and communicating changes and updates to a system or process, such as Salesforce. Some steps for effective change and release management are:

Communicate updates to end user: This step involves informing the end users about the changes and updates that are coming, why they are important, how they will affect their work, and when they will be available. This can help increase user awareness, adoption, and feedback.

Create an org development model: This step involves defining the roles, responsibilities, tools, and environments for developing, testing, and deploying changes and updates. This can help ensure quality, consistency, and security of the system or process.

Collect input from stakeholders: This step involves gathering feedback and suggestions from the stakeholders who are affected by or involved in the changes and updates, such as users, managers, customers, or partners. This can help identify needs, requirements, issues, or risks of the system or process.

Question 5

Question Type: MultipleChoice

Universal Containers is analyzing data to identify gaps, and wants to know which Accounts with ...opportunities are missing Contacts.

Which feature should a consultant recommend to build this report?

Options:

- A- Custom report type
- B- Joined report
- C- Cross filter
- D- Custom filter

Answer:

C

Explanation:

A cross filter is a feature that allows users to filter a report by related objects and their fields, such as accounts with or without opportunities. A cross filter can be added to any report type that supports cross filters, such as accounts, contacts, leads, or opportunities. By using a cross filter, Universal Containers can build a report that shows accounts with opportunities that are missing contacts, such as accounts with opportunities without contacts.

Question 6

Question Type: MultipleChoice

Universal Containers is creating a new program to allow customers to pay for large orders over the course of 1 to 3 years in monthly installments beginning in the month the products are sold. The admin needs to configure Sales Good to accommodate the new pricing term and to help the finance department forecast easily.

What should the consultant recommend to meet the requirement?

Options:

- A- Use Revenue Schedules to capture installment payment plan details for each Product.
- B- Add a custom field to the Quotes object to capture the number of installments,
- C- Set the default quantities to 12, 24, and 36 in a new Price Book for installment sales.
- D- Create a Process Builder to create an Order for each installment payment.

Answer:

A

Explanation:

Revenue Schedules are a feature that allow users to track the revenue and quantity of products over time, such as for subscription or installment payments. Revenue Schedules can be enabled for any product that has a schedule type of Revenue or Quantity, and they can be customized to match the payment terms of each opportunity. By using Revenue Schedules, Universal Containers can capture the installment payment plan details for each product, such as the number of installments, the amount per installment, and the frequency of

installments. This can help the finance department forecast the revenue and cash flow from each opportunity more accurately.

Question 7

Question Type: MultipleChoice

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

Options:

- 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

Explanation:

Enabling the Create Audit Fields permission to insert historically accurate records and inserting users, and then migrating email alerts and approval processes into UCs Salesforce org are two steps that should be performed to maintain data integrity when migrating legacy email alerts and approval processes from another company that uses Salesforce. Create Audit Fields permission is a permission that allows users to set audit field values such as Created Date, Created By ID, Last Modified Date, Last Modified By ID when inserting records via API tools such as Data Loader or Workbench. By enabling this permission, Universal Containers can insert historically accurate records from the other company that use the same audit field values as the original records. Inserting users, and then migrating email alerts and approval processes into UCs Salesforce org is a step that ensures that the email alerts and approval processes are associated with the correct users in the destination org. Email alerts are actions that send an email to one or more recipients when a process or workflow is triggered. Approval processes are processes that require one or more users to approve or reject records before they can be finalized or completed. By inserting users, and then migrating email alerts and approval processes into UCs Salesforce org, Universal Containers can ensure that the email alerts and approval processes are configured and executed correctly in the new org.

Question 8

Question Type: MultipleChoice

Cloud Kicks sales representatives are allowed to negotiate up to a 5% discount for the Shoe of the Month club. Regional sales managers (RSMs) must approve discounts greater than 5%. Regional vice presidents (RVPs) also must approve discounts greater than 10%.

Which two steps should a consultant recommend to satisfy these requirements?

Choose 2 answers

Options:

- A- Create two Approval Processes, one with the RSM and one with the RVP.
- B- Use Process Builder to send an approval Task and email to the RSM and RVP.
- C- Use Process Builder to automatically submit approvals over a 5% discount.
- D- Create a two-step Approval Process with the RSM and RVP as approvers.

Answer:

C, D

Explanation:

Using Process Builder to automatically submit approvals over a 5% discount and creating a two-step Approval Process with the RSM and RVP as approvers are two steps that can satisfy the requirements of approving discounts for the Shoe of the Month club. Process Builder is a tool that allows users to create processes that automate actions or tasks based on certain criteria or triggers. Approval Process is a process that requires one or more users to approve or reject records before they can be finalized or completed. By using

Process Builder to automatically submit approvals over a 5% discount, Cloud Kicks can ensure that any opportunity for the Shoe of the Month club that has a discount greater than 5% is sent for approval without requiring manual intervention from sales representatives. By creating a two-step Approval Process with the RSM and RVP as approvers, Cloud Kicks can ensure that discounts greater than 5% are approved by regional sales managers (RSMs) and discounts greater than 10% are also approved by regional vice presidents (RVPs).

Question 9

Question Type: MultipleChoice

Northern Trail Outfitters finished implementing Sales Cloud for a mid market sales team. Sales management wants to track data trends and adoption.

What should the consultant recommend to measure core Sales Cloud record data?

Options:

- A- Adoption Dashboards Pack
- B- User Login Report
- C- System Overview Page

D- Salesforce Optimizer

Answer:

A

Explanation:

Adoption Dashboards Pack is the best feature to measure core Sales Cloud record data and track data trends and adoption after implementing Sales Cloud for a mid market sales team. Adoption Dashboards Pack is a package that contains pre-built dashboards and reports that show how users are adopting and using Salesforce features and functionalities, such as creating and updating records, logging activities, running reports, etc. By using Adoption Dashboards Pack, Universal Containers sales management can monitor and analyze core Sales Cloud record data such as accounts, contacts, opportunities, etc., and see how they change over time and across different dimensions.

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