



Free Questions for [Sales-Cloud-Consultant](#) by [certscare](#)

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Question 1

Question Type: MultipleChoice

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

Which feature should a consultant recommend to build this report?

Options:

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

Answer:

B

Question 2

Question Type: MultipleChoice

How should Cloud Kicks prepare for its first meeting to discuss its Salesforce implementation with a consultant?

Options:

- A) Gather key stakeholders. Establish goals and key metrics. Set up the communication plan. Define the sales process.
- B) Gather key stakeholders. Establish goals and key metrics. Plan for users. Define the sales process
- C) Establish key metrics. Set up profiles. Define the sales process. Gather key stakeholders. Set up the communication plan.
- D) Establish goals and key metrics. Define the sales process. Plan for users. Identify the admin.

Answer:

A

Question 3

Question Type: MultipleChoice

To properly plan for company growth, Cloud Kicks needs to track monthly revenue projections from the sales of its annual subscription service.

What should the consultant configure to support this reporting need?

Options:

- A) Opportunity dashboard showing products sold each month
- B) Opportunity products with formula fields for each month's value
- C) Opportunity dashboard showing opportunities closed each month
- D) Opportunity products with monthly product Schedules

Answer:

D

Question 4

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 (RSM) must approve discounts greater than 5%. Ri-cjion.il vice Presidents (HVP) must approve discounts greater than 10%.

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

Choose 2 answers

Options:

- A) Configure an approval process for the RSM and a workflow rule for the RVP.
- B) Configure Process Builder approval task and email to notify the RSM and RVP.
- C) Create two approval process, one for the RSM and one for the RVP.
- D) Create a Process Builder to automatically submit approval up to 5 % discounts.
- E) Create a two-step approval process for the RSM and RVP as approver

Answer:

E

Question 5

Question Type: MultipleChoice

A consultant is implementing a new instance of Sales Cloud for Cloud Kicks (CK). CK has a global sales presence, supporting a customer base throughout the world.

Which approach should the consultant recommend for setting up an account hierarchy structure?

Options:

- A) Location-specific account structure with account hierarchies
- B) Global account structure without account hierarchies
- C) Global account structure with one global account and all contacts and opportunities linked
- D) Location-specific account structure without account hierarchies

Answer:

D

Question 6

Question Type: MultipleChoice

Cloud Kicks wants to use web to-lead so potential customers can submit requests for its products. Some existing customers also use this form to request new products, but their requests are being blocked.

What should the consultant recommend to resolve this issue?

Options:

- A) Set up an API integration because web-to-lead and Duplication Rules are incompatible.
- B) Create a new matching rule that ignores contacts, and set the Duplicate Rule to allow and report (with alert).
- C) Modify the current Duplicate Rule to run only when the current user is the default web to-lead creator, and set that rule to allow and report (with alert)
- D) Create another Duplicate Rule to run only when the current user is the default web to-lead creator, and set that rule to allow and report (without alert).

Answer:

C

Question 7

Question Type: MultipleChoice

Cloud Kicks (CK) has just completed its initial Sales Cloud implementation. CK relationship wants to identify users who have yet to use the new application.

Which method should the consultant recommend to determine these users?

Options:

- A) Run a report on Users Never Logged In.
- B) Log a case with Salesforce Support
- C) Use the Lightning Usage app.
- D) Run a Mobile Login report.

Answer:

A

Question 8

Question Type: MultipleChoice

Cloud Kicks' sales representatives need help to remove obstacles when working on high-value sales deals. The sales management team wants to monitor and empower collaboration with cross-functional teams.

Which two solutions should a consultant recommend to meet these requirements? Choose 2 answers

Options:

- A) Enable Chatter feed tracking on Opportunities.
- B) Enable mobile alerts for Einstein Engagement.
- C) Enable the Chatter feed on similar Opportunities.
- D) Enable Big Deal Alerts
- E) Allow global team selling on Accounts.

Answer:

C, D

Question 9

Question Type: MultipleChoice

Cloud Kicks needs to associate some Contacts with more than one Account. Which solution should a consultant recommend to meet this requirement?

Options:

- A) Use lead conversion to automatically copy the Contact information from Account A to Account B.
- B) Use the Contact roles related list on Accounts.
- C) Add Contact to the partners related list on the other Accounts.
- D) Use the Contact to multiple accounts feature.

Answer:

D

Question 10

Question Type: MultipleChoice

The operations manager wants to synchronize the customer list from the back office systems with Salesforce. What should the consultant recommend to ensure data integrity?

Options:

- A) Create a webservice connection between the Salesforce instance and the back office system.
- B) Create a unique ID field on the Opportunity object.

- C) Create an Apex trigger to exchange data between the Salesforce instance and the back office system.
- D) Create an External ID field on the Account object

Answer:

D

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