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Question 1

Question Type: MultipleChoice

Sales reps at Universal Containers have found that Leads they has been purchasing contain outdated and missing contact information.

What should a consultant recommend to obtain current Lead contact information?

Options:

- A) Use a company insights and data enrichment app from the AppExchange.
- B) Use Mass Delete to remove Leads with invalid data.
- C) Upload Marketing Cloud data on a daily basis for more complete information.
- D) Create a Web-to-Lead form with required fields.

Answer:

A

Question 2

Question Type: MultipleChoice

Universal Containers (UC) wants to make it easier for sales reps to log their customer interactions, __ and events, directly from their email and calendar applications. UC wants to report on these activities in Salesforce.

What are two capabilities of Outlook and Gmail Integration tools?

Choose 2 answers

Options:

- A) Sync non-recurring events between Microsoft or Google Calendar and Salesforce.
- B) Associate emails with records in Salesforce from Outlook or Gmail.
- C) Report on contact data as it exists in Outlook or Gmail.
- D) Sync recurring events created in the Salesforce mobile app with Microsoft or Google Calendar.

Answer:

D

Question 3

Question Type: MultipleChoice

After a successful implementation of Sales Cloud at Universal Containers, sales management wants to add a Negotiation stage immediately prior to the Closed stage. After adding the stage, a user reports that some Opportunities are missing from quarterly forecasts.

How should the consultant resolve this issue?

Options:

- A) Edit the Forecast Category field to reflect the proper category for the new stage.
- B) Create a new forecast and Include the new sales stage.
- C) Create a report to track Opportunities In the Negotiation stage.
- D) Use forecast adjustments to correct the forecast.

Answer:

D

Question 4

Question Type: MultipleChoice

Cloud Kicks needs to migrate data into Salesforce and is considering using Data Loader.

What are two capabilities of this migration tool?

Choose 2 answers

Options:

- A) Exports field history data
- B) Prevents importing duplicate records
- C) Extracts organization and configuration metadata
- D) Imports more than 100 fields per record
- E) Runs one-time or scheduled data loads

Answer:

A, E

Question 5

Question Type: MultipleChoice

The Cloud Kicks sales manager wants to deploy dynamic dashboards to show sales effectiveness in areas that sales members operate and manage.

Which two considerations should the consultant advise the sales manager about dynamic dashboards?

Choose 2 answers

Options:

- A) Dynamic dashboards allow all users to view data as any user.
- B) Dynamic dashboards must be manually refreshed.
- C) Dynamic dashboards require users to follow each component
- D) Dynamic dashboards must be saved in public or shared folders.

Answer:

A, D

Question 6

Question Type: MultipleChoice

Cloud Kicks wants to implement a methodology to determine which current Leads have the most in common with Leads that have successfully has been converted in the past.

How Cloud Kicks support this requirement?

Options:

- A) Create a Lead Rollup Summary Field.
- B) Use Einstein Lead Scoring.
- C) Use Lead Conversion Reporting.
- D) Create a joined report.

Answer:

B

Question 7

Question Type: MultipleChoice

Universal Containers wants to help sales reps handle phone calls with prospective customers more efficiently. Which tool should the consultant recommend?

Options:

- A) Open CTI
- B) Order Management
- C) Entitlements
- D) Activity Capture

Answer:

D

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