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**Shared by Moran on 24-05-2024**

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## Question 1

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**Question Type:** MultipleChoice

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The Universal Containers management team wants to help sales reps determine the right time to contact prospects.

What should the consultant recommend to meet the requirement?

### Options:

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- A- Implement Sales Dialer and begin cold calling leads to request availability.
- B- Create a formula field to determine the prospects time zone.
- C- Configure Einstein Lead Scoring to determine the best time to make contact.
- D- Enable Email Tracking with reporting and activity timeline.

### Answer:

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D

## Question 2

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**Question Type:** MultipleChoice

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Cloud Kicks has a requirement to measure end user adoption and data quality in Salesforce.

Which solution should the consultant recommend?

**Options:**

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- A- Einstein Conversation Insight-;
- B- tableau custom dashboard
- C- Adoption and Data Quality Dashboards Pack
- D- Salesforce Surveys

**Answer:**

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C

## Question 3

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**Question Type: MultipleChoice**

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The sales team at Cloud kicks Cloud has roughly 100 members. The sales director has requested that newly created reports be shared with the sales team.

How should the consultant efficiently share these reports?

**Options:**

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- A-** Create a report folder, add members in a specific profile, and share the Report folder.
- B-** Create a report folder, add members in a specific Role, and share the Report folder.
- C-** Create a report folder, add members to a Private Group, and share the Report folder.
- D-** Create a report folder, add members in a specific Queue, and share the Report folder.

**Answer:**

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B

## Question 4

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**Question Type: MultipleChoice**

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Cloud Kicks (CK) has a custom object, Project\_\_c, that has a lookup relationship to the Opportunity object. The CK project manager has requested a report that includes both Project\_\_c and Opportunity data.

What should the consultant use to include data from both the Project\_\_c and Opportunity objects in one report?

**Options:**

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- A- Matrix reports
- B- Junction reports
- C- Cross-object filters
- D- Custom report types

**Answer:**

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D

## Question 5

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**Question Type:** MultipleChoice

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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?

**Options:**

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- A- Sales Cloud Einstein
- B- Einstein Activity Capture Standard
- C- Email to Salesforce
- D- Sales Cloud Console

**Answer:**

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B

## Question 6

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**Question Type:** MultipleChoice

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Universal Containers (UC) has established Sales Ops teams. As part of the sales process, Tasks are used to track all customer interactions. UC wants any available Sales Ops team member to handle these Tasks as soon as possible.

Which Salesforce functionality should the consultant recommend to meet the requirement?

**Options:**

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- A- Create Opportunity Teams to manage Tasks.

- B-** Leave the Task's Assigned To held bank
- C-** Use workflows to create a Task for each team member.
- D-** Assign Tasks to a queue to share work efficiently.

**Answer:**

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D

## Question 7

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**Question Type:** MultipleChoice

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During the requirements gathering workshops at Cloud Kicks, the project team and subject matter experts bring up new ideas to incorporate into the current project.

Which best practice should the consultant use to refocus the meeting and stay on topic?

**Options:**

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- A-** Tell key stakeholders that the team is focused on other ideas,
- B-** Remind the team of the purpose and scope of this project.

**C-** Incorporate the new ideas into the solution design.

**D-** Invite only the subject matter experts to subsequent workshops.

**Answer:**

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B

## Question 8

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**Question Type: MultipleChoice**

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At Universal Containers, in addition to the sales team, support reps are sometimes eligible for commissions. When support reps are involved in a deal, they should receive a credit of 15% of the revenue.

What should the consultant consider when designing a revenue sharing solution?

**Options:**

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**A-** Revenue splits are required in order to use overlay splits.

**B-** Overlay splits Allocated on art Opportunity can total any percentage.

**C-** Overlay splits can be assigned to any user with the appropriate profile.



**D-** Revenue splits allocated on an Opportunity can total any percentage.

**Answer:**

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D

## Question 9

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**Question Type: MultipleChoice**

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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:**

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**A-** Define company vision.

**B-** Finalize integrations.

**C-** Prioritize goals.

**D-** Define KPIs.

**E-** Analyze competitors.

**Answer:**

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A, C, D

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