



**Free Questions for CRT-251 by dumpshq**

**Shared by Ramos on 09-08-2024**

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## Question 1

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**Question Type:** MultipleChoice

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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:**

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

**Answer:**

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B

## Question 2

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**Question Type: MultipleChoice**

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The sales director at Universal Containers is concerned the percentage of all Opportunities marked Closed Won is lower than expected. The director wonders if sales reps are converting leads before enough information is known about the prospects.

Which two criteria should a consultant recommend to determine if a lead is qualified ?

Choose 2 answers

**Options:**

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- A) The lead works for a well-known company.
- B) The sales rep believes there is a strong likelihood of a sale to this lead.
- C) The lead has submitted a written agreement to purchase.
- D) The lead needs Universal Container's products and services.

**Answer:**

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A, B

**Question 3**

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**Question Type: MultipleChoice**

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Cloud Kicks wants to set up Contacts and Accounts, where Contacts can be associated to multiple Accounts. Additionally, Cloud Kicks wants the ability to identify where activities are happening at the Account level.

Which two configurations will allow this setup?

Choose 2 answers

**Options:**

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- A) Set up Lookup fields on the Account for each tier of relationship.
- B) Enable the roll-up to a contact's primary account.
- C) Allow users to relate a Contact to multiple Accounts in Account settings.
- D) Add relevant fields for Account Contact Relationship to the page layouts.

**Answer:**

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C, D

**Question 4**

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**Question Type: MultipleChoice**

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Cloud Kicks wants to measure the impact of its recent Sales Cloud implementation upon completion.

How should a consultant meet the requirement?

**Options:**

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- A) Provide a customer satisfaction survey.
- B) Demonstrate new functionality.
- C) Establish KPIs.
- D) Evaluate user adoption.

**Answer:**

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C

## Question 5

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**Question Type: MultipleChoice**

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Universal Containers' (UC) sales reps have said there are too many reports and dashboards that are unrelated to their roles which makes it hard to find what is important to them.

What should a consultant recommend that UC use to solve this issue?

**Options:**

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- A) Custom report types
- B) Enhanced Folder Sharing
- C) Dashboard Filters
- D) Prioritize private folders

**Answer:**

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C

## Question 6

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**Question Type:** MultipleChoice

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Universal Containers (UC) does business with a Contact associated with a specific Account with the Contact Role of executive. The Contact is also on the board of a nonprofit that has requested a charitable donation from UC. UC wants to the Contact on both Accounts.

What should the consultant recommend?

**Options:**

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- A) Create a new Contact record for the Contact related to the nonprofit Account
- B) Select Allow users to relate a Contact to multiple Accounts in Account
- C) Change the Contact record type to multi-account
- D) Create a new lookup field on the Contact record to associate the executive to the nonprofit.

**Answer:**

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D

## Question 7

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**Question Type:** MultipleChoice

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Cloud Kicks uses PDF documents to help the sales team about new products. Which feature should a consultant recommend to store these documents?

**Options:**

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- A) Document lists
- B) Charter files
- C) Files sync
- D) Attachments

**Answer:**

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B

## Question 8

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**Question Type: MultipleChoice**

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

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



**Options:**

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- 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:**

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A

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