Salesforce

Sales-Con-201

Salesforce Certified Sales Cloud Consultant

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Question: 1

The admin at Cloud Kicks recently implemented Sales Cloud and needs to understand the adoption of Lightning Sales Console. What should a consultant recommend to analyze adoption?

A. Run the Salesforce Optimizer.
B. Open the Lightning Usage App.
C. Create a custom report.

Answer: B

Question: 2

Cloud Kicks recently purchased Salesforce, and the leadership team is excited about being able to forecast more accurately. Sales managers say that making updates to forecasted amounts during the pipeline meetings is time consuming, and it is difficult to review all of the committed opportunities within the meeting time.
What should the consultant recommend to help make meetings more efficient while making real-time forecast updates?

A. Use in-line editing to update the forecast amount for records.
B. Modify multiple opportunities at one time in the Forecast page.
C. Tell reps to use the list view to move opportunities between stages.

Answer: A

Question: 3

Cloud Kicks wants to enable Person Accounts.
What does the consultant need to do before enabling Person Accounts?

A. Disable access to Experience Cloud sites during the cutover.
B. Set default sharing of Account to Public Read/Write.
C. Create at least one Account record type.

Question: 4

A consultant is meeting with a new client to design a rollout strategy for its Sales Cloud implementation.
What should the consultant do during the planning stage to ensure a successful implementation?

A. Identify which Salesforce features and functions to use.
B. Design a prototype of the suggested solution.
C. Define goals, metrics, project schedule, and sales processes.

Answer: C

Question: 5

Each product engineer at Cloud Kicks supports a specific product line. There are five product lines. While sales reps sell all of the company's product lines, sales management wants the appropriate product engineer to be able to automatically view any new Opportunity for their particular product line with Read-Only rights.
What should the consultant do to meet the requirement?

A. Enable Default Account Teams for each product line.
B. Enable Default Opportunity Teams for the Opportunity.
C. Create criteria-based opportunity sharing rules for each product line.

Answer: C

Question: 6

Cloud Kicks is implementing Sales Territories for its retail sales unit. The sales director is requesting a detailed roll-up forecast for territories.
What should the consultant recommend?

A. Include the Forecast Manager field on the Account page layout.

B. Assign a Forecast Manager to each region.
C. Assign a role for each manager in the user role hierarchy.

Answer: B

Question: 7

Cloud Kicks sales reps want to see all of the details on their current opportunities with a minimal amount of navigation or clicks to cycle through them.
Which functionality should the consultant recommend?

A. Develop a new Sales Console app including opportunities.
B. Select the Split View option from the My Opportunities list view.
C. Create a dashboard with reports on My Opportunities.

Answer: B

Question: 8

In a recent management meeting, the VP of sales voiced concern over the current economic environment. To better understand the effectiveness of its marketing efforts, the VP expressed a need to monitor and reduce churn going forward.
Which strategy should a consultant recommend to address the VP's concern?

A. Create a year over year sales by Account report.
B. Create an average stage duration by Opportunity report.
C. Create a Historical Trending report.

Answer: C

Question: 9

The Cloud Kicks pipeline and forecasting reports are inaccurate because sales reps are creating opportunities after they are already closed won. Sales management wants visibility into how often
the sales reps are creating these types of opportunities.

Which solution should the consultant recommend?

A. Run the Opportunity Pipeline standard report to view the upcoming opportunities by stage.
B. Configure a report that displays opportunities that have an earlier closed date then created date.
C. Implement automation to update the opportunity to the first stage in the sales process.

Answer: B

Question: 10

The VP of sales at Cloud Kicks wants to provide options to sales reps for changing account or contract details for a created order.
Which condition should the consultant consider to meet this requirement?

A. The order must be associated with an active contract.
B. The order associated with the account is in draft status.
C. The currency associated with the order can be different from the contract.

Answer: B

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