Free Questions for Sales-Cloud-Consultant by braindumpscollection

Shared by Walker on 18-01-2024

For More Free Questions and Preparation Resources

Check the Links on Last Page

Question 1

Cloud Kicks (CK) uses a sales model where pre defined groups of reps work collaboratively on Accounts. Each group is also responsible for specific Accounts. CK has organization wide default access set to Public Read/1 for Accounts. CK discovered this caused issues with data quality where reps edited Accounts outside their scope responsibility. CK wants to allow reps to view any Account, but restrict editing to only reps who are responsible for those specific Accounts.

Which two steps should a consultant recommend to allow reps to continue to collaborate while eliminating incorrect edits?

Choose 2 answers

Options:

A) ChangeAccount organization-wide defaults to Private.

B) Enable Account Teams to allow owners to grant Read/Write access.

C) Create an Account sharing rule to grant Read/Write access to all Accounts.

D) Change Account organization-wide defaults to Public/Read-Only.

Answer:

B, D

Question 2

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:

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:

A, B

Question 3

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:

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:

C, D

Question 4

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

How should a consultant meet the requirement?

Options:

A) Provide a customer satisfaction survey.

B) Demonstrate new functionality.

C) Establish KPIs.

D) Evaluate user adoption.

Answer:

C

Question 5

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:

A) Custom report types

B) Enhanced Folder Sharing

C) Dashboard Filters

D) Prioritize private folders

Answer:

C

Question 6

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:

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:

D

Question 7

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

Options:

A) Document lists

B) Charter files

C) Files sync

D) Attachments

Answer:

B