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Question 1

Question Type: MultipleChoice

Universal Containers' current solution for managing its forecasts is cumbersome. The sales managers do NOT have visibility into their teams' forecasts and are NOT able to update the forecasts. As a result, the managers are continually asking their sales representatives to provide updated forecast data via email or phone. Which two solutions should a consultant recommend to help Universal Containers improve the management of their forecasts? Choose two answers.

Options:

- A) Enable override forecast permission in the Manager's profile.
- B) Configure weekly customized forecast reports and dashboards to be emailed to sales management.
- C) Create a forecast hierarchy and assign managers to the forecast manager role.
- D) Create forecast Chatter groups where sales representatives can post and share their forecasts.

Answer:

A, C

Question 2

Question Type: MultipleChoice

Universal Containers sells two product lines that each use a distinct selling methodology. Additionally, each product line captures different information that is used to sell the products.

What should a consultant recommend to support selling the two product lines?

Options:

- A) Create one page layout, two sales processes, and validation rules to capture relevant opportunity information.
- B) Create two page layouts, one opportunity record type, and one workflow rule to assign the correct page layout to the record type.
- C) Create two sales processes and two page layouts; assign them to two different opportunity record types for each product line.
- D) Create two page layouts and two sales processes; assign them to the respective product lines to collect relevant information.

Answer:

C

Question 3

Question Type: MultipleChoice

Universal Containers wants to measure revenue based on when individual Products are sold.

What should a Consultant implement to meet this requirement?

Options:

- A) Forecasting by Order Amount
- B) Forecasting by Opportunity Amount
- C) Forecasting by Product Dates
- D) Forecasting by Schedule Date

Answer:

B

Question 4

Question Type: MultipleChoice

Universal Containers allows its sales representatives to negotiate up to a 5% discount for their opportunities. Discounts greater than 5% must be sent to their Regional Sales Manager (RSM) to approval. Discounts greater than 15% must also be sent to the Regional Vice

President (RVP) for approval.

Which approach would satisfy these requirements?

Options:

- A) Configure an approval process for the RSM and a workflow rule for the RVP.
- B) Create two approval processes, one for the RSM and one for the RVP.
- C) Create the two-step approval process for the RSM and RVP as approvers.
- D) Configure a workflow approval task and email to notify the RSM and RVP.

Answer:

C

Question 5

Question Type: MultipleChoice

Resellers for Universal Containers need access to reports in the Partner Communities to help manage their opportunities.

How should Salesforce be configured to give resellers the correct level of access to reports?

Options:

- A) Create the appropriate list views and report folders in the Partner Communities for all partner users.
- B) Create a new tab in the Partner Communities to display the appropriate list views and report folders.
- C) Create a Chatter group that allows partners to post links to appropriate list views and reports.
- D) Create the appropriate list views and report folders, and share with all partner users.

Answer:

D

Question 6

Question Type: MultipleChoice

Universal Containers has set up a sales process that requires opportunities to have associated product line items before moving to the negotiation stage.

Which two solutions should a consultant recommend to meet this requirement? Choose two answers.

Options:

- A) Configure a validation rule that tests the Has Line Item and Stage fields for the correct condition.
- B) Configure the opportunity record types to enforce product line item entry before selecting the negotiation stage.
- C) Ensure that all sales representatives have access to at least one PriceBook when creating product lines.
- D) Define a workflow rule that automatically defaults to a PriceBook and product line item when selecting the negotiation stage.

Answer:

A, C

Question 7

Question Type: MultipleChoice

The sales representatives at Universal Containers use various email applications and often receive important customer emails where they are away from the office. Sales management wants to ensure sales representatives are recording email activity with customers in Salesforce while they are away from the office.

Which solution should a consultant recommend to meet this requirement?

Options:

- A) Download and install a Salesforce universal connector for their smartphones and computers.
- B) Download and install the Salesforce for Outlook connector on their smartphones and computers.
- C) Forward emails using their Email-to-Salesforce email address from their smartphones and computers.
- D) Copy and paste emails manually to the customer record in Salesforce from their smartphones and computers.

Answer:

C

Question 8

Question Type: MultipleChoice

Universal Containers requires its sales representatives to go through an internal certification process to sell certain groups of products.

Which two actions prevent a sales representative from adding these products to opportunities if they are NOT certified to sell them?

Choose two answers.

Options:

- A) Use a validation rule on opportunity products to prevent them from adding products marked as required certification if they are NOT certified.
- B) Use a validation rule on products marked as requiring certification to prevent them from being added to an opportunity.
- C) Use a criteria-based sharing rule on products marked as requiring certification to only share the products to users who are certified.
- D) Use a separate price book for the products requiring certification and only share the price book to users who are certified.

Answer:

A, D

Question 9

Question Type: MultipleChoice

Universal Containers supports two lines of business: shipping and freight. The sales cycle for freight deals is more complex and involves more stages than the shipping sales cycle.

Which solution should a consultant recommend to meet these business requirements?

Options:

- A) Create different record types and sales processes for each line of business, and assign different stages to each page layout.
- B) Create different record types and sales processes for each line of business, and use workflow field updates to assign stages.
- C) Create different record types and sales processes for each line of business, and assign different page layouts to each record type.
- D) Create different record types and sales processes for each line of business, and assign different sales processes to each page layout.

Answer:

C

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