



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

Shared by *Massey* on *15-04-2024*

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Question 1

Question Type: MultipleChoice

The admin at Universal Containers is attempting to retire a Product, but they are receiving an error because the Product is associated to an Opportunity.

What should the consultant recommend to resolve the issue most efficiently?

Options:

- A- Remove the related Product from all Opportunities and Quotes.
- B- Archive the Product or Price Book and each related Price Book entry.
- C- Edit the Product record and uncheck the Active field.
- D- Create a Flow to automatically delete the Product from the Price Book.

Answer:

A

Question 2

Question Type: MultipleChoice

Cloud Kicks (CK) needs to determine the effectiveness of a recent marketing campaign on new leads' quality. CK is using Einstein Lead Scoring,

Which solution should the consultant recommend?

Options:

- A-** Create a custom object to track the Lead Score and relate it to the Lead.
- B-** Create a custom score field to capture the marketing Campaign's quality.
- C-** Add the Lead Score component to the Lead Detail page.
- D-** Specify a default score of the leads added to the Campaign.

Answer:

B

Question 3

Question Type: MultipleChoice

Cloud Kicks wants to improve its return on investment (ROI) by creating intelligent processes built on trusted, targeted data.

What are two justifications for using third-party data enrichment tools?

Choose 2 answers

Options:

- A- To survey customers to update their data
- B- To enhance prospect data signaling intent to purchase
- C- To find new prospects who match the selling segment
- D- To create customer segments with personas and scoring

Answer:

B, C

Question 4

Question Type: MultipleChoice

Cloud Kicks (CK) recently finished a redeployment of its Lightning pages. CK users report that Lightning pages are loading slowly. CK management wants to consider the impact this has on adoption.

Which two tools should the consultant recommend that CK use to evaluate Lightning pages?

Choose 2 answers

Options:

- A- Guidance for App Builder
- B- Lightning usage App
- C- Performance Analysis for App Builder
- D- Real-Time Event Monitoring

Answer:

B, C

Question 5

Question Type: MultipleChoice

Cloud Kicks (CK) maintains products and price books on an external platform due to the high frequency of pricing changes to products. CK has a B2B license. Sales managers want to monitor pipeline by sales rep and territory, report on team revenue to goal, and view order status in Salesforce.

What are two actions the consultant should take to meet the requirements?

Choose 2 answers

Options:

- A- Enable Optional Price Books for Orders.
- B- Implement Opportunity Teams and Opportunity Splits
- C- Use opportunities and enable Forecasts
- D- Import products and price books from the external platform.

Answer:

A, B

Question 6

Question Type: MultipleChoice

Cloud Kicks (CK) wants to ensure Opportunity are associated with the relevant marketing Campaign In the past, CK has struggled to evaluate marketing Campaign ROI.

Which process improvement should the consultant recommend?

Options:

- A- Validate that the Primary Campaign Source field on Opportunity records is populated.
- B- Leverage the Probability(%) field on Opportunities to forecast revenue.
- C- Ensure the Opportunity is associated with an Account record.
- D- Ensure the Type field on Opportunities reflects the Campaign source.

Answer:

B

Question 7

Question Type: MultipleChoice

Sales operations managers are reporting a higher number of Activities than is accurate for their teams. When viewing reports, managers see Activities related to Opportunities and Accounts only for their team. However, Activity records related to Campaigns appear in all of the reports, regardless of which sales team should get credit for them. Enterprise Territory Management and role hierarchies are used.

Why are Campaign Activities for all teams visible in reports viewed by sales operations managers?

Options:

- A-** The sales operations managers are given Read access to the Campaign object in their profile.
- B-** Apex managed sharing is used to control the visibility of Activities related to Accounts.
- C-** The Organization-wide Default for Campaigns is set to Public Read-Only.
- D-** The Organization-Wide Default for Accounts is set to Private.

Answer:

B

Question 8

Question Type: MultipleChoice

After a project deployment, several bugs are identified by end users and prioritized by the project team.

What are two ways a consultant should resolve these issues?

Choose 2 answers

Options:

- A- Build out issue resolution release in the appropriate development sandbox.
- B- Build out issue resolution release in the production environment.
- C- Perform user acceptance testing (UAT) in the appropriate development sandbox.
- D- Perform user acceptance testing (UAT) in a Full sandbox.

Answer:

A, D

Question 9

Question Type: MultipleChoice

Cloud Kicks (CK) hired a consultant to analyse its Salesforce forecasting configuration and advise CK on how to improve it. The consultant found opportunities in the Value Proposition stage showed up in Collaborative Forecasting inconsistently, which led to inaccurate reporting.

What should the consultant recommend to ensure that opportunities show up consistently?

Options:

- A-** Make the Forecast Category a required field.
- B-** Change the Forecast Report to include Forecast Category.
- C-** Map opportunity stages to the Forecast Category.
- D-** Add a validation rule to the Forecast Category.

Answer:

C

Question 10

Question Type: MultipleChoice

Cloud Kicks is in the process of implementing Salesforce for its sales teams. Senior management has concerns about adoption.

What should a consultant recommend to encourage adoption?

Options:

- A- Establish goals and key metrics.
- B- Give users access to a Sandbox environment.
- C- Define the sales process.
- D- Plan a first release with minimum features

Answer:

A

Question 11

Question Type: MultipleChoice

Cloud Kicks (CK) is migrating Account and Contact information from a legacy CRM system into Salesforce using Data Loader. Accounts in the legacy system have a unique ID field that is used to related Contacts to Accounts in the legacy system, CK wants to automatically

match these Contacts to the relevant Accounts when loading Contacts into Salesforce.

What should a consultant recommend to meet the requirement?

Options:

- A- Create Master-Detail on Contact.
- B- Create Master-Detail on Account.
- C- Create External ID on Contact.
- D- Create External ID on Account.

Answer:

D

Question 12

Question Type: MultipleChoice

A consultant has successfully deployed Sales Cloud at Cloud Kicks.

What is the final step in completing an engagement?

Options:

- A- Measure adoption
- B- Perform testing
- C- Deploy solution
- D- Hand over documentation

Answer:

A

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