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Shared by Gillespie on 18-01-2024

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Question 1

Question Type: MultipleChoice

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) Change Account 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

Question Type: MultipleChoice

Cloud Kicks has enabled Quotas in collaborative forecasts.

In which three ways can Quotas be managed for all users in the forecast hierarchy?

Choose 3 answers

Options:

- A) Insert Quotas using API.
- B) Add/update Quotas using the Data Import Wizard.
- C) Add/update Quotas using DataLoader.
- D) Configure Forecast Quotas.
- E) Configure Forecast Settings.

Answer:

A, C, E

Question 3

Question Type: MultipleChoice

Sometimes sales reps need to create Contacts without Accounts based on business processes.

What is a consideration for Contacts that are created without Accounts?

Options:

- A) Contacts without Accounts are shared through the Role Hierarchy.
- B) Contacts without Accounts are private and only the owner and admin can view them.
- C) Contacts without Accounts need to be shared through Sharing Rules.
- D) Contacts without Accounts need to be manually shared.

Answer:

B

Question 4

Question Type: MultipleChoice

Cloud Kicks is implementing Territory Management for its retail sales unit. The sales director wants a detailed roll-up forecast for territories to be provided.

Which two recommendations should the consultant make?

Choose 2 answers

Options:

- A) Assign a forecast manager to a territory.
- B) Include the forecast manager field on the territory page layout.
- C) Create Apex class code to roll up forecast details for a territory.
- D) Include the formula field in the territory page layout.

Answer:

A, B

Question 5

Question Type: MultipleChoice

A consultant is preparing for a Sales Cloud deployment at Universal Containers.

Which two best practices should the consultant follow to make user training effective?

Choose 2 answers

Options:

- A) Choose one training modality to simplify the user experience.
- B) Conduct hands-on training for users in production.
- C) Provide user training based on relevant business scenarios.
- D) Include a user training milestone in the implementation plan.

Answer:

A, C

Question 6

Question Type: MultipleChoice

At Universal Containers, credit for revenue generated on an Opportunity may be shared among several sales reps. When product support reps are involved in a deal, they should receive a credit of 50% of the revenue.

What should the consultant consider when designing a revenue sharing solution?

Options:

- A) Revenue splits are required in order to use overlay splits.
- B) Splits can be assigned to any user with the appropriate profile.
- C) Enabling opportunity splits creates a split record for every Opportunity.
- D) Overlay splits allocated on an Opportunity must total 100%.

Answer:

B

Question 7

Question Type: MultipleChoice

Cloud Kicks needs to quickly look up Contacts, Accounts, and Opportunities and easily log calls. The team wants access to customer information while out of the office, and without an internet connection, because of limited coverage in certain geographic areas.

Which two steps should the consultant take to create a solution?

Choose 2 answers

Options:

- A) Enable caching and Offline Edit
- B) Enable Mobile SDK
- C) Enable Salesforce Inbox
- D) Salesforce mobile app

Answer:

A, D

Question 8

Question Type: MultipleChoice

The Cloud Kicks sales team travels frequently and often needs to convert leads while away from the home office.

What should a consultant recommend to allow them to do so?

Options:

- A) In lead conversion settings, allow 'Enable Conversions for Salesforce Mobile.'
- B) Install an AppExchange package to convert Leads via the Salesforce mobile app.
- C) Create an automated process to convert Leads when the salesperson logs in from outside of their login IP ranges.
- D) Modify the sales team's profile to include the 'Enable Conversions for Salesforce Mobile' permission.

Answer:

B

Question 9

Question Type: MultipleChoice

A consultant is working with a client to implement Territory Management and Collaborative Forecasting. The client has signed off on the solution design document.

Which three steps should the consultant take during the Build stage to ensure a successful implementation?

Choose 3 answers

Options:

- A) Demonstrate how the application works.
- B) Configure the application in a sandbox.
- C) Clone feature metadata to production.
- D) Communicate the anticipated live date.
- E) Develop training material.

Answer:

A, B, D

Question 10

Question Type: MultipleChoice

Universal Containers uses a web-to-lead form to collect leads from its corporate website. Sales representatives want to prioritize their time on high-quality leads.

Which option should the consultant recommend?

Options:

- A) Enable Sales Cloud Lead Scoring.
- B) Create a list view to filter leads with a Lead Source of 'Web.'
- C) Create a dashboard to locate and track high quality leads.
- D) Validate data entered in the web-to-lead form.

Answer:

B

Question 11

Question Type: MultipleChoice

A consultant is meeting with a new client for the first time to design a rollout strategy for its Sales Cloud implementation.

What should the consultant do during the planning phase to ensure a successful implementation?

Options:

- A) Define goals, metrics, and sales processes.
- B) Design a prototype of the suggested solution.
- C) Build and test the new functionality.
- D) Identify which Salesforce features to use.

Answer:

C

Question 12

Question Type: MultipleChoice

Universal Containers (UC) has implemented Opportunity Teams. As part of the sales process, tasks are used to track all customer interactions. UC wants any available team member to handle these tasks as soon as possible.

Which Salesforce functionality should the consultant recommend to meet the requirement?

Options:

- A) Assignment rule selected by default
- B) Task queues for each Opportunity Team
- C) Task 'Assigned To' set to Opportunity Team role
- D) Workflows to create a Task for each team member

Answer:

C

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