CRT-251 Q&As

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QUESTION 1

Customizable Forecasting must be enabled by salesforce.com support.

A. True

B. False

Correct Answer: B

QUESTION 2

Cloud Kicks uses the Lead Source field to track the event from which a Lead originated. The marketing director requested a report that shows every event a Lead has attended. This information is impossible to provide with the current configuration.

Which standard Salesforce functionality should a consultant recommend?

A. Implement Campaigns to track events and define a campaign management process.

B. Update the Lead Source field to the most recent event a Lead has attended using Process Builder.

C. Configure a Custom Events object and relate it to the Lead object.

D. Create a custom field to track the second event a Lead attends.

Correct Answer: A

QUESTION 3

After a successful implementation of Sales Cloud at Universal Containers, sales management wants to add a new Negotiation stage immediately prior to the Closed stage. After adding the stage, a user reports that some Opportunities are missing from quarterly forecasts.

How should the consultant resolve this issue?

A. Create a new forecast and include the new sales stage.

B. Use forecast adjustments to correct the forecast.

C. Edit the Forecast Category field to reflect the proper category for the new stage.

D. Create a report to track Opportunities in the Negotiation stage.

Correct Answer: B

QUESTION 4

Universal Containers wants to implement a new web presence to support its customers. It has provided the following

requirements:

Ability for visitors to search Knowledge articles without registering or logging in Ability for over one million registered customers to securely submit cases and view the status of those cases Ability to display white papers to registered customers Ability for registered customers to save favorite Knowledge articles for easy access later What should the consultant recommend as part of the solution?

A. Implement Partner Communities with Knowledge.

B. Implement Customer Communities with Content.

C. Implement Employee Communities with Content.

D. Implement Customer Communities with Knowledge.

Correct Answer: D

QUESTION 5

Universal containers has setup a sales process that requires opportunities to have associated product line items before moving to the negotiation stage. What solution should a consultant recommend to meet this criteria? Choose 2 answers.

A. Configure the opportunity record types to enforce product line item.....

B. Configure a validation rule that tests the \\'Has line item and stage fields for the correct condition\\'.

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.....negotiation stage.

Correct Answer: BC

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