



# CRT-251<sup>Q&As</sup>

Salesforce Certified Sales Cloud Consultant

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**QUESTION 1**

Universal Insurance is a large insurance company with a customer base that includes both individual consumers and businesses. The company has implemented Person Accounts in Salesforce. It has a custom object for policies that needs to relate to both Person Accounts and Business Accounts. What is the minimum configuration on the policy custom object needed to meet this requirement?

- A. Create a contact lookup field and an account lookup field
- B. Create a master-detail account relationship
- C. Create a master-detail contact relationship
- D. Create a custom contact lookup field

Correct Answer: B

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**QUESTION 2**

While designing a Contact Center, which two solutions can be used to enable to manage multiple cases at the same time? Choose 2 answers

- A. Interactive Voice Response
- B. Social Customer Service
- C. Computer Telephone Integration
- D. Live Agent

Correct Answer: BD

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**QUESTION 3**

To property plan for company growth. Cloud Kicks needs to track monthly revenue projections from the sales of its annual subscription service.

What should the consultant configure to support this reporting need?

- A. Opportunity dashboard showing products sold each month
- B. Opportunity products with formula fields for each month's value
- C. Opportunity dashboard showing opportunities dosed each month
- D. Opportunity products with monthly product Schedules

Correct Answer: D

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#### QUESTION 4

What are the factors that influence sales metrics drive KPI's and form key business challenges?

- A. Weak pipeline
- B. Low productivity (sales rep)
- C. Poor predictability (forecast)
- D. Ineffective selling

Correct Answer: A

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#### QUESTION 5

Forecast Category "Pipeline" can be summarized as:

- A. Closed
- B. Closed + Commit
- C. Closed + Commit + Best Case
- D. Commit + Best Case + Pipeline

Correct Answer: D

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