



# CRT251<sup>Q&As</sup>

Certified Salesforce Sales Cloud Consultant

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### QUESTION 1

Which system would a contact center integrate with in order to provide field service agents with information needed to provide service at customer sites?

- A. Telephony
- B. Order Fulfillment
- C. Enterprise Resource Planning (ERP)
- D. Marketing

Correct Answer: C

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### QUESTION 2

How can you search for a Chatter Group?

- A. Use Global Search or use the search tools on the Groups tab.

Correct Answer: A

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### QUESTION 3

Arrange the steps to set a passcode, in the correct order (using Salesforce Classic).

- A. Enter your passcode again for confirmation
- B. Enter your passcode when prompted to create a passcode
- C. Ensure that the Salesforce Classic application is installed and all your Salesforce records are downloaded to your device

Correct Answer: ABC

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### QUESTION 4

How is ROI calculated for campaigns?

- A. ROI, which is expressed as a percentage, is calculated as the net gain. Calculation is:  $\frac{\text{Total Value Won Opportunities} - \text{Actual Cost}}{\text{Actual Cost}}$ .

Correct Answer: A

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### QUESTION 5



What types of records can be added to Salesforce from Data.com?(Select all that apply)

- A. Opportunities
- B. Contacts
- C. Leads
- D. Accounts
- E. Campaigns

Correct Answer: BCD

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#### QUESTION 6

What should you keep in mind when designing a solution to improve Sales Rep productivity? (Select all that apply)

- A. Links may be confusing; use them sparingly
- B. Including AppExchange mash-ups may slow down Sales Reps
- C. Information should be entered only once
- D. Finding information should only be a few clicks away

Correct Answer: CD

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#### QUESTION 7

You have an Opportunity in the Value Proposition stage, for an amount of \$1,000 that has a 50% Probability of closing. If all goes well, and this Opportunity closes, how much revenue will be realized?

- A. \$1,000
- B. \$500
- C. \$750

Correct Answer: A

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#### QUESTION 8

The native mass email functionality is not recommended for marketing.

- A. True
- B. False

Correct Answer: A

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### QUESTION 9

The quotes syncing process synchronizes updates between:

- A. Different sales reps working on the same quote.
- B. Various products in an opportunity
- C. A quote and the opportunity it was created from
- D. Different quotes created from the same opportunity

Correct Answer: C

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### QUESTION 10

Forecasting is an exact science and is the total of all the opportunities you are working on.

- A. True
- B. False

Correct Answer: B

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### QUESTION 11

How can users be added to a Salesforce.com Org using Chatter Free?

- A. 1. Administrators can create users in the app and assign them a Chatter Free license
- 2. Users and Administrators can invite others within specified email domains to join Chatter using invites.

Correct Answer: A

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### QUESTION 12

If you activate Salesforce to Salesforce is it reversible?

- A. Enabling Salesforce to Salesforce is not reversible, however, you control the information you share and the connections you share with. You can stop sharing or modify sharing settings at any time.

Correct Answer: A

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### QUESTION 13

What is the Translation Workbench?



A. 1. Specify languages you want to translate

2.

Assign translators to languages

3.

Create translations for customizations you've made to your Salesforce organization

4.

Override labels and translations from managed packages. Everything from custom picklist values to custom fields can be translated so your global users can use all of Salesforce in their language.

Correct Answer: A

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#### QUESTION 14

What are the two levels of access to Salesforce CRM Content that can be granted to partner portal users?

A. Portal users without a Salesforce CRM Content feature license can download, rate, comment on, and subscribe to content if they have the "View Content on Portals" user permission. They cannot view potentially sensitive data such as usernames and download, version, and subscriber history. Portal users with a Salesforce CRM Content feature license can access all Salesforce CRM Content features granted by their library permission(s), including contributing content.

Correct Answer: A

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#### QUESTION 15

Universal Containers is using Salesforce and has set up a private sharing model. Sam is a sales executive who reports to John, a sales manager. Sam has ownership of the ABC Company account record and has created an opportunity for ABC Company. There is a sharing rule that allows the finance team to see all accounts and opportunities. Which statement about data visibility is true?

A. John and Sam can see all of the same data

B. John can see all of Sam's data

Correct Answer: B

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