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**QUESTION 1**

UC uses a seven-step selling methodology. Each sales stage corresponds with a step in the methodology. The first stage is a preliminary qualification step, and opportunities in this stage should not contribute to the forecast. What should a consultant recommend for this scenario? Choose 2 answers

- A. Configure the first stage with the omitted forecast category.
- B. Assign 0% probability to the first sales stage.
- C. Override the forecast to be \$0 for first stage opportunities.
- D. Instruct sales users to enter \$0 for the opportunity amount.

Correct Answer: AB

QUESTION 2

Sales rep @ UC collaborates with ABC company on opportunity to sell to XYZ Company. ABC Co has been added to partner related list on the opportunity. What will automatically happen? Choose 2 answers:

- A. Partner record added to ABC account
- B. Partner record added to XYX account
- C. Sales team membership granted to ABC Co
- D. Partner portal access granted to ABC Co

Correct Answer: CD

QUESTION 3

Each product engineer at Cloud Kicks supports 3 specific product lines. There are three product lines. Sales reps sell all the company's product lines; Sales management wants the appropriate product engineer automatically assigned to any

new Opportunity for their product line with Read-Only rights.

What are two actions the consultant can take to meet the requirement?

Choose 2 answers

- A. Manually assign a product-specific role to each product engineer.
- B. Create criteria-based opportunity sharing rules for each product line.
- C. Enable Default Opportunity Teams for the Opportunity.
- D. Enable Default Account Teams for each product line.



Correct Answer: A

QUESTION 4

Cloud Kicks has a large remote sales department working in many different locations. Management wants greater visibility into the opportunities in progress with their respective teams. They also want to receive email alerts when opportunities reach key metrics (e.g., stage progression) or a high probability. However, they want to control the frequency of their email alerts.

Which solution should a consultant recommend?

- A. Configure Outlook Integration email settings to control alert frequency.
- B. Define a workflow rule and email task that is triggered when the stage is updated to new values.
- C. Create a report filtering for the desired criteria, and allow managers to subscribe to the report.
- D. Subscribe to Chatter Feed Tracking to receive updates for the key metrics.

Correct Answer: A

QUESTION 5

A Service Manager has just configured Live Agent at a company site. Now, the Agents cannot see the Live Agent footer component in the console.

Which configuration option should be verified?

- A. Verify that users have access to the Live Agent chat buttons.
- B. Verify that users have access to the Live Agent public group.
- C. Verify that users are assigned the Live Agent feature license.
- D. Verify that users are assigned the Live Agent user profile.

Correct Answer: D

QUESTION 6

Northern Trail Outfitters has Advanced Currency Management enabled and needs report that span time periods when the exchange rate was different. What is the converted amount based on this scenario?

- A. On exchange rates that use the most current entry
- B. On exchange rates entered in the opportunity
- C. On exchange rates that use the oldest entry
- D. On the historical exchange rate associated with the close date



Correct Answer: D

QUESTION 7

Choose the correct statement.

- A. Any salesperson can change their quota at any time.
- B. Only users with the appropriate permissions can change their quota.

Correct Answer: B

QUESTION 8

The finance department of UC is noticing a decline in profitability, which they attribute to an excessive number of Discounts on opportunities. What can the finance department do to monitor and control opportunity discounting?

Choose 2 answers

- A. Create a custom roll-up field to calculate the average product discount for each customer.
- B. Ensure that sales management approves discount requests for each opportunity.
- C. Run a report on opportunities showing list price and discounted price.
- D. Limit the number of discounted products that can be added to an opportunity.

Correct Answer: BC

QUESTION 9

Cloud Kicks wants to utilize Opportunities to report and track subscriptions to its Shoe of the Month club. Subscribers can make a single payment or pay weekly, monthly, or quarterly. Which solution should the consultant recommend to meet the requirement?

- A. Implement contracts with a lookup to the Opportunity object.
- B. Enable schedules on the Product object.
- C. Configure assets with a lookup to the Opportunity object.
- D. Activate schedules on the Opportunity object.

Correct Answer: B

QUESTION 10

A couple of users at Cloud Kicks (CK) own more than 10,000 records. The CK admin has noticed that making changes to the sharing model is taking increasingly more time. What are two solutions the consultant should implement to resolve the Issue?



Choose 2 answers

- A. Move the users to the top of the role hierarchy.
- B. Move the users to the bottom of the role hierarchy.
- C. Mass transfer the records to another role in the role hierarchy.
- D. Remove the users from the role hierarchy.

Correct Answer: AC

QUESTION 11

Universal Containers has configured a private sharing model for accounts and opportunities. As part of its sales strategy, each sales representative collaborates with the same set of Individuals for each opportunity. What should a consultant recommend to grant sales Rep the appropriate access to an opportunity?

- A. Create a public group for each team and have the sales representatives manually share the opportunity with their respective group.
- B. Enable Chatter and configure a customer Chatter group for the opportunity to allow collaboration on u ideas.
- C. Create a trigger for each sales representative that would automatically share the opportunity with his or her default opportunity team.
- D. Enable opportunity team selling and have each sales representative configure his or her default opportunity team.

Correct Answer: D

QUESTION 12

Which of the following descriptions best describe Content?

- A. A tool for extending pricing proposals to customers
- B. A content management tool for users who seek information
- C. A library that allows access to documents
- D. A collaboration tool
- E. A data enrichment tool that maintains updated data

Correct Answer: C

QUESTION 13

Cloud Kicks has an integration between the data warehouse and Salesforce. The VP of operations wants to synchronize customer databetween the systems.



What should the consultant recommend to ensure data integrity?

- A. Set up a Process Builder process on the Account object to check for unique values on a monthly basis.
- B. Set up an encrypted field on the Account object with Read Only on the field security settings for all profiles except the admin profile.
- C. Set up an External ID field on the Account object with Read Only on the field security settings for all profiles except the admin profile.
- D. Set up an import of the data from the data warehouse on a monthly basis using Data Loader

Correct Answer: B

QUESTION 14

A customer needs Chatter, a custom mobile layout, and custom branding for its mobile users. Which solution should a consultant recommend?

- A. Chatter for Mobile
- B. Mobile Classic
- C. Salesforce1
- D. Custom mobile solution

Correct Answer: C

QUESTION 15

UC manages its sales pipeline using Salesforce. However, when an opportunity moves to the closed lost stage, the company would like to enforce that the expected revenue value be \$0 in reports. Which solution should a consultant recommend to meet this requirement?

- A. Create a validation rule to verify that the forecast probability for closed/lost opportunities is 0%.
- B. Define a workflow rule to set the forecast category to omitted when the opportunity stage is closed/lost.
- C. Define a workflow rule to set the expected revenue field to \$0 when the opportunity stage is closed/lost.
- D. Create a dependency between stage and forecast category to enforce the omitted value for closed/lost stages.

Correct Answer: D

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