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### QUESTION 1

Universal Containers compensates its sales team based on their achievement of the company's sales revenue goals. The sales ops team needs to track the sales reps' performance against these goals.

How should the consultant meet the requirement?

- A. Construct Opportunity Reports with custom formulas to show attainment.
- B. Build automation to aggregate and report on revenue attainment from the User object.
- C. Configure custom objects and use automation to calculate and store attainment.
- D. Configure sales quotas and compare quota attainment on the forecast.

Correct Answer: D

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### QUESTION 2

Universal Containers runs a support operation with multiple call centers. The Support Manager wants to measure first-call resolution by call center location, agent, and calendar month.

Which reporting solution should the Consultant recommend?

- A. Create a list view report that includes fields for call center location, agent, calendar month, and first-call resolution.
- B. Create a reporting snapshot that includes fields for call center location, agent, calendar month, and first-call resolution.
- C. Create a joined report that includes fields for call center location, agent, calendar month, and first-call resolution.
- D. Create a matrix report that includes fields for call center location, agent, calendar month, and first-call resolution.

Correct Answer: D

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### QUESTION 3

Which best describes the Salesforce Automation feature "Data Valid action" ?

- A. Ensures that we are tracking our progress towards the desired states.
- B. Enforces the business process.
- C. Identifies key stakeholders from the buy side.
- D. Makes sure we recognize those involved in the sales process.
- E. Allows to better automate the sales methodology.
- F. Determines the sales stages of an organization.



Correct Answer: B

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#### QUESTION 4

Match this tip with its design consideration. "Show each job function relevant information"

- A. Tab and field naming
- B. Reduced clicks
- C. Search
- D. Record types and page layouts
- E. Workflow rules and approvals
- F. Minimized redundant data entry

Correct Answer: D

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#### QUESTION 5

Cloud Kicks plans to integrate its email system with Salesforce, and wants to show the last 2 months of email activity to its 75 sales reps.

What should a consultant recommend to meet this requirement?

- A. Sales Cloud Einstein
- B. Einstein Activity Capture Standard
- C. Email to Salesforce
- D. Sales Cloud Console

Correct Answer: B

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#### QUESTION 6

Universal containers has an extensive distributor and reseller community. To help manage this partner network, the company is implementing a partner portal. What must be considered when setting up partner users? Choose 2 answers

- A. Partner users are associated with the same set of profiles as internal users.
- B. Partner users cannot receive emails generated through workflow action...3
- C. The sharing model should be re-evaluated when the partner community.
- D. Partner user can own account and opportunity records in salesforce.

Correct Answer: AC

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#### QUESTION 7

What should you do before you enable communities for your organization? Choose 3 answers

- A. Choose a domain name
- B. Turn on the global header for users that need it
- C. Review your security settings
- D. Check you have the required licenses

Correct Answer: ACD

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#### QUESTION 8

You are setting up security for your client, UCI. UCI has a collaborative sales model and want to make sure all team members work together to meet the customer needs. They are likely to require an open sharing model that will allow them to cross- and up-sell opportunities.

- A. True
- B. False

Correct Answer: A

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#### QUESTION 9

You can track only Assets sold by your company.

- A. True
- B. False

Correct Answer: B

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#### QUESTION 10

Nothern Trail Outfitters wants to link contacts with more than one account. What solution should be recommended if a contact is an employee in one account, and on the boards of three additional accounts?

- A. Associate the contact to other accounts using a custom lookup field
- B. Clone the contact record and add it to the second account
- C. Enable contacts to multiple accounts feature



D. Add the contact to the partners related list on the second account

Correct Answer: D

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#### QUESTION 11

Universal containers recently completed the implementation of a new sales cloud solution. The stakeholder committee believes that the user adoption is best measured by the number of daily logins. What other measures of sales uses adoption should be considered? Choose 2 answers

- A. Number of neglected opportunities over time by role
- B. Number of reports exported to excel for analysis
- C. Overall effectiveness of mass email campaigns
- D. Completeness of records entered into the new system

Correct Answer: AD

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#### QUESTION 12

Universal Containers uses contracts in Salesforce to record fixed pricing structures from closed won opportunities. The contracts expire throughout the year. To ensure the company is not missing Potential renewal revenue, sales management wants to implement the following Process, 30 days before a contract is due to expire, a lead is automatically created with contract renewal as the source. All leads go to a pre-sales team who qualify and convert them to opportunities. When leads are converted to opportunities and closed/won, an alert is sent to the account team. What features of Salesforce should a consultant use to meet this requirement?

- A. Lead assignment, Apex, and opportunity assignment.
- B. Workflow, reports, queues, and lead assignment.
- C. Apex, workflow, lead assignment, and queues.

Correct Answer: C

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#### QUESTION 13

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

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#### QUESTION 14

Universal Containers is expanding sales internationally and has created new price books to handle the various currencies for the five new countries. When a sales representative selects one of the new price books to add a product to an opportunity, there are no products available. What should be evaluated when troubleshooting this issue?

- A. Confirm that the old pricebook is disabled for the sales representative.
- B. Confirm that the products are shared with the sales representative's role.
- C. Confirm that product line items on opportunities are enabled.
- D. Confirm that the products and currencies are associated with the pricebook.

Correct Answer: D

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#### QUESTION 15

A strong pipeline requires faster response. Which of the following example describes a need for faster response?

- A. Leads are qualified but not routed to the right people
- B. Campaigns are launched without communicating the follow-up plan
- C. Leads are tracked in separate systems, not accessible by all
- D. As business matures, it becomes difficult to identify right prospects

Correct Answer: A

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