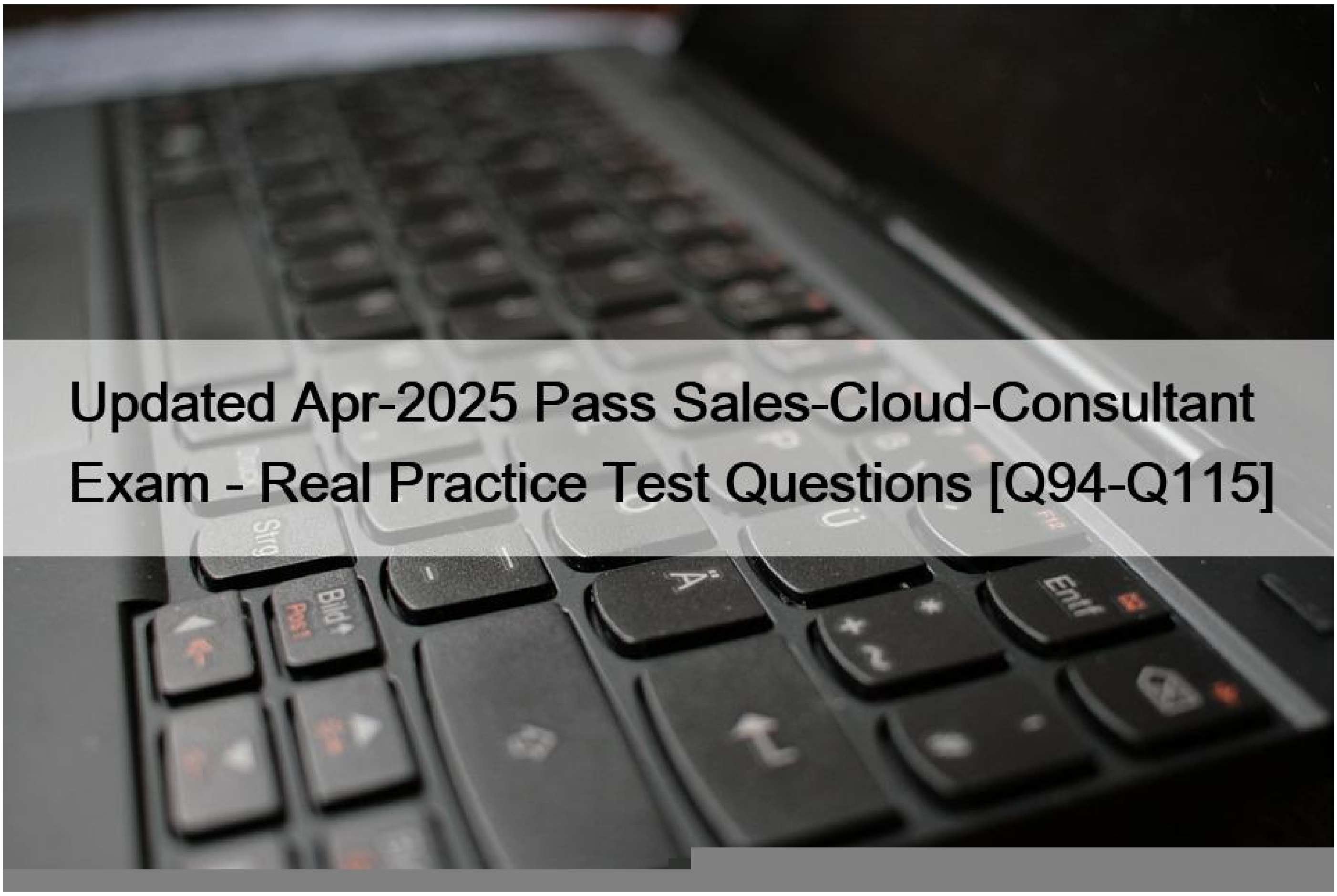
Updated Apr-2025 Pass Sales-Cloud-Consultant Exam - Real Practice Test Questions [Q94-Q115



Updated Apr-2025 Pass Sales-Cloud-Consultant Exam - Real Practice Test Questions
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Salesforce Sales-Cloud-Consultant Certification Exam is designed for professionals who want to advance their career in the Salesforce Sales Cloud domain. It is a globally recognized certification that validates the expertise of a candidate in designing and implementing Salesforce Sales Cloud solutions. Salesforce Certified Sales Cloud Consultant certification exam is ideal for sales professionals, sales managers, and consultants who are responsible for managing Salesforce Sales Cloud solutions for their organizations.

NO.94 Sales Rep Phil Smith has an opportunity for $50,000 in the Commit stage. Which aggregates on Phil’s forecast will include this amount? (Select all that apply)
* Pipeline
* Best Case
* Commit
* Closed

NO.95 The sales department at Cloud Kicks is growing quickly. New sales executives want to prioritize interacting with contacts who make or influence the decision to purchase Sales Cloud.

What should the consultant recommend to document the decision- makers and influencers?
* Update Primary Contact on all Opportunities.
* Use Contact Roles on the Opportunity object.
* Create @ report showing Contacts with executive job titles.
To effectively document decision-makers and influencers for sales interactions, using Contact Roles on the Opportunity object is the best approach. Here’s why:

* Role-Based Identification: Contact Roles allow you to specify the role of each contact in relation to an opportunity, such as Decision Maker, Influencer, or any other relevant role. This directly helps the sales team understand who to engage with based on their influence on the purchasing decision.

* Standard Salesforce Feature: Salesforce’s Contact Roles functionality on Opportunities is designed to help track relationships between contacts and deals. It allows the assignment of multiple roles, providing flexibility to document various influencers and decision-makers effectively.

* Salesforce Best Practices: Salesforce recommends leveraging Contact Roles for this type of tracking because it helps in segmenting contacts based on their impact on the sale. This makes it easier to focus on key individuals and prioritize sales efforts accordingly.

* References: More information on setting up and utilizing Contact Roles on Opportunities can be found in Salesforce’s documentation on Opportunities and Contact Roles.

In summary, using Contact Roles on the Opportunity object (Option B) is the recommended method for Cloud Kicks to document and prioritize decision-makers and influencers in the sales process.

NO.96 Cloud Kicks has completed the discovery stage, and leadership has aligned on the project’s business goals.

What should the consultant formalize with stakeholders before moving to the next project stage?
* Develop wireframes to visualize the product end state.
* Onboard team members to start development of the solution.
* Define key metrics to identify how success will be measured.
* Create user stories to present for prioritization.

NO.97 Your client is using Account data that is old. How can you help?
* Enhance Account content with data.com
* Use Account Merge utility
* Change you data migration plan for Accounts
* Re-load all Account records

NO.98 Sales leadership at Universal Containers is concerned that sales reps are negotiating deals with contacts without the authority to make a decision, resulting in lost deals.

What should the consultant recommend to resolve the issue?
* Allow sales reps to mark the contact on each opportunity as “Primary” to indicate the decision maker.
* Require sales reps to add the stakeholder as the decision maker on each opportunity before the rep can progress the stage.
* Enable Opportunity Teams so sales reps can track the decision maker for each opportunity.

To ensure that sales reps are negotiating with contacts who have the authority to make decisions, the consultant should recommend requiring sales reps to add the stakeholder as the decision maker on each opportunity before they can progress the stage. This approach enforces accountability and ensures that sales reps are identifying and engaging with the appropriate decision-makers early in the sales process.

Implementing such a requirement helps reduce the risk of negotiating with non-decision makers and increases the likelihood of successful deals.

NO.99 Cloud Kicks is in the process of implementing Sales Cloud for its sales teams. Senior management has concerns about adoption. What should a consultant recommend to encourage adoption?
* Establish goals and key metrics.
* Re-define the sales process.
* Run training in a sandbox environment.

Establishing goals and key metrics is crucial for encouraging adoption of new systems like Sales Cloud. This approach involves setting clear, measurable objectives for the sales team and defining the metrics that will be used to track progress toward these goals. By doing so, management can provide direction and motivation for the sales team, helping them understand the benefits of the new system and how it can help them achieve their targets. Additionally, tracking these metrics allows for monitoring adoption rates and identifying areas where additional training or support may be needed. Redefining the sales process and running training sessions are also important but establishing goals and key metrics provides a foundation for structured and measurable adoption.

NO.100 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?
* Confirm that the old pricebook is disabled for the sales representative.
* Confirm that the products are shared with the sales representative’s role.
* Confirm that product line items on opportunities are enabled.
* Confirm that the products and currencies are associated with the pricebook.

NO.101 CORRECT TEXT

How are sales teams set up?
You

can set up a sales team for any opportunity owned by you or one of your subordinates in your organization’s role hierarchy. Ensure the Sales Team related list is allocated to your user’s profile.

NO.102 Universal Containers requires that each of its products is sold with 12 months of product maintenance. This is enter… a separate opportunity product line item on the opportunity. Once an opportunity is closed/won and the order has been shipped to the customer, the service manager manually records the maintenance line item in the assets object and sends an alert 90 days prior to the expiration date. What should a consultant recommend to streamline this process?
* Request the sync order to asset feature from salesforce to create an asset record once an opportunity is

‘-‘ closed/won.
* Install an AppExchange app or create a trigger to automatically create an asset record once an ‘-‘ opportunity is closed/won.
* Create a trigger on the asset object once an opportunity is closed/won, and add a button to the ‘-‘ opportunity layout.
* Turn on the sync asset feature from the asset settings to create an asset record once an opportunity is closed/won.

NO.103 The Cloud Kicks pipeline and forecasting reports are inaccurate because sales reps are creating opportunities after they are already closed won. Sales management wants visibility into how often the sales reps are creating these types of opportunities.

Which solution should the consultant recommend?
* implement automation to update the opportunity to the first stage in the sales process.
* Configure a report that displays opportunities that have an earlier dosed date than
* Run the opportunity Pipeline line standard report to view the upcoming opportunities by stage.
To provide visibility into how often sales reps are creating opportunities after they are already closed won, the best solution is to configure a report that displays opportunities with a closed date earlier than the created date. This report will highlight any discrepancies where opportunities are being backdated, allowing sales management to monitor and address this issue directly.

Reference:

Reporting on Opportunity History

Creating Reports to Monitor Sales Activities

NO.104 Milestones can be added to which three Object types? Choose 3 answers
* Entitlement
* Work Order
* Service
* Case
* Account

NO.105 Cloud Kicks wants to measure the adoption of its Sales Cloud rollout.

Which key performance indicator (KPI) should the consultant recommend?
* Number of Opportunities Closed Lost In the last month
* Number of User logins in the last month
* Number of Community Contacts added In the last year
To measure the adoption of Sales Cloud, tracking user logins over the last month provides a direct indicator of how actively users are engaging with the platform. High login numbers typically correlate with increased adoption, as they reflect user engagement with Sales Cloud tools and features.

* User Login as a KPI for Adoption: Salesforce adoption is often gauged through user login metrics, as they show how frequently users access the system, which is a basic indicator of engagement and utilization.

* Supporting Adoption Goals: Monitoring login frequency helps identify areas where further training or support may be needed to improve adoption rates.

Option A (Opportunities Closed Lost) and Option C (Community Contacts) do not directly measure Sales Cloud adoption. For more insight into adoption metrics, see Salesforce’s recommendations on Salesforce Adoption Metrics, which includes login frequency as a core measure.

NO.106 The sales representatives at Universal Containers have been experiencing the following Challenges with sales data within their Salesforce application. It has been difficult to effectively reach contacts. There are many duplicate contacts. They are unable to segment account data. What should a consultant recommend to remedy all of these challenges?
* Utilize Data.com to flag duplicates and update existing data.
* Export contacts and accounts from Data.com and upload using data loader.
* Utilize data loader to export data and flag duplicate records.

NO.107 Who would be interested in the “Top 10 Reasons Deals Were Lost” report?
* VP of Sales
* Sales Operations
* Sales Manager
* Sales Rep

NO.108 UC requires credit checks for all opportunities greater than$50000. The credit management team members are all Salesforce users. What should a consultant recommend to notify the credit manager that an opportunity needs a credit check?
* Use workflow to send an email to the credit manager profile.
* Use a validation rule to send an email to the credit manager role.
* Use an Apex trigger to create a task for the credit manager user.
* Use workflow to assign a task to the credit manager user.

NO.109 You can track Assets through Accounts, Contacts, Products, or Cases.
* True
* False

NO.110 Support agents need to verify that customers are eligible to receive customer support before they can update

the

Which two objects are used to verify that a customer is entitled to receive support? Choose 2 answers
* Contacts
* Products
* Service contracts
* Case history

NO.111 Cloud Kicks want to utilize Opportunities to report and track subscriptions to its “Shoe of the Month” club. Subscribers can pay in full (all at one time), weekly, monthly, or quarterly. Which solution should the Consultant recommend to meet Cloud Kicks needs?
* Enable schedules on the Product Object
* Configure the use of contracts with a lookup to the Opportunity object
* Configure the use of assets with a lookup to the opportunity object
* Enable schedules on the Opportunity object

NO.112 Universal Container wants to improve sales productivity in inside sales and it has been advised to consider Salesforce Console for sale………… what use case will satisfy this requirement? Choose 2 answers
* Need to see records and related items as tabs under one common screen
* Need to provide search result for contact and opportunity
* Log activity for each record
* Need to chat with customer in real time with chatter

NO.113 Assuming a private sharing model for opportunities, what would you recommend to make it easier to work with sales operations and marketing when trying to close a deal at UP?
* Create account teams for specific accounts
* Enable feed tracking on opportunities
* Create private groups for specific opportunities
* Create sales teams for specific opportunities

(Select the best 2)

NO.114 Universal publications are a publishing house that sells online subscriptions for its leading magazine.

Customers can make a single Payment, or set up to pay weekly, monthly or quarterly. Universal Publications wants to use opportunities to track and report on these subscription deals. What should a consultant recommend to meet this requirement?

* Enable schedules on product object.
* Use contracts with a lookup to opportunity object.
* Use assets with a lookup to opportunity object.
* Enable schedules on opportunity object.

NO.115 Users at Cloud Kicks (CK) say the global search is returning too many results when searching for contacts.

CK’s admin confirmed that users have the correct permissions and record access to the contacts they want to see.

What should a consultant recommend to yield better search results?

* Use quotation marks operator around contact’s first and last name.
* Add company name next to contacts full name in the search window.
* Add LIKE keyword next to contact’s full name in the search window.
* Use parentheses operator to limit search to the Contacts object.

* Using quotation marks operator around contact’s first and last name is a recommendation that can yield better search results when searching for contacts in global search. Global search is a feature that allows users to search for records or information across multiple objects and fields in Salesforce. Quotation marks operator is an operator that can be used in global search to find an exact phrase or match in a record or field. For example, searching for “John Smith” will return only records or fields that contain John Smith as an exact phrase or match, not John Doe or Adam Smith or John Smithson. By using quotation marks operator around contact’s first and last name, Cloud Kicks users can narrow down their search results and find the contacts they are looking for more easily and quickly.

Salesforce Sales-Cloud-Consultant certification exam is an ideal way for professionals to enhance their career in sales consulting. Salesforce Certified Sales Cloud Consultant certification validates the knowledge and skills of professionals in sales cloud solutions, salesforce automation, and sales process design. Candidates can prepare for the exam by attending training courses, reading study materials, and taking practice exams. With this certification, professionals can demonstrate their expertise in sales consulting and become a valuable asset to their organization.

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