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Salesforce Certified Sales Cloud Consultant Sample Questions (Q23-Q28):

NEW QUESTION # 23

Cloud Kicks wants to enable sales reps to view an individual team member's split percentage when the split percentage is less than 100% of the revenue amount.

Which attribution method should the consultant recommend?

- A. Opportunity Overlay Split
- **B. Opportunity Percentage Split**
- C. Opportunity Amount Split

Answer: B

Explanation:

The Opportunity Percentage Split feature is the best fit for Cloud Kicks when they need to allocate credit among sales team members based on each person's contribution. This method enables flexible splitting of opportunity revenue, which is particularly useful when percentages do not total 100%. It provides visibility into individual contributions, allowing Cloud Kicks to attribute revenue accurately across team members

NEW QUESTION # 24

The marketing team is using a separate platform for managing prospects and wants to hand off qualified prospects to the sales team. How should the consultant meet this requirement?

- A. Recommend an integration with the marketing platform to Sales Cloud that generates tasks with lead information.
- **B. Recommend an integration with the marketing platform that creates leads in Sales Cloud.**
- C. Create users for the marketing team so they can enter leads directly into Sales Cloud.

Answer: B

Explanation:

To facilitate the handoff of qualified prospects from the marketing platform to the sales team, integrating the marketing platform with Sales Cloud to create leads is the recommended approach. Here's why:

- * Streamlined Lead Handoff: By integrating the two platforms, qualified prospects can be automatically converted into leads in Sales Cloud. This ensures a seamless transition from marketing to sales without manual entry, reducing errors and improving efficiency.
- * Real-Time Data Transfer: Integration allows for real-time transfer of qualified leads, ensuring that the sales team receives up-to-date lead information as soon as prospects meet the criteria set by marketing.
- * Salesforce Best Practices: Salesforce recommends using integration tools to connect marketing platforms to Sales Cloud for an automated lead handoff. This approach helps maintain data accuracy and supports timely follow-ups by the sales team.
- * References: More details on Salesforce Integration and Lead Management can be found in Salesforce documentation, which covers best practices for marketing and sales alignment.

In summary, recommending an integration with the marketing platform that creates leads in Sales Cloud (Option A) is the most efficient and scalable solution for transferring qualified prospects to the sales team.

NEW QUESTION # 25

Predefined groups of sales reps work collaboratively on Accounts in the Cloud Kicks (CK) sales model. Each group is also responsible for specific accounts. CK has organization-wide default access set to Public Read /Write for Accounts. CK discovered this caused issues with data quality where reps edited accounts outside their scope of responsibility. CK wants to allow reps to view any account, but restrict editing to only reps who are responsible for those specific accounts.

Which step should a consultant recommend to allow reps to continue to collaborate while eliminating incorrect edits?

- A. Change Account organization-wide defaults to Public/Read-Only.
- B. Change Account organization-wide defaults to Private.
- **C. Create an Account sharing rule to grant Read/Write access to all accounts.**

Answer: C

Explanation:

To restrict edits to only those responsible for specific Accounts while still allowing visibility to all, changing the organization-wide defaults to Public Read-Only is recommended. This setting enables all users to view Accounts but restricts editing capabilities. Subsequently, CK can grant additional Read/Write access to specific groups or users through Account Teams or sharing rules based on responsibility.

Salesforce best practices suggest adjusting organization-wide defaults to align with the least privilege principle, which enhances data integrity by limiting access to only what is necessary.

NEW QUESTION # 26

During end-to-end testing, users report that a key business process is missing a step. What should a consultant do first to resolve the issue?

- A. Revise the test scripts and ask users to repeat the testing.
- **B. Work with key stakeholders to determine if a change to the requirements is necessary to go-live,**
- C. Change the solution to meet the needs of the users and update the training materials.

Answer: B

Explanation:

When a missing step is identified during testing, the first step is to engage with key stakeholders to assess the impact and determine if modifying the requirements is essential before going live. This approach ensures that all parties understand the implications and can

make informed decisions about project scope, timeline, and deliverables. Salesforce best practices recommend verifying requirement changes with stakeholders to avoid misalignment with business goals and expectations.

NEW QUESTION # 27

Cloud Kicks is implementing Sales Cloud and has asked a consultant to create an architecture diagram of the system. Which stage of the project lifecycle does this fall under?

- **A. Plan**
- B. Execute
- C. Initiate

Answer: A

Explanation:

Creating an architecture diagram typically occurs during the planning phase of a Salesforce project. In this phase, the consultant outlines the system architecture and defines how Salesforce will interact with other systems, integrations, and data flows. This diagram is essential for ensuring that the system design meets business requirements and aligns with technical considerations before moving into the execution phase.

During the Initiate phase, high-level planning and goal setting occur, while the Execute phase focuses on actual implementation and configuration.

Salesforce Documentation References:

- * Salesforce Project Management Lifecycle
- * System Architecture Planning

NEW QUESTION # 28

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