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Salesforce Certified Sales Cloud Consultant Sample Questions (Q41-Q46):

NEW QUESTION # 41

Sales reps at Cloud Kicks (CK) need to see the Opportunity amount with the Account's discount field. CK sales reps are located in different regions and use different currencies. A consultant creates a custom formula field on the Opportunity.

Which currency will the custom formula use for its value if the opportunity and account records have different currencies?

- A. Opportunity currency
- B. User currency

- C. Corporate currency

Answer: A

Explanation:

In Salesforce, when a custom formula field is created on an Opportunity, the formula uses the Opportunity's currency for calculations. This is particularly important in organizations using multiple currencies, as it ensures that calculations remain consistent with the record on which the formula is defined. Therefore, the formula field will display the value in the Opportunity's currency, regardless of the Account's currency.

Salesforce Documentation References:

- * Multi-Currency and Formula Fields
- * Formula Fields and Currency Considerations

NEW QUESTION # 42

Cloud Kicks needs to set sales quotas for all sales reps.

Which solution should the consultant consider?

- A. Use the Data Import Wizard.
- B. Assign quota values by profile.
- C. **Enable Forecast Quotas from Setup.**

Answer: C

Explanation:

To set sales quotas for sales reps, Salesforce provides a feature called Forecast Quotas. By enabling Forecast Quotas from Setup, organizations can define and manage sales quotas for individual sales reps, teams, or territories within the Salesforce Forecasts feature. This allows sales managers to set goals and track sales performance against these quotas.

* Setting Up Forecast Quotas: Once enabled, quotas can be managed from the Forecasts tab, where managers can set monthly or quarterly targets for reps based on their sales expectations.

* Visibility and Tracking: The quota information integrates directly with the Forecasts feature, providing visibility for reps and managers to monitor progress and performance.

Option A (Data Import Wizard) is primarily for importing data, not for setting quotas. Option C (assigning quota by profile) is not how quotas are assigned in Salesforce; they are set per user or role. For more details, refer to the Salesforce Forecast Quotas documentation.

NEW QUESTION # 43

Cloud Kicks (CK) is planning to use Person Accounts to maintain information on its retail customers. CK likes to track connections among customers to capture household relationships, referrals, and so on. One customer can have many relationships.

What should a consultant consider when implementing Person Accounts and supporting many relationships between customers in Salesforce?

- A. Create a custom field to establish relationships and create hierarchies among Person Accounts.
- B. **Enable Contacts to Multiple Accounts to create indirect relationship between two or more Person Accounts.**
- C. Use Contact for retail customers and use Accounts to maintain relationships.

Answer: B

Explanation:

When using Person Accounts in Salesforce, the "Contacts to Multiple Accounts" feature allows for creating connections between Person Accounts, effectively enabling the tracking of indirect relationships such as household relationships and referrals. This feature facilitates linking a single contact (or Person Account) to multiple accounts, which can represent different relationship types. It is particularly suited for Cloud Kicks' need to capture various types of customer relationships, making it more flexible and scalable for relationship tracking among retail customers.

Refer to the Salesforce documentation on Contacts to Multiple Accounts for more information on using this feature with Person Accounts.

NEW QUESTION # 44

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?

- A. Enable Opportunity Teams so sales reps can track the decision maker for each opportunity.
- B. Allow sales reps to mark the contact on each opportunity as "Primary" to indicate the decision maker.
- **C. Require sales reps to add the stakeholder as the decision maker on each opportunity before the rep can progress the stage.**

Answer: C

Explanation:

To avoid lost deals due to negotiating with non-decision makers, requiring sales reps to identify and designate a contact as the decision maker on each opportunity ensures that the appropriate stakeholders are involved.

This approach enforces the validation of the decision maker role, which can help prevent deals from stalling or being lost due to lack of authority on the contact's part. Salesforce allows configuration of required fields or processes to make sure critical information is captured before advancing stages, helping align the sales process with effective decision-making structures.

Refer to Salesforce's Opportunity Contact Roles documentation for further insights on managing contacts in opportunities.

NEW QUESTION # 45

Universal Containers (UC) has Account and Contact data it wants to migrate to Sales Cloud. The data comes from several sources and the data quality is unknown. The consultant wants to assess the entire data set for quality prior to loading it to production without impacting UC's current operations. The consultant recommends using a Full Copy sandbox as an initial step.

Which Sales Cloud feature should the consultant use to support this approach?

- A. Import Wizard
- **B. Duplicate Jobs**
- C. External IDs

Answer: B

Explanation:

When migrating data to Sales Cloud, especially from various sources with potentially unknown data quality, Duplicate Jobs are useful for assessing and managing duplicates within Salesforce. Duplicate Jobs allow consultants to identify duplicate records across the data set before loading it into production.

Using Duplicate Jobs for Data Quality Assessment: Duplicate Jobs can run against imported data in a sandbox environment to identify and report potential duplicate records, allowing for cleansing and merging as necessary.

Ensuring Clean Data Migration: This method enables data assessment and cleanup without impacting the live system, which is essential for maintaining operations while ensuring data quality.

Option A (Import Wizard) is more suited for small-scale imports, and Option C (External IDs) are mainly for data relationships rather than quality assessment. Salesforce's Duplicate Management documentation provides more insights on using Duplicate Jobs for data quality checks.

NEW QUESTION # 46

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