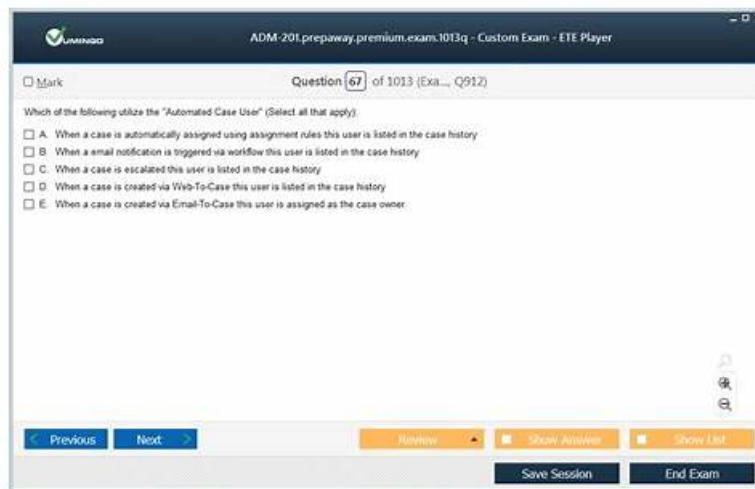


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## Salesforce Certified Sales Cloud Consultant Sample Questions (Q35-Q40):

### NEW QUESTION # 35

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?

- A. Run the Opportunity Pipeline standard report to view the upcoming opportunities by stage.
- B. Implement automation to update the opportunity to the first stage in the sales process.
- C. Configure a report that displays opportunities that have an earlier closed date than created date.

**Answer: C**

**Explanation:**

A report that highlights opportunities with a closed date earlier than the created date would directly address the issue of opportunities being created after they are already closed. This report helps sales management gain visibility into how frequently this occurs and enables them to identify patterns or specific reps who may need additional training or oversight.

While the Opportunity Pipeline report provides an overview of upcoming opportunities by stage, it does not specifically address

discrepancies between created dates and closed dates. Automation to update the opportunity stage could help manage data integrity but does not provide the necessary visibility into how often opportunities are created late.

Salesforce Documentation References:

- \* Create Custom Reports on Opportunities
- \* Understanding Opportunity Fields

#### NEW QUESTION # 36

The VP of sales at Cloud Kicks wants the sales team to use the Salesforce mobile app to complete their tasks.

The sales team needs to create

and edit leads, contacts, and opportunities with ease.

Which feature should the consultant recommend the sales team use?

- **A. Smart Actions**
- B. Einstein Activity Capture
- C. Lightning Mobile Component

**Answer: A**

Explanation:

Smart Actions streamline data entry and common tasks in the Salesforce mobile app, allowing users to quickly create and edit records such as leads, contacts, and opportunities. These actions provide a simplified and intuitive interface tailored for mobile use, enhancing productivity and usability for the sales team. By utilizing Smart Actions, Cloud Kicks' sales team can efficiently manage their tasks on the go without needing to navigate complex forms or screens.

#### NEW QUESTION # 37

The Northern Trail Outfitters sales team has reported that many of the leads they receive are missing an email address or phone number.

Which approach should a consultant recommend to address this issue?

- A. Set default values for Phone and Email fields on the Lead object.
- B. Make Phone and Email fields required on the Lead convert form.
- **C. Create a validation rule that requires a Phone and Email.**

**Answer: C**

Explanation:

To ensure that leads contain essential contact information, such as a phone number or email address, a validation rule can enforce these fields as required when creating a Lead. This approach ensures that incomplete leads are not saved, maintaining data quality.

\* Using Validation Rules for Data Completeness: Validation rules can specify that both Phone and Email fields must have values before a record can be saved. This prevents leads from being created with missing key contact information.

\* Improving Data Quality at Entry: By enforcing these fields, sales reps can work with complete data, increasing the likelihood of successful follow-up and conversion.

Option A (setting default values) would not enforce field completion, and Option B (requiring on convert form) would not address the issue at the point of lead creation. For more guidance, see the Salesforce Validation Rules documentation.

#### NEW QUESTION # 38

Cloud Kicks (CK) has hired a consultant to help enhance its current Salesforce implementation.

What should the consultant do first to help CK meet its business requirements?

- A. Define the solution.
- B. Design the architecture.
- **C. Conduct discovery sessions.**

**Answer: C**

Explanation:

The first step in assisting Cloud Kicks with enhancing its Salesforce implementation is to conduct discovery sessions. This initial phase is crucial for gathering requirements, understanding business processes, and identifying the specific needs and challenges of the

organization.

\* Importance of Discovery: Discovery sessions provide insights into CK's existing setup, key pain points, and desired improvements, forming the foundation for solution design and implementation.

\* Building a Requirements-Driven Solution: By thoroughly understanding CK's needs through discovery, the consultant can tailor the solution to meet business requirements effectively.

Option B (designing the architecture) and Option C (defining the solution) come after gathering the necessary information through discovery sessions. For more details, see Salesforce's Guide on Conducting Discovery Sessions.

### NEW QUESTION # 39

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. User currency
- **B. Opportunity currency**
- C. Corporate currency

**Answer: B**

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 # 40

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