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## Salesforce Certified Sales Cloud Consultant Sample Questions (Q38-Q43):

### NEW QUESTION # 38

Cloud Kicks (CK) has recently rolled out Sales Cloud. CK uses an enterprise resource planning (ERP) system as its system of record for customer data. When an account has its first Closed Won opportunity, the ERP system should be updated immediately from the account and opportunity records.

Which option should the consultant recommend to meet the requirement?

- A. Script the ERP to call a Flow endpoint every 5 minutes to fetch newly won opportunities and their related accounts.
- **B. Implement Platform Events to publish Opportunity wins to the ERP, which will call back for opportunity and account information.**
- C. Create an Accounts with Opportunities report filtered on Opportunities won today that the ERP can subscribe to.

**Answer: B**

Explanation:

For real-time integration between Salesforce and the ERP system, Platform Events are well-suited as they enable Salesforce to publish an event immediately when an opportunity is marked as Closed Won. The ERP can then subscribe to these events and retrieve the necessary account and opportunity data.

\* Using Platform Events for Real-Time Updates: Platform Events facilitate an event-driven architecture where Salesforce can notify external systems instantly when specific changes occur, such as a Closed Won opportunity. This ensures that updates are transmitted to the ERP promptly.

\* Efficient Data Synchronization: With this approach, the ERP system can listen for these events and retrieve only the relevant records, reducing the need for frequent polling or scheduled jobs.

Option A (scripting ERP to fetch data) relies on periodic polling, which may not meet real-time requirements, and Option C (report subscription) does not provide immediate updates. For more information, refer to the Salesforce Platform Events documentation.

### NEW QUESTION # 39

The admin at Universal Containers is attempting to retire a Product that is being replaced by a newer version, but they are receiving an error because the Product is associated to an Opportunity.

What should the consultant recommend to resolve the issue most efficiently?

- A. Archive the Product and each related Price Book entry.
- **B. Create a flow to delete the Product from the Price Book.**
- C. Edit the Product record and uncheck the Active field.

**Answer: B**

Explanation:

To retire a Product that is associated with an Opportunity, the most efficient solution is to edit the Product record and uncheck the Active field. Here's why:

\* Deactivating the Product: Unchecking the Active field will effectively remove the Product from availability without requiring deletion from price books or the system. This ensures that the Product is no longer available for new opportunities but remains intact for historical records.

\* Salesforce Best Practices: Salesforce recommends deactivating Products when they should no longer be available for selection in new records. This method preserves data integrity while making the Product inactive for future transactions.

\* References: Salesforce documentation on Product Management outlines how to manage product availability using the Active checkbox.

In summary, editing the Product record and unchecking the Active field (Option C) is the most straightforward way to retire a Product associated with existing opportunities.

### NEW QUESTION # 40

The sales team at Cloud Kicks has been late meeting project deadlines and missed multiple meetings. What should the consultant recommend to the project manager?

- A. Bring additional resources from the consulting firm to the project.
- B. Confirm that the statement of work (SOW) is realistic.
- **C. Revisit the communication plan and set up more frequent check-ins.**

**Answer: C**

Explanation:

If the sales team has been missing deadlines and meetings, it may indicate a need to revisit the communication plan and establish more frequent check-ins. Regular check-ins help keep the team aligned, address any challenges promptly, and reinforce accountability. A well-defined communication plan ensures that everyone stays informed about project status and expectations, which is essential for maintaining momentum and meeting deadlines.

For best practices on project communication, refer to: Salesforce Project Management Communication.

#### NEW QUESTION # 41

During the last requirements meeting, Cloud Kicks team members said they will be attending a conference next week. What should a consultant do in response to this news?

- A. Use the downtime to develop User Acceptance Testing (UAT) scripts.
- B. Ask the client to sign off on requirements and start the Build phase.
- **C. Update the project plan and communicate it to stakeholders.**

**Answer: C**

Explanation:

When there is an anticipated downtime, such as team members attending a conference, the best practice is to update the project plan accordingly and communicate these changes to all stakeholders. This ensures that everyone remains informed of any schedule adjustments and can anticipate potential impacts on timelines or deliverables. Properly managing and communicating schedule adjustments maintains transparency, keeps stakeholders aligned, and allows for efficient reallocation of resources during the downtime. This is a key aspect of effective project management in Salesforce projects, where timely updates are essential to maintaining project momentum and stakeholder trust.

#### NEW QUESTION # 42

Cloud Kicks (CK) sells formal and athletic footwear lines, using Product Families on Products to associate each product to corresponding line. CK currently forecasts an Expected Revenue amount that combines all products together.

- A. consultant is assessing how CK can divide its forecasts by footwear line.  
Which solution should the consultant recommend to improve CK's forecasts?
- B. Configure a new Forecast Type on Opportunity Product grouped by Product Family.
- C. Configure a new Forecast Type on Opportunity grouped by Product Family.
- **D. Configure separate stages and sales processes for each Product Family.**

**Answer: D**

Explanation:

To improve CK's ability to forecast by footwear line (Product Family), the best solution is to configure a new Forecast Type on the Opportunity Product level that is grouped by Product Family. This approach allows CK to view forecasts segmented by each footwear line instead of a single combined Expected Revenue forecast.

Salesforce Sales Cloud offers different types of forecasting, and one of the flexible options is to use custom Forecast Types that leverage the Opportunity Product level. Here's why option B is the most suitable:

\* Forecast Type on Opportunity Product: Configuring a Forecast Type on Opportunity Product allows CK to break down forecasts at a more granular level than the Opportunity itself. Since CK is using Product Families to categorize their products, they can leverage this structure to get distinct forecasts for each family.

\* Grouping by Product Family: Salesforce supports using Product Family as a grouping field in forecasting. By doing so, CK can easily view and manage forecasts specific to formal and athletic footwear lines separately, which aligns with their business model of distinct product lines.

\* Salesforce Best Practices: As per Salesforce best practices, when a business uses distinct categories of products (like Product

Families), it is beneficial to forecast based on these categories to get more accurate insights and sales expectations. This approach is especially effective when different product lines have different sales trends and targets.

\* Forecasting Features: Salesforce Sales Cloud documentation outlines that Forecast Types can be configured to display forecast data based on Opportunity Products, and they can be grouped by custom fields like Product Family. This setup provides CK with the segmented view they need, as opposed to combining all products in a single forecast.

\* References: For further details, Salesforce's documentation on Forecast Types and Product Families can be referred to, which explains how to set up and manage forecasts at different levels, including Opportunity Product and how to leverage Product Family in forecasting. You can access more information in the Salesforce documentation on Forecast Types and Product Families.

In summary, configuring a Forecast Type on Opportunity Product grouped by Product Family (Option B) aligns with Salesforce Sales Cloud best practices and provides CK with the most effective solution to achieve separate forecasts by their distinct footwear lines.

## NEW QUESTION # 43

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