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Salesforce Certified Sales Cloud Consultant Sample Questions (Q15-Q20):

NEW QUESTION # 15

Cloud Kicks wants to release product enhancements effectively to drive user adoption and have the greatest impact on the organization and users' day-to-day functions.

Which step should the consultant recommend to successfully manage changes and releases initiated by Salesforce?

- A. Collect input from stakeholders.
- **B. Train end users after deployment.**
- C. Prioritize executive requests.

Answer: B

Explanation:

To effectively manage changes and releases in Salesforce, particularly when focusing on user adoption and maximizing impact, it is critical to involve stakeholders from the start. Collecting input from stakeholders ensures that the enhancements align with the actual needs and workflows of those who will be using the system daily. Here's why this approach is recommended:

* **Stakeholder Engagement:** Engaging stakeholders early in the process helps to gather a comprehensive understanding of the business requirements and pain points. This collaboration ensures that the enhancements are relevant and beneficial, which increases the likelihood of user adoption.

* **User-Centric Development:** Salesforce emphasizes a user-centric approach in its change management practices. By collecting input from stakeholders, Cloud Kicks can tailor the enhancements to be more impactful for end users, which is essential for driving adoption and improving overall user experience.

* **Change Management Best Practices:** According to Salesforce best practices, successful change management includes planning for change with stakeholder input, addressing user concerns, and creating a roadmap that reflects the priorities of both end-users and executives. This step lays the groundwork for smooth deployment and effective training.

* **References:** Salesforce's documentation on Change and Release Management in Sales Cloud provides guidance on involving stakeholders to better understand how changes will impact various user roles. You can find additional guidance in the Salesforce Success Community and the Salesforce Trailhead module on Change Management.

In summary, collecting input from stakeholders (Option A) is the initial and essential step in Salesforce's recommended change management process, ensuring that product enhancements are aligned with user needs and drive effective adoption.

NEW QUESTION # 16

Cloud Kicks has a Public Read Only Opportunity sharing model. A sales rep noticed they can edit some opportunities associated with accounts they own, but are unable to edit other opportunities associated with accounts they own.

Which reason explains the sales rep's experience?

- **A. The user is a member of an Account Team with Read/Write access on Opportunities.**
- B. Some opportunities associated with these accounts are owned by other users.
- C. Sharing rules for Opportunities are set to a public group for managers.

Answer: A

Explanation:

Cloud Kicks has a Public Read Only sharing model for Opportunities. A sales rep can edit some opportunities associated with accounts they own but cannot edit others.

* **Account Teams:**

* **Definition:** Account Teams allow multiple users to have access to an account and its related records, such as opportunities, cases, and contacts.

* **Access Levels:** Team members can have varying levels of access (Read Only, Read/Write) to the account and related records.

* **Scenario Analysis:**

* **Editable Opportunities:** The sales rep can edit opportunities where they are a member of the Account Team with Read/Write access on Opportunities.

* **Non-Editable Opportunities:** For opportunities where they are not on the Account Team or have Read Only access, they cannot edit those opportunities, even if they own the account.

Why Other Options Are Less Suitable:

* **Option A:** Ownership of the account does not grant edit access to all related opportunities if the opportunities are owned by other users and sharing settings are restrictive.

* **Option B:** Sharing rules for managers would not directly impact a sales rep's ability to edit opportunities unless they are part of that public group, which isn't indicated in the scenario.

Salesforce Sales Cloud References:

* **Account Teams Overview:** Salesforce Help - Account Teams

* **Setting Up Account Teams:** Salesforce Help - Set Up Account Teams

* **Opportunity Access via Account Teams:** Salesforce Help - Grant Access Using Account Teams By being a member of an Account Team with Read/Write access on Opportunities, the sales rep gains the ability to edit certain opportunities associated with

accounts they own.

NEW QUESTION # 17

Cloud Kicks (CK) is developing its organizational change management (OCM) and rollout strategy. The consultant has emphasized the value of leveraging the experiences of partners and customers within the Salesforce ecosystem.

Which resource should the consultant recommend to help CK reach its goal?

- A. Salesforce Premier Success
- **B. Trailblazer Community**
- C. End user feedback

Answer: B

Explanation:

The Trailblazer Community is an ideal resource for Cloud Kicks to leverage for organizational change management (OCM) and rollout strategies. This community provides access to a network of Salesforce users, partners, and experts who share best practices, experiences, and insights related to Salesforce implementations. Engaging with the Trailblazer Community can help CK gain valuable perspectives from those who have successfully navigated similar changes.

* Peer Insights and Best Practices: The Trailblazer Community allows CK to connect with other Salesforce users and partners, offering a platform to discuss challenges, solutions, and strategies for successful change management.

* Access to Real-World Experiences: By tapping into the community, CK can learn from firsthand experiences, which can be instrumental in planning and executing an effective OCM strategy.

Option A (end user feedback) is essential but limited to internal insights, and Option B (Salesforce Premier Success) provides support services rather than a peer-sharing platform. For more details, refer to the Trailblazer Community.

NEW QUESTION # 18

Universal Containers has implemented Salesforce for all of its sales reps. All sales reps are required to select the win or loss stage on every closed opportunity. Managers like to measure the win ratio for all of the sales reps.

How should a consultant meet the requirement?

- A. Create 3 custom formula field on Opportunity to capture the win ratio for opportunities.
- **B. Build a custom report on Opportunity with custom summary formulas to show win ratio.**
- C. Ensure that all managers have access to the standard Win report.

Answer: B

NEW QUESTION # 19

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

Which solution should the consultant consider?

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

Answer: A

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 # 20

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