

Salesforce Sales-Cloud-Consultant Real Exam Answers - Sales-Cloud-Consultant Valid Test Camp



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Salesforce Certified Sales Cloud Consultant Sample Questions (Q176-Q181):

NEW QUESTION # 176

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

Answer: A

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 # 177

A premier customer for Universal Software needs access to confidential product roadmap information.

To securely send this information using content delivery, what step should a sales representative take? Choose

2

answers

- A. Require the recipient to log into Salesforce to access the content.
- B. Require the customer to enter a password to view the content.
- C. Remove access to the content after a specified date.
- D. Require the customer to enter a security token to download the content.

Answer: B,C

NEW QUESTION # 178

Match the following loading option to the description of when to use it. "Integration"

- A. Becky wants to load all her 65,000 contact records.
- B. Berta wants to keep a separate system as her "system of record"
- C. Bill wants to load 20,000 lead records.
- D. Bob wants to load a single account record.
- E. Brian wants to consolidate all his accounts from several systems.

Answer: B

NEW QUESTION # 179

Universal Containers has a single contact center that handles all service requests including chat, Cases, and web form submissions. It is important that Reps are assigned work evenly so that all requests are handled in the order they are received.

How would a Consultant address this requirement?

- A. Configure Case Assignment Rules
- B. Configure Omni-Channel with Most Available Routing
- C. Configure Omni-Channel with Least Active Routing
- D. Configure Live Agent Skills-based Routing

Answer: B

NEW QUESTION # 180

Universal Containers Executives want to see contact center metrics from each of its different geographic

regions. How should a Consultant support this requirement?

- A. Create a Dashboard for each Case Team.
- B. Create a Dashboard for each Region.
- C. Create a single Dashboard with a Case Team filter.
- **D. Create a single Dashboard with a Region filter.**

Answer: D

NEW QUESTION # 181

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Two customers making the same request or involved in identical transactions would Sales-Cloud-Consultant get two different outcomes, The following sections discuss these processes, looking at the following for each process: Definition, goals, and objectives.

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