

# Exam Salesforce Sales-Con-201 Vce - Sales-Con-201 Valid Examcollection



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## Salesforce Certified Sales Cloud Consultant Sample Questions (Q20-Q25):

### NEW QUESTION # 20

A sales rep at Cloud Kicks must have access to all child accounts of the accounts they own. The organization-wide default setting for Account is Private.

What happens if a sales rep has access to a parent account?

- A. Access to child account records is controlled by default Account Teams.
- B. Access to child account records needs to be shared manually,
- **C. Access to child account records is granted via the Account Hierarchy.**

**Answer: C**

Explanation:

In Salesforce, if the organization-wide default for Accounts is set to Private, access to child accounts is not automatically granted based on parent account ownership. As a result, manual sharing rules or sharing through Account Teams or role hierarchies must be used to extend access to child accounts. The Account Hierarchy itself does not provide automatic access to child records.

Account Teams can provide access but only if configured to include child accounts. Since the OWD is Private, manual sharing is the primary method to ensure appropriate access.

Salesforce Documentation References:

\* Account Hierarchy and Sharing

\* Manual Account Sharing

### NEW QUESTION # 21

Cloud Kicks (CK) is adding hundreds of new accounts to Sales Cloud daily. CK uses an automated process to assign Account owners. If no assignment can be made for an account, it will be routed to a specific user who will manually review and re-assign it at a later date. This user may have thousands of account records assigned.

Which solution should the consultant recommend when CK sets up the new account process?

- A. Assign the Modify All Data permission to the user.
- **B. Add the user to a separate role at the lowest level of the role hierarchy.**
- C. Place the user in 4 separate role at the highest level! of the role hierarchy.

**Answer: B**

Explanation:

When assigning a large number of records to a single user, as in the case of routing unassigned accounts for manual review, it's best to place that user at the lowest level of the role hierarchy. This configuration ensures that the user has access only to records they directly manage or need to review, minimizing unnecessary data visibility and reducing security risks. Placing the user at the lowest level in the hierarchy helps maintain data integrity and provides clear lines of record ownership.

For additional guidance on role hierarchy best practices, see: Salesforce Role Hierarchy and Sharing.

### NEW QUESTION # 22

Sales reps at Universal Containers want to know when a customer or prospect contact opens an email the reps sent so they can follow up with the contact shortly afterward.

Which tool should a consultant recommend to meet the requirement?

- A. Enhanced Email
- B. Einstein Activity Capture
- **C. Salesforce Inbox**

**Answer: C**

Explanation:

Salesforce Inbox provides email tracking capabilities, allowing sales reps to see when recipients open emails, click links, or reply. This real-time tracking enables reps to follow up promptly after a customer or prospect has interacted with an email, which aligns with Universal Containers' requirement for immediate insights on email engagement.

\* Real-Time Email Tracking: Salesforce Inbox offers insights into customer interactions, giving reps timely information on when emails are opened, which can help prioritize follow-up actions.

\* Integration with Sales Cloud: It integrates directly with Sales Cloud, enabling reps to manage customer interactions seamlessly from their inbox.

Option B (Enhanced Email) and Option C (Einstein Activity Capture) lack direct email open tracking, which is specifically offered by Salesforce Inbox. More information on Salesforce Inbox can be found in Salesforce Inbox documentation.

### NEW QUESTION # 23

A consultant received feedback that various sales teams are providing inconsistent updates to leadership about the progress of deals. What should the consultant recommend for aligning processes and providing more reliable information about the pipeline to leadership?

- A. Customize Sales Path.
- **B. Enable Sales Forecasting.**
- C. Create a Sales Engagement report.

**Answer: B**

Explanation:

Sales Forecasting in Salesforce is designed to provide sales teams and leadership with a clear, consistent, and reliable view of the sales pipeline. By enabling Sales Forecasting, organizations can align their sales processes, ensuring that sales reps follow a standard methodology for updating deal progress. This helps in generating accurate forecasts based on the data entered by the sales team. Sales Forecasting also offers detailed insights into expected revenue, deal stages, and close dates, which are crucial for leadership to assess pipeline health and make informed decisions. It allows sales managers to regularly review and adjust forecasts based on real-time data, ensuring that leadership has up-to-date and consistent information about the sales pipeline.

For more on setting up and managing Sales Forecasting, refer to the Salesforce documentation: Salesforce Forecasting Overview.

### NEW QUESTION # 24

Cloud Kicks has a large remote sales department working in many different locations. Management wants greater visibility into the opportunities in progress with their respective teams. They also want to receive emails when opportunities reach key metrics (for example, stage progression) or a high probability. However, they want to control the frequency of their emails.

Which solution should a consultant recommend?

- **A. Define a record-triggered flow when the stage is updated to new values.**
- B. Subscribe to Chatter Feed Tracking to receive updates.
- C. Create a report filtering for the criteria and allow managers to subscribe to the report.

**Answer: A**

Explanation:

Subscribing to a report allows managers to receive scheduled emails that summarize key metrics and track changes on opportunities. In this scenario, managers can configure report subscriptions to include criteria such as stage progression or probability thresholds. Additionally, they can control the frequency of these email notifications to suit their needs. This provides a practical solution for Cloud Kicks' management to monitor opportunity progress without requiring constant, real-time alerts.

For more information on report subscriptions, see: Salesforce Report Subscriptions.

### NEW QUESTION # 25

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