

Sales-Con-201試験の準備方法 | 最新のSales-Con-201赤本勉強試験 | 効率的なSalesforce Certified Sales Cloud Consultant模擬試験問題集



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>> Sales-Con-201赤本勉強 <<

Sales-Con-201模擬試験問題集、Sales-Con-201最新試験

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Salesforce Certified Sales Cloud Consultant 認定 Sales-Con-201 試験問題 (Q29-Q34):

質問 # 29

During end-to-end testing, users report that a key business process is missing a step. What should a consultant do first to resolve the issue?

- A. Work with key stakeholders to determine if a change to the requirements is necessary to go-live,
- B. Revise the test scripts and ask users to repeat the testing.
- C. Change the solution to meet the needs of the users and update the training materials.

正解: A

解説:

When a missing step is identified during testing, the first step is to engage with key stakeholders to assess the impact and determine if modifying the requirements is essential before going live. This approach ensures that all parties understand the implications and can make informed decisions about project scope, timeline, and deliverables. Salesforce best practices recommend verifying requirement changes with stakeholders to avoid misalignment with business goals and expectations.

質問 # 30

Sales stages are shared between sales methodologies at Cloud Kicks. There are three product lines with unique sales methodologies. A few sales stages overlap between the three product lines.

What should the consultant do?

- A. Create three opportunity stages.
- **B. Create three sales processes.**
- C. Create three account teams.

正解: B

解説:

In Salesforce, when there are multiple sales methodologies that utilize different sales stages, it is best practice to create separate sales processes for each methodology. Since Cloud Kicks has three distinct product lines with unique sales methodologies and some overlapping sales stages, creating three separate sales processes allows each product line to have a tailored approach. Each sales process can be customized to include only the relevant sales stages for that methodology, ensuring clarity for sales reps and proper reporting for each product line.

For more on setting up sales processes, refer to Salesforce documentation: Sales Process Creation and Management.

Cloud Kicks has three product lines, each with unique sales methodologies, but some sales stages overlap between them. To accommodate this, the consultant should create three sales processes.

Key Points:

* Sales Processes in Salesforce:

* A sales process in Salesforce defines the stages that are available for opportunities in a particular sales methodology.

* By creating multiple sales processes, each can have a tailored set of stages relevant to the specific product line.

* Shared Sales Stages:

* Since some stages overlap, these can be included in multiple sales processes.

* This approach avoids redundancy by reusing common stages across different processes.

* Opportunity Record Types:

* Each sales process can be associated with an opportunity record type.

* Record types allow different page layouts and picklist values, enabling customization for each product line.

* Benefits:

* Provides clarity for sales reps by showing only relevant stages for each product line.

* Enhances reporting and forecasting accuracy by aligning stages with specific sales methodologies.

Why Other Options Are Less Suitable:

* A. Create three account teams:

* Account teams are used to define groups of users working on an account. They are not related to defining sales stages or processes.

* B. Create three opportunity stages:

* Creating only three opportunity stages would not accommodate the unique sales methodologies or overlapping stages. It oversimplifies the requirement.

Salesforce Sales Cloud References:

* Defining Sales Processes: Salesforce Help - Define Sales Processes

* Opportunity Record Types and Sales Processes: Salesforce Help - Customize Opportunity Stages

* "You can create different sales processes that include some or all of the picklist values for the Stage field."

* Benefits of Multiple Sales Processes:

* Allows customization of the sales cycle for different products or business lines.

* Improves user experience by simplifying the picklist options relevant to each process.

By creating three sales processes, Cloud Kicks can effectively manage unique sales methodologies for each product line while accommodating overlapping sales stages.

質問 # 31

Universal Containers (UC) notices a large increase in leads created overnight which exceed the daily limits.

Upon examination, the leads appear to be created by bots. UC uses a standard Web-to-Lead form without safeguards in place to limit spam on forms. What should the consultant recommend as the first line of defense before republishing the form?

- A. Use a custom Web-to-Lead alternative with built-in protection.
- B. Use an AppExchange package with custom Web-to-Lead handling.
- **C. Select Require reCAPTCHA Verification in Web-to-Lead settings.**

正解: C

解説:

The first line of defense against spam bots in Web-to-Lead forms is enabling reCAPTCHA. Salesforce provides a built-in option for reCAPTCHA verification, which helps prevent automated submissions by requiring users to complete a reCAPTCHA challenge before submitting the form. This is a quick and effective solution for reducing spam without the need for custom coding or third-party solutions.

質問 # 32

During the requirements gathering workshops at Cloud Kicks, the project team and subject matter experts bring up new ideas to incorporate into the current project.

Which best practice should the consultant use to refocus the meeting and stay on topic?

- A. Invite only the subject matter experts to subsequent workshops.
- B. Incorporate the new ideas into the solution design.
- **C. Remind the team of the purpose and scope of this project.**

正解: C

解説:

During requirements gathering workshops, it's common for new ideas to surface. However, to maintain focus and stay on topic, it is essential to remind the team of the project's purpose and scope. This practice ensures that the project remains on track and within scope, reducing the risk of scope creep. Redirecting the conversation back to the agreed-upon project objectives helps the team prioritize the current requirements while acknowledging that new ideas can be explored in future phases. For more on best practices for managing workshops and requirements gathering, see: Salesforce Project Management Best Practices.

質問 # 33

Universal Containers is analyzing data to identify gaps, and wants to know which Accounts with open Opportunities are missing Contacts.

What should a consultant recommend to build this report?

- A. Reporting snapshot
- B. Roll-up summary field
- **C. Cross filter**

正解: C

解説:

To identify accounts with open opportunities that are missing contacts, using a cross filter in Salesforce reports is the most effective approach. Cross filters allow for filtering records based on related objects, such as showing Accounts with open Opportunities that lack associated Contacts. This method provides a clear and actionable report that highlights data gaps directly relevant to Universal Containers' analysis needs, enabling them to address these gaps more efficiently.

質問 # 34

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