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

NEW QUESTION # 20

Sometimes, Universal Containers sales reps need to create contacts without accounts based on business processes. What should the consultant take into consideration?

- A. Contacts are private and shared through sharing rules.
- **B. Contacts are private and only the owner and admin can view them.**
- C. Contacts are private and shared through the role hierarchy.

Answer: B

Explanation:

In Salesforce, when contacts are created without being associated with an account, they are referred to as "Private Contacts." Private Contacts are visible only to the record owner and system administrators, and they do not inherit sharing settings from accounts because they aren't linked to any. Since these contacts are not associated with accounts, they remain isolated from standard sharing rules or role hierarchies, emphasizing that only the owner and admin can view them. For further details, see: Salesforce Private Contacts.

NEW QUESTION # 21

Cloud Kicks is implementing Sales Territories for its retail sales unit. The sales director is requesting a detailed roll-up forecast for territories. What should the consultant recommend?

- A. Include the Forecast Manager field on the Account page layout.
- B. Assign a role for each manager in the user role hierarchy.
- **C. Assign a Forecast Manager to each region.**

Answer: C

Explanation:

The Forecast Manager role is essential in Salesforce when working with Territory Forecasts. By assigning a Forecast Manager to each region, Salesforce can generate a roll-up forecast based on the territories managed within that region. The Forecast Manager oversees the forecasting process and can provide the sales director with the requested detailed roll-up forecast for each territory. Including the Forecast Manager field on the Account page layout or assigning roles in the user role hierarchy is useful for access control and organizational structure, but they do not directly impact the roll-up forecast functionality for territories. Assigning a Forecast Manager ensures accurate and hierarchical forecasting as per regional sales performance.

Salesforce Documentation References:

Set Up Collaborative Forecasts by Territory

Forecast Manager Role in Territory Management

NEW QUESTION # 22

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 # 23

Universal Containers has a fiscal year that starts in February and ends in January. The SVP of sales has reinforced how important it is to measure the sales teams' performance based on this fiscal year and has asked how Sales Cloud can support this request. Which solution should the consultant recommend?

- A. Update the User settings.
- **B. Update the Company settings.**
- C. Update the Locale settings.

Answer: B

Explanation:

To align Salesforce with a fiscal year that starts in February and ends in January, updating the Company settings is the correct solution. Here's why:

* Fiscal Year Configuration: In Salesforce, the fiscal year settings are configured at the company level.

By setting a custom fiscal year start date, Universal Containers can ensure that all reporting and performance metrics align with their specific fiscal calendar.

* Salesforce Support for Custom Fiscal Years: Salesforce allows organizations to configure both standard and custom fiscal years under Company Settings, ensuring that financial data and sales metrics reflect the correct fiscal periods.

* References: Salesforce documentation on Setting Fiscal Year in Salesforce provides guidance on configuring fiscal years within Company Settings, allowing for accurate performance measurement.

In summary, updating the Company settings (Option C) is the recommended approach to support the SVP of sales in measuring team performance based on Universal Containers' custom fiscal year.

NEW QUESTION # 24

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. Prioritize executive requests.
- **C. Train end users after deployment.**

Answer: C

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 # 25

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