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Salesforce Certified Sales Cloud Consultant Sample Questions (Q136-Q141):

NEW QUESTION # 136

Cloud Kicks has configured Account Teams and is ready to live in production.

How should the consultant migrate the Account Team Members records to production?

- A. Deploy them with change sets.
- **B. Migrate them via Data Loader,**
- C. Distribute them with packages.

Answer: B

Explanation:

To transfer Account Team Member records to production, Data Loader is the recommended tool. Unlike change sets or packages, Data Loader is suited for migrating specific data records, such as Account Team Members, while maintaining detailed relationships and permissions. It offers flexibility and control over data migration, ensuring that team structures are accurately reflected in the live environment

NEW QUESTION # 137

A sales rep owns an opportunity and can view the associated account, but is unable to view contacts on that account. What should the consultant recommend to allow Account owners to selectively share an Account's Contacts with Opportunity owners?

- A. Add Opportunity owners to the Account Team and configure Contact sharing.
- B. Transfer Contact ownership from themselves to the Opportunity owner.
- C. Add Opportunity owners to the Opportunity Team and configure Contact sharing.

Answer: A

Explanation:

To allow account owners to selectively share contacts with opportunity owners, adding Opportunity owners to the Account Team and configuring Contact sharing is the recommended approach. Here's why:

* Account Team Access and Sharing: By adding the opportunity owner to the Account Team, the account owner can control access and selectively share related records, such as Contacts. Configuring Contact sharing settings allows the account owner to determine which contacts should be visible to opportunity owners.

* Granular Sharing Controls: Using Account Teams with Contact sharing settings provides the necessary flexibility to control access at a more detailed level, ensuring that opportunity owners can see relevant contacts as needed.

* Salesforce Best Practices: Salesforce recommends using Account Teams to manage record-level access for related records, providing targeted access to essential information.

In summary, adding Opportunity owners to the Account Team and configuring Contact sharing (Option B) is the best solution to allow selective sharing of contacts associated with accounts.

NEW QUESTION # 138

Northern Trail Outfitters (NTO) wants to start tracking orders accounts in Sales Cloud. NTO has hired a consultant to complete the project.

What should the consultant take into account when implementing sales orders?

- A. Orders can be activated for active and inactive contracts.
- B. Order line items can be added or removed after an order is activated.
- C. Contract Number is a required field on the Order page layout.

Answer: C

Explanation:

Northern Trail Outfitters (NTO) wants to start tracking orders in Sales Cloud and has hired a consultant for implementation.

* Orders and Contracts Relationship:

* Order Management: In Salesforce, orders are typically associated with contracts to represent agreed-upon terms between the company and the customer.

* Required Fields: The Contract Number field becomes required on the Order page layout when certain conditions are met, such as when the order is related to a contract.

* Implementation Considerations:

* Ensure Data Integrity: Having the Contract Number as a required field helps maintain accurate records linking orders to their respective contracts.

* Page Layout Configuration: The consultant must ensure that the Order page layout includes all necessary fields and that required fields are appropriately configured.

* Why This Matters:

* Legal and Compliance: Associating orders with contracts ensures that all orders are backed by legal agreements.

* Process Alignment: Aligns the order tracking process with NTO's business practices and Salesforce's data model.

Why Other Options Are Less Accurate:

* Option B: Once an order is activated, order line items cannot be added or removed. This is to maintain the integrity of the order.

* Option C: Orders can only be activated if the associated contract is active. Orders cannot be activated for inactive contracts.

Salesforce Sales Cloud References:

* Orders Overview: Salesforce Help - Orders

* Activating Orders: Salesforce Help - Activate Orders

* Required Fields on Orders: Documentation specifies that certain fields, like Contract Number, may be required depending on configuration.

By acknowledging that Contract Number is a required field on the Order page layout, the consultant ensures that NTO's implementation of sales orders aligns with Salesforce best practices and data requirements.

NEW QUESTION # 139

What is a key capability of Data Loader?

- A. Prevents importing duplicate record data
- **B. Runs one-time or scheduled data imports**
- C. Imports organization and configuration metadata

Answer: B

Explanation:

Data Loader is a versatile tool that enables users to import, export, update, delete, and manage large volumes of data within Salesforce. A key capability of Data Loader is its ability to handle both one-time and scheduled data imports. This feature is particularly useful for regularly scheduled data updates, such as daily imports of data from external systems or periodic data cleansing activities.

Salesforce documentation confirms that Data Loader allows scheduling for regular imports or exports, making it an efficient tool for managing data over time. However, it does not include native features to prevent duplicates or import metadata, as it primarily focuses on data records.

NEW QUESTION # 140

Universal Containers (UC) hired a consulting company to implement Sales Cloud. This will be the third CRM application UC has used in the past years. Employees have failed to adopt the previous two applications.

Which step should be part of UC's plan to help drive adoption of Sales Cloud?

- A. Implement User Acceptance Testing (UAT).
- **B. Identify change management champions.**
- C. Revoke user access to legacy systems.

Answer: B

Explanation:

To drive adoption effectively, identifying change management champions is essential. Here's why:

* Role of Champions in Adoption: Change management champions are influential users who advocate for Salesforce within the organization. They help other employees adapt to the new system and can address resistance by sharing their positive experiences.

* Previous Adoption Challenges: Since UC has faced adoption issues with previous CRM implementations, champions can help by providing peer support, which has been proven to increase user buy-in and adoption rates.

* Salesforce Best Practices: Salesforce emphasizes the importance of change champions in its adoption and change management practices. Champions facilitate smoother transitions by offering training and support that resonates with end-users.

* References: Salesforce resources on Change Management highlight the role of champions in driving successful user adoption and overcoming resistance to new systems.

In summary, identifying change management champions (Option A) is a key step in promoting successful adoption of Sales Cloud at Universal Containers.

NEW QUESTION # 141

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