

Salesforce Sales-Con-201 Accurate Questions and Answers

**SALESFORCE ADMIN-201 EXAM PRACTICE QUESTIONS WITH
ACCURATE ANSWERS**

1) What should a system administrator use to disable access to a custom application for a group of users?

- A) Profiles
- B) Sharing rules
- C) Web tabs
- D) Page layouts -- Correct Answer ✓✓ A. Profiles

2) Universal Containers needs to track the manufacturer and model for specific car companies. How can the system administrator ensure that the manufacturer selected influences the values available for the model?

- A) Create the manufacturer field as a dependent picklist and the model as a controlling picklist.
- B) Create a lookup field from the manufacturer object to the model object.
- C) Create the manufacturer field as a controlling picklist and the model as a dependent picklist.
- D) Create a multi-select picklist field that includes both manufacturers and models. -- Correct Answer ✓✓ C. Create the manufacturer field as a controlling picklist and the model as a dependent picklist.

3) Sales representatives at Universal Containers need assistance from product managers when selling certain products. Product managers do not have access to opportunities, but need to gain access when they are assisting with a specific deal. How can a system administrator accomplish this?

- A) Notify the product manager using opportunity update reminders.
- B) Enable opportunity teams and allow users to add the product manager.

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Salesforce Certified Sales Cloud Consultant Sample Questions (Q100-Q105):

NEW QUESTION # 100

A consultant is meeting with a new client to design a rollout strategy for its Sales Cloud implementation. What should the consultant do during the planning stage to ensure a successful implementation?

- A. Design a prototype of the suggested solution.
- B. Identify which Salesforce features and functions to use.
- C. Define goals, metrics, project schedule, and sales processes.

Answer: C

Explanation:

During the planning stage of a Sales Cloud implementation, defining goals, metrics, project schedules, and sales processes is critical for a successful rollout. This foundational step ensures that the implementation aligns with the client's business objectives and provides clear criteria for measuring success. Salesforce recommends that implementation planning includes establishing a timeline, setting achievable goals, and documenting existing and desired sales processes. These elements form the basis for effective project management and help in aligning the solution with the client's business needs.

Identifying Salesforce features and designing a prototype are valuable steps, but they typically occur after establishing clear goals and requirements. Proper planning sets the stage for these subsequent tasks.

Salesforce Documentation References:

- * Salesforce Implementation Best Practices
- * Sales Cloud Planning Guide

NEW QUESTION # 101

Cloud Kicks uses Salesforce to manage business Accounts and Person Accounts. The sales director wants to associate Person Accounts to business Accounts and/or Contacts.

Which approach should the consultant recommend to meet these requirements?

- A. Create a junction object between Account and Contact.
- B. Create a custom lookup from Account to Contact.
- C. Use the Contacts to Multiple Accounts feature.

Answer: C

Explanation:

To associate Person Accounts with Business Accounts and/or Contacts, using the Contacts to Multiple Accounts feature is the most appropriate recommendation. Here's why:

* Flexible Relationships: This feature allows Person Accounts to be linked to multiple Business Accounts or Contacts, facilitating complex relationships between individual customers and businesses.

* Standard Salesforce Functionality: The Contacts to Multiple Accounts feature is built into Salesforce and provides a straightforward way to manage associations between Person Accounts and Business Accounts without requiring custom objects or additional configurations.

* Salesforce Best Practices: Salesforce supports this feature for organizations needing flexibility in relationship management, which is ideal for scenarios involving Person Accounts.

* References: Detailed information on Contacts to Multiple Accounts and its use with Person Accounts can be found in Salesforce's documentation on account and contact relationships.

In summary, using the Contacts to Multiple Accounts feature (Option A) is recommended to associate Person Accounts with Business Accounts and Contacts effectively in Cloud Kicks' Salesforce setup.

NEW QUESTION # 102

The sales manager at Cloud Kicks has proposed that the consultant hold a discovery meeting with 250 employees who use Sales Cloud currently to gain information to improve adoption.

Which approach should the consultant recommend to the sales manager to meet this goal efficiently?

- A. Meet with a large group of employees to listen to their feedback.
- B. Ask all employees to email their ideas and feedback to the consultant.
- **C. Send a survey to all employees asking for a list of desired changes.**

Answer: C

Explanation:

For gathering feedback efficiently from a large group of users (250 employees), sending a survey is the recommended approach.

Here's why:

* **Scalability and Efficiency:** A survey can quickly reach all employees and provide a structured way to collect a wide range of input without needing to organize a large-scale meeting. Surveys can include various question types to capture qualitative and quantitative data, making it easier to analyze responses.

* **Encouraging Participation:** Surveys allow employees to provide feedback at their convenience and tend to be less intrusive than group meetings, which may be challenging to coordinate for a large number of users.

* **Data Analysis and Reporting:** Using a survey tool enables the consultant to analyze and categorize responses, identifying trends or common themes in the feedback. This helps in prioritizing changes based on the collective input.

* **References:** Salesforce offers survey capabilities that can be utilized directly within Sales Cloud or through integrated tools available on the AppExchange, making it easy to manage responses and view insights directly in Salesforce.

In summary, sending a survey (Option B) is the most practical and efficient approach to gathering input from a large group of employees, allowing the consultant to collect comprehensive feedback that can inform strategies for improving Sales Cloud adoption.

NEW QUESTION # 103

What is a key capability of Data Loader?

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

Answer: C

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 # 104

Cloud Kicks needs to set sales quotas for all sales reps.

Which solution should the consultant consider?

- A. Use the Data Import Wizard.
- **B. Enable Forecast Quotas from Setup.**
- C. Assign quota values by profile.

Answer: B

Explanation:

To set sales quotas for sales reps, Salesforce provides a feature called Forecast Quotas. By enabling Forecast Quotas from Setup, organizations can define and manage sales quotas for individual sales reps, teams, or territories within the Salesforce Forecasts feature. This allows sales managers to set goals and track sales performance against these quotas.

* **Setting Up Forecast Quotas:** Once enabled, quotas can be managed from the Forecasts tab, where managers can set monthly or

quarterly targets for reps based on their sales expectations.

* Visibility and Tracking: The quota information integrates directly with the Forecasts feature, providing visibility for reps and managers to monitor progress and performance.

Option A (Data Import Wizard) is primarily for importing data, not for setting quotas. Option C (assigning quota by profile) is not how quotas are assigned in Salesforce; they are set per user or role. For more details, refer to the Salesforce Forecast Quotas documentation.

NEW QUESTION # 105

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