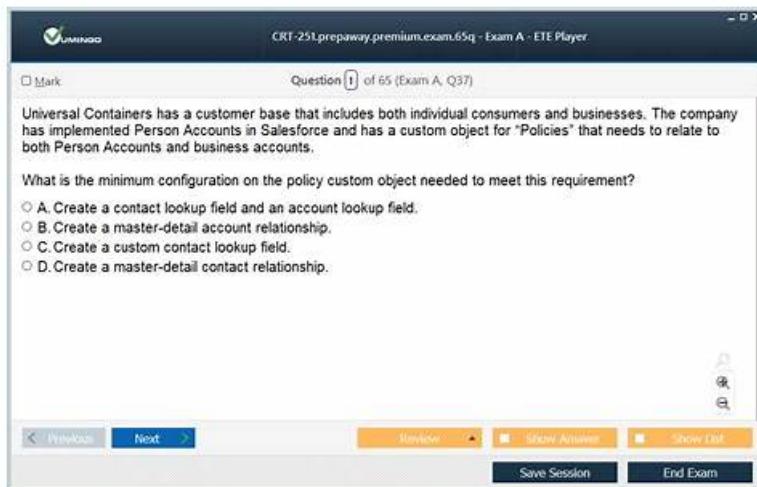


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## Salesforce Certified Sales Cloud Consultant Sample Questions (Q120-Q125):

### NEW QUESTION # 120

Cloud Kicks recently purchased Salesforce and the leadership team is excited about being able to forecast more accurately. Sales managers say that making updates to 54. forecasted amounts during the pipeline meetings is time consuming, and it's difficult to review all of the committed opportunities within the meeting time.

What should the consultant recommend to help make meetings more efficient while making real-time forecast updates?

- A. Have reps use the Kanban view to move opportunities between stages.
- B. Use in-line editing to update the forecast amount for records.
- C. Modify many opportunities at one time in a list view.
- D. Only review non-committed opportunities during the meetings.

**Answer: A**

### NEW QUESTION # 121

Sales representatives at Cloud Kicks often receive important customer emails they want to record as activities related to Contacts in

Salesforce. Cloud Kicks has Office 365, and there is a policy preventing users from installing anything directly on their computers. Which solution should a consultant recommend to meet this requirement?

- A. Salesforce for Outlook
- B. Salesforce Console for Sales
- **C. Lightning Sync**
- D. Lightning Console for Sales

**Answer: C**

#### **NEW QUESTION # 122**

Cloud Kicks (CK) acquired a company. The VP of technology wants to migrate all the sales data into CK's Salesforce instance. Which data migration sequence should the consultant recommend for the objects?

- **A. Accounts, Contacts, Opportunities, Products, Product Line Items, Cases, Leads, Campaigns**
- B. Contacts, Opportunities, Products, Product Line Items, Cases, Leads, Campaigns

**Answer: A**

#### **NEW QUESTION # 123**

The VP of sales at Cloud Kicks wants the sales team to use the Salesforce mobile app to complete their tasks.

The sales team needs to create and edit leads, contacts, and opportunities with ease.

Which two features should the consultant recommend for the sales team to use?

Choose 2 answers

- **A. Quick Actions**
- **B. Mobile Smart Actions**
- C. Lightning Mobile Component
- D. Einstein Activity Capture

**Answer: A,B**

#### **NEW QUESTION # 124**

Cloud Kicks (CK) is just kicking off its project. The consultant wants to dive deeper into CK's process and pain points. Which three approaches should a consultant use to learn about and empathize with the customer?

Choose 3 answers

- **A. Interviewing**
- B. Role Playing
- **C. Leading Workshops**
- D. Embodying
- **E. Shadowing**

**Answer: A,C,E**

Explanation:

Shadowing, interviewing, and leading workshops are three approaches that a consultant can use to learn about and empathize with the customer. Shadowing involves observing how the customer performs their tasks and interacts with their systems. Interviewing involves asking open-ended questions to understand the customer's goals, challenges, and pain points. Leading workshops involves facilitating group discussions and activities to elicit requirements, feedback, and solutions from the customer. Verified References:

\* <https://developer.salesforce.com/resources2/certification-site/files/SGCertifiedSalesCloudConsultant.pdf> (page 18)

\* [https://trailhead.salesforce.com/en/content/learn/modules/consulting\\_skills\\_for\\_salesforce\\_professionals/discover-the-customer-situation](https://trailhead.salesforce.com/en/content/learn/modules/consulting_skills_for_salesforce_professionals/discover-the-customer-situation)

#### **NEW QUESTION # 125**

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