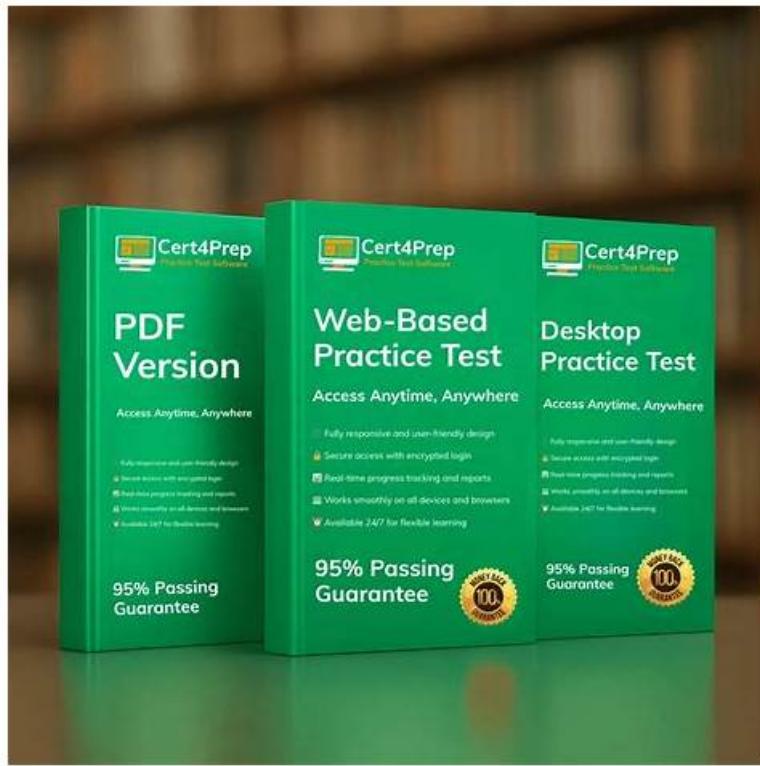# CRT-251 Valid Braindumps Book | Pass-Sure Practice CRT-251 Exam Fee: Salesforce Certified Sales Cloud Consultant 100% Pass

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Salesforce CRT-251 (Salesforce Certified Sales Cloud Consultant) Exam is a certification exam designed to test the knowledge and skills of professionals who work with the Salesforce Sales Cloud platform. CRT-251 exam is intended for individuals who have experience in sales, marketing, and customer service, and who are responsible for designing, implementing, and deploying Salesforce solutions in their organizations. CRT-251 Exam focuses on topics such as sales process design, lead management, opportunity

management, forecasting, and performance measurement.

Salesforce Certified Sales Cloud Consultant Sample Questions (Q35-Q40):

NEW QUESTION # 35
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. Prioritize executive requests.
- B. Collect input from stakeholders.
- C. Train end users after deployment.

Answer: B

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.
Reference:
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 # 36
Sales managers at Cloud Kicks have noticed that information in some opportunity reports is incomplete. A consultant has performed an analysis and determined that opportunity stages often lack key information that sales managers at each stage because sales reps have yet to enter the data.
What should the consultant recommend so opportunity stage reports always contain the data managers expect?

- A. Configure Path by checking the key field required checkbox.
- B. Mark the fields as required on the page layout.
- C. Create an Auto launched flow to determine if required fields are missing.
- D. Customize path and create validate rules dependent on stages.

Answer: A

Explanation:
Configuring Path by checking the key field required checkbox can ensure that opportunity stage reports always contain the data managers expect, as it makes certain fields mandatory for users to fill in before they can move an opportunity to a specific stage.
Path is a feature that guides users through a set of stages for a particular business process, such as opportunity sales stages. Users can see key fields and guidance for each stage, and update them as they progress along the path. Marking fields as required on the page layout can also ensure that opportunity stage reports always contain the data managers expect, as it prevents users from saving an opportunity record without entering values for those fields. Page layouts control how fields, related lists, and other components are arranged on a record detail or edit page.

NEW QUESTION # 37
Users at Cloud Kicks (CK) say the global search is returning too many results when searching for contacts.
CK's admin confirmed that users have the correct permissions and record access to the contacts they want to see.
What should a consultant recommend to yield better search results?

- A. Add LIKE keyword next to contact's full name in the search window.
- B. Use parentheses operator to limit search to the Contacts object.
- C. Add company name next to contacts full name in the search window.
- D. Use quotation marks operator around contact's first and last name.

Answer: D

Explanation:

Using quotation marks operator around contact's first and last name is a recommendation that can yield better search results when searching for contacts in global search. Global search is a feature that allows users to search for records or information across multiple objects and fields in Salesforce. Quotation marks operator is an operator that can be used in global search to find an exact phrase or match in a record or field. For example, searching for "John Smith" will return only records or fields that contain John Smith as an exact phrase or match, not John Doe or Adam Smith or John Smithson. By using quotation marks operator around contact's first and last name, Cloud Kicks users can narrow down their search results and find the contacts they are looking for more easily and quickly.

NEW QUESTION # 38
Northern Trail Outfitters launched Salesforce for its EMEA subsidiary 3 months ago and wants to gain insight into usage.
Which option should a consultant recommend to meet this requirement?

- A. Install the Salesforce Adoption Dashboard from AppExchange.
- B. Create and subscribe to a custom report of active users by role.
- C. Analyze the Setup Audit Trail to determine the number of logins per day.

Answer: A

Explanation:
The Salesforce Adoption Dashboard available on the AppExchange provides a comprehensive set of reports and dashboards designed to help organizations monitor and increase Salesforce adoption. It includes metrics on user logins, feature usage, and data quality, making it an effective tool for gaining insights into how users are engaging with Salesforce. This solution is specifically recommended for tracking usage and adoption metrics, making it a better fit than the other options.
Reference:
Salesforce Adoption Dashboards on AppExchange
Measuring User Adoption

NEW QUESTION # 39
During a discovery session at Cloud Kicks, a major topic is highlighted that is outside the current statement of work (SOW). The addition to the project scope is necessary but will be difficult to implement.
How should the consultant proceed?

- A. Revise the timeline to accommodate the new Items.
- B. Create a change request for the new items.
- C. Conduct another discovery session to define the new items.

Answer: B

Explanation:

When a new requirement arises outside the original scope of the project, the best practice is to initiate a change request. This formal process evaluates the new requirement's impact on the project's scope, timeline, and budget. Creating a change request allows all stakeholders to review and agree on the scope expansion before implementation, ensuring transparency and proper resource allocation for the added items.
For guidance on managing project scope changes, refer to: Salesforce Change Management Best Practices.

NEW QUESTION # 40
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