

Valid Sales-Con-201 Study Notes - Sales-Con-201 PDF Question

	<i>Not qualified for homestead and SOH subset of sale properties</i>	All valid sale properties	<i>Qualified for homestead and SOH subset of sale properties</i>
Non-treatment (control) samples	NAV ₁	NAV ₂	
Treatment samples		NAV ₃ , NAV ₉ , NAV ₁₀	NAV ₄ , NAV ₅ , NAV ₆ , NAV ₇ , NAV ₈

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Salesforce Certified Sales Cloud Consultant Sample Questions (Q63-Q68):

NEW QUESTION # 63

Cloud Kicks' (CK) VP of technology wants to start using Sales Cloud for all of the sales team's automation.

CK migrated 70 million records from a legacy database to the data warehouse that will be synced with Sales Cloud. CK wants to search and cross-reference records with the original source database.

What should a consultant recommend to meet this requirement?

- A. Use a custom field named External ID and map this to the Sales Cloud record value.
- B. Use the standard External ID field and map this to the source record ID value.
- C. Use a custom External ID field and map this to the source record ID value.

Answer: C

Explanation:

To facilitate record referencing and synchronization between Sales Cloud and an external database, the best practice is to use a custom External ID field. This field can be mapped directly to the unique record ID from the source database. External ID fields in Salesforce are specifically designed for integrating with external systems, allowing efficient data cross-referencing and deduplication. Using a custom External ID field ensures that the migrated records maintain a unique identifier that matches the original source,

simplifying future synchronization and data management tasks. This setup is especially useful when dealing with large volumes of data, as in the case of Cloud Kicks, which has migrated 70 million records. This method is preferable over a standard External ID, as it offers flexibility in defining the exact field and data type to meet Cloud Kicks' specific requirements. References: Salesforce documentation on External ID fields and data management strategies supports the use of custom External ID fields for large-scale data integrations.

NEW QUESTION # 64

Universal Containers (UC) does business with a contact associated with a specific account with the contact role of executive. The contact is also on the board of a nonprofit that has requested a charitable donation from UC. UC wants to track the contact on both accounts.

What is the most efficient solution that the consultant should implement to meet the requirement?

- A. Create a new Contact record related to the nonprofit account.
- **B. Enable the Contact to Multiple Accounts feature.**
- C. Create a new lookup field on the Contact record.

Answer: B

Explanation:

The most efficient way to track a single contact across multiple accounts, such as an executive associated with both a business and a nonprofit, is by enabling the Contact to Multiple Accounts feature. This functionality allows a contact to have a primary relationship with one account while also maintaining indirect relationships with other accounts. For example, the contact could be directly related to their primary business account while also being connected to a nonprofit account as an indirect relationship. This avoids the need for duplicate records and ensures that interactions across all related accounts are tracked within a single contact record.

NEW QUESTION # 65

What should the consultant take into consideration when activating Orders?

- A. New Products can be added to active orders.
- **B. Orders can be activated only if they include a Product.**
- C. Products can be removed from active reduction orders.

Answer: B

Explanation:

In Salesforce Sales Cloud, an order can only be activated if it has at least one product associated with it. This requirement ensures that all active orders are tied to specific products, which is essential for order processing and fulfillment. Without products, the order would not have any items to fulfill, making it ineligible for activation. This rule helps enforce data integrity within the order management process.

For more details, refer to Salesforce's documentation on Activating Orders.

NEW QUESTION # 66

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

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 # 67

The Sales Cloud implementation at Cloud Kicks (CK) is now live.

End user training is complete. IT stakeholders have signed off on the technical aspects of the project. The CK admin continues to call the consultant with questions about the sales process.

What should the consultant do?

- A. Conduct a knowledge transfer with the admin.
- B. Recommend that the admin attend Salesforce instructor-led training.
- C. Suggest that CK purchase a support agreement.

Answer: A

Explanation:

Since the Cloud Kicks admin continues to reach out with questions about the sales process, the consultant should facilitate a knowledge transfer session.

Key Points:

* Knowledge Transfer Importance: A knowledge transfer ensures the admin understands the configurations, customizations, and rationale behind the implemented sales processes.

* Empowerment: By thoroughly educating the admin, they become more self-sufficient and capable of supporting end-users effectively.

* Tailored Learning: The session can address specific questions and scenarios relevant to CK, providing immediate value.

* Post-Implementation Support: Knowledge transfer is a critical component of a successful implementation, ensuring long-term sustainability.

Salesforce Sales Cloud References:

* Training and Adoption: Salesforce emphasizes the importance of training and knowledge sharing in its Adoption Best Practices.

* Administrator Resources: Salesforce Administrator Resources

Why Options A and B are Incorrect:

* Option A: Purchasing a support agreement may not provide the personalized assistance the admin needs and could incur unnecessary costs.

* Option B: While formal training is beneficial, it may not address immediate concerns and is less personalized than a knowledge transfer session.

Conducting a knowledge transfer with the admin addresses their questions directly and ensures they have the necessary understanding to manage the sales process effectively.

NEW QUESTION # 68

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