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Salesforce Certified Sales Cloud Consultant

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1. Cloud Kicks is migrating from its current CRM application to Salesforce in phases across various

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Salesforce CRT-251 certification is highly valued in the industry and can help boost a professional's career in the Salesforce ecosystem. It is a widely recognized certification that demonstrates a candidate's expertise in Sales Cloud implementation, design, and administration. Holding this certification can help professionals stand out in a competitive job market and increase their earning potential.

Salesforce CRT-251 exam is a certification test designed for sales professionals who specialize in the Sales Cloud. It is a highly sought-after certification that showcases an individual's expertise in implementing and managing the Sales Cloud within an organization. CRT-251 Exam covers a broad range of topics, from sales processes and forecasting to account and opportunity management. Candidates who pass the CRT-251 exam demonstrate their ability to design and implement complex sales solutions

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Salesforce is a well-known and widely used Customer Relationship Management (CRM) platform that offers various services and products to help businesses manage their sales, marketing, and customer support activities. Salesforce also offers several certifications for individuals who want to validate their expertise in different areas of the platform. One such certification is the Salesforce Certified Sales Cloud Consultant (CRT-251).

Salesforce Certified Sales Cloud Consultant Sample Questions (Q31-Q36):

NEW QUESTION # 31

Universal Containers continues to see substantial growth year-over-year. Outside sales reps think the* territories are too dense to cover adequately. Leadership has decided to modify the existing sales territories and hire additional staff to make the account allocations more manageable. So the states will change from one territory to two or more smaller territories. In these instances, accounts will need to be reassigned to new territories.

Sales operations wants to review the territory account assignments and verify the accuracy before the changes are reflected in Sales Cloud.

How should the consultant show sales operations what the data will look like after the change?

- A. Use Data Loader to export the accounts and make updates in Google Sheets.
- B. Use Tableau to geocode account addresses and display on a territory map.
- C. Install the Territory Management Reporting Pack from the AppExchange.
- D. Run the updated assignment rules in Planning State and view the accounts on the territory detail page.

Answer: A

NEW QUESTION # 32

Cloud Kicks wants to improve its return on investment (ROI) by creating intelligent processes built on trusted, targeted data. What is a justification for using AppExchange data services?

- A. To create customer segments with personas and scoring
- B. To activate customizable sales forecasting and lead scoring
- C. To use Salesforce Surveys to update customers' data

Answer: A

Explanation:

Using AppExchange data services can greatly enhance Cloud Kicks' ability to improve ROI through data-driven customer segmentation. These services offer advanced tools for building customer personas and applying scoring models, which enable targeted marketing and sales strategies. By leveraging enriched data from AppExchange, Cloud Kicks can gain deeper insights into customer behaviors and preferences, allowing for more personalized engagement and efficient resource allocation.

NEW QUESTION # 33

Universal Containers has implemented Salesforce for all of its sales reps. All sales reps are required to select the win or loss stage on every closed opportunity. Managers like to measure the win ratio for all of the sales reps.

How should a consultant meet the requirement?

- A. Ensure that all managers have access to the standard Win report.
- B. Create 3 custom formula field on Opportunity to capture the win ratio for opportunities.

- C. Build a custom report on Opportunity with custom summary formulas to show win ratio.

Answer: C

NEW QUESTION # 34

During end-to-end testing, the test users log issues stating that the solution is not working according to what they expected. The stakeholders have signed off on the solution.

What should a Consultant do to remedy this?

- A. Revise the solution to meet the needs of the test users and develop training materials for the full team.
- B. **Contact key stakeholders to determine if a change to the requirements is necessary.**
- C. Set up a meeting with test users and do a requirements workshop.
- D. Address these issues during the sign-off stage.

Answer: B

NEW QUESTION # 35

Cloud Kicks has configured Einstein Activity Capture (EAC) for email and is waiting to deploy it. In the meantime, a consultant is preparing training to help end users get up to speed on the product.

Which two points should the consultant include in the training information?

Choose 2 answers

- A. Users can choose to show emails added via EAC in the Related Lists activities view.
- B. **Users must connect an email account to Salesforce and agree to terms before they can send emails in Lightning.**
- C. Users can set their Excluded Addresses list which takes priority over the global Excluded Addresses list.
- D. Users can share individual emails or make them private.

Answer: A,B

Explanation:

Einstein Activity Capture (EAC) allows users to store emails and attachments in Salesforce and have them visible in the Activity Timeline and Related Lists. Users can choose to show emails added via EAC in the Related Lists activities view.

To use Einstein Activity Capture, users must connect their email accounts to Salesforce. They must also agree to the terms of the service provider before they can send emails in Lightning.

NEW QUESTION # 36

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