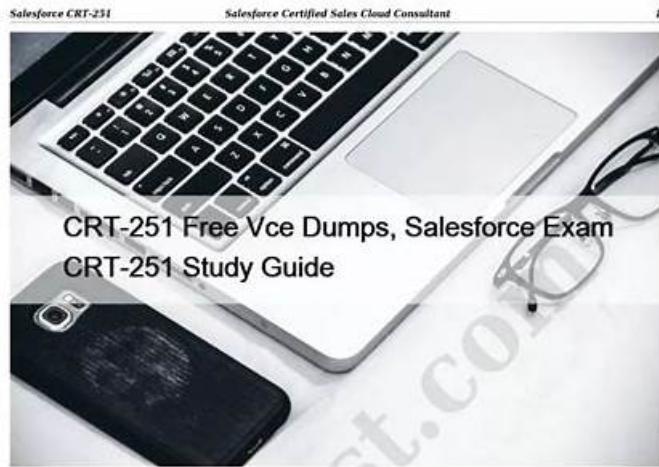


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## Salesforce Certified Sales Cloud Consultant Sample Questions (Q79-Q84):

### NEW QUESTION # 79

Cloud Kicks has purchased a list of prospects and wants sales reps to contact and measure the return on investment (ROI) of the purchased list.

Which solution should the consultant recommend?

- A. Import the prospects as Contacts and assign them to Accounts.
- B. Import the list as new Leads and map the Campaign during import.
- C. Import the list as new Leads and update the Lead Source to "Purchased Lead".

**Answer: B**

Explanation:

To measure the return on investment (ROI) of the purchased list of prospects, the consultant should recommend importing the list as new Leads and mapping the Campaign during import. By associating the leads with a specific campaign, Cloud Kicks can track the effectiveness of the purchased list and measure ROI through campaign reports. This approach allows sales reps to contact the leads and enables the organization to analyze the performance of the campaign linked to the purchased leads. Salesforce's campaign management and lead tracking features support detailed ROI analysis and reporting.

### NEW QUESTION # 80

The Sales Director at Cloud Kicks noticed that while Lead conversion rates were high, Opportunities were not moving through the sales cycle. many of the contacts that were converted had no phone, email, or background information captured. Which three solutions can be used to improve the quality of Leads being converted? Choose 3 answers

- A. Implement a trigger that warns the user of incomplete information during Lead conversion.
- B. Mandate that all Lead data must be reviewed prior to being created in Salesforce.
- C. Create a validation rule to check that necessary information is complete upon Lead conversion
- D. Review Lead conversion mapping to ensure necessary fields are mapped correctly.
- E. Update web-to-lead forms to require input fields be completed prior to submission.
- F. Schedule a report that notifies Lead owners daily of Leads with incomplete information.

**Answer: A,D,E**

### NEW QUESTION # 81

Cloud Kicks sales reps want to see all of their current opportunities, and the full details, with a minimal amount of navigation or clicks to cycle through them.

Which functionality should the consultant recommend?

- A. Create a 'My Opportunities' report and open each opportunity in a new browser tab.
- B. Create a 'My Team Opportunities' report and open each opportunity in a new browser tab.
- C. From the 'My Opportunities' list view, select the Split View option.
- D. Construct a new Sales Console app including opportunities.

**Answer: C**

Explanation:

Explanation

Selecting the Split View option from the 'My Opportunities' list view can help sales reps see all of their current opportunities and their full details with a minimal amount of navigation or clicks. The Split View option displays a collapsible panel on the left side of the screen that shows a list of records, such as opportunities, and a main panel on the right side that shows the details of a selected record. Sales reps can easily switch between different records by clicking on them in the left panel, without leaving or refreshing the page.

## NEW QUESTION # 82

The Cloud Kicks (CK) IT team wants to enable Person Accounts in its Salesforce org. Which three prerequisites must be met before the consultant can enable Person Accounts? Choose 3 answers

- A. The organization-wide default sharing is set so either Contact is Controlled by Parent or both Account and Contact are Private.
- B. User Profiles with Read access to Accounts must also have Read access to Contacts.
- C. The CK customer portal must be disabled to allow Person Account self-registration in the future.
- D. At least one Record Type should be created for Accounts.
- E. The organization-wide default for both Accounts and Contacts should be set to Public Read/Write.

**Answer: A,B,D**

Explanation:

These are the prerequisites for enabling Person Accounts in a Salesforce org, as stated in the documentation. Person Accounts are a special type of account that combines account and contact data into a single record. They are useful for B2C scenarios where individuals are customers rather than organizations.

## NEW QUESTION # 83

A consultant is beginning a new project with Cloud Kicks to implement collaborative forecasting. What should the consultant use to gather requirements using an Agile methodology?

- A. Linear process
- B. Forecast hierarchy
- C. User stories
- D. Quip spreadsheet

**Answer: B**

## NEW QUESTION # 84

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