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Salesforce CRT-251 Certification is highly valued in the industry, and it can open up new career opportunities for sales professionals. Certified Sales Cloud Consultants are in high demand, and they can work in various roles, including Sales Operations Manager, Sales Manager, Account Manager, Business Analyst, and Sales Consultant.

## Salesforce Certified Sales Cloud Consultant Sample Questions (Q88-Q93):

### NEW QUESTION # 88

Cloud Kicks (CK) has just completed its initial Sales Cloud implementation. The leadership team at CK wants to improve the rate of user adoption. What should the consultant recommend?

- A. Create a report to track the login rate over the last 7 days.
- B. Conduct a requirements workshop to gather user stories.
- C. Add an Approvals process to the Opportunity object to enforce data standards.
- D. Create a Slack channel to gather and discuss feedback from users.

**Answer: D**

**Explanation:**

Creating a Slack channel to gather and discuss feedback from users is a good way to improve the rate of user adoption after a Sales

Cloud implementation. A Slack channel can provide a platform for users to share their opinions, suggestions, questions, and issues about the new solution. It can also help the consultant and the leadership team to monitor user sentiment, address user concerns, and provide support and guidance. Verified References:

\* <https://developer.salesforce.com/resources2/certification-site/files/SGCertifiedSalesCloudConsultant.pdf> (page 20)

\* [https://trailhead.salesforce.com/en/content/learn/modules/sales\\_admin\\_user\\_adoption/sales\\_admin\\_user\\_adoption\\_feedback](https://trailhead.salesforce.com/en/content/learn/modules/sales_admin_user_adoption/sales_admin_user_adoption_feedback)

#### NEW QUESTION # 89

Cloud Kicks (CK) has an external enterprise resource planning (ERP) system that stores product order information. CK wants to view those orders as a related list on the Account record in real time.

Which best practice should the consultant recommend?

- A. Create a Lightning component, Get the real-time product order Information from the ERP system using a REST integration. Add the component to the account page.
- B. Create a custom product order information object. Run a nightly batch job to get details from the ERP system. Add the custom object as a related list on the Account.
- C. Implement Salesforce Connect and an external object to get real-time product order information. Add the external object as a related list on the Account.

**Answer: C**

Explanation:

Salesforce Connect allows for real-time integration with external systems by creating external objects that act as virtual representations of external data within Salesforce. This is ideal for situations where data must be accessed in real-time, as with Cloud Kicks' ERP system and product order information. By using Salesforce Connect, CK can display external data directly in Salesforce as a related list on the Account without the need for nightly batch jobs or custom components.

Creating a Lightning component for REST integration or using a custom object with a batch job are alternatives but do not offer the same seamless, real-time access that Salesforce Connect provides.

Salesforce Documentation Reference:

Salesforce Connect Overview

Using External Objects in Salesforce

#### NEW QUESTION # 90

Cloud Kicks maintains two lines of business: individual sales and franchise sales. the sales cycle for franchise sales is more complex and involves more stages than the individual sales cycle. Which three action should the Consultant recommend to create a solution? Choose 3 answers

- A. Configure different sales process to each page layout.
- B. Configure different sales process for each line business.
- C. Configure different record types.
- D. Assign different sales processes to each page layout.
- E. Assign different page layout to each record type.

**Answer: B,C,E**

#### NEW QUESTION # 91

The admin at Universal Containers has been getting complaints from sales reps about duplicate leads within Sales Cloud. The admin has already set up a Matching Rule for Leads.

What should the consultant recommend to resolve the issue?

- A. Confirm the standard Lead Matching Rule is deactivated.
- B. Change the criteria for the standard Lead Matching Rule.
- C. Confirm the custom Lead Matching Rule is activated.

**Answer: C**

Explanation:

When dealing with duplicate leads, even if a standard Matching Rule is in place, it may not be sufficient if specific custom criteria are needed for identifying duplicates. In Salesforce, it's possible to create custom Matching Rules that use criteria tailored to the business's unique data requirements. Activating a custom Lead Matching Rule ensures that leads are matched based on those specific attributes, which can be more effective at identifying duplicates than the standard rule alone. The consultant should verify that the custom rule is active so it can be used to enforce lead uniqueness.

For details on Matching Rules, see Salesforce's documentation on Setting Up Matching Rules.

### NEW QUESTION # 92

The Cloud Kicks (CK) sales team works with two different types of leads: distributors and retailers. CK's management wants the sales team to follow two different lead qualification processes before converting the Lead into an opportunity.

Which three actions should a consultant recommend to meet this requirement?

Choose 3 answers

- A. Create Status picklist values specific to each lead type.
- B. Add leads to different campaigns based on lead type.
- C. Create a new profile and only assign one lead record type to it.
- D. Create retailer and distributor lead processes.
- E. Create distributor and retailer lead record types.

Answer: A,D,E

### NEW QUESTION # 93

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