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Salesforce Certified Sales Cloud Consultant Sample Questions (Q151-Q156):

NEW QUESTION # 151
Cloud Kicks (CK) has recently lost several large deals to a competitor. CK management wants to start tracking the reasons why opportunities are being lost.
What is the most efficient way for a consultant to meet this requirement?

- A. Create a new custom object and automation to track competitors.
- B. Create a new custom field on the Opportunity object.

- C. Create a Competitors channel in Slack to share insights and stories.

Answer: B

Explanation:
To track the reasons why opportunities are lost, creating a new custom field on the Opportunity object is the most efficient solution. Here's why:
* Simplicity and Efficiency: A custom field allows users to select predefined reasons for lost opportunities directly on the Opportunity record, providing a streamlined method for data entry and reporting.
* Data Collection and Reporting: With a dedicated field, CK can easily gather consistent data on lost reasons and generate reports to identify trends. This helps management understand why deals are lost and adjust strategies accordingly.
* Salesforce Best Practices: Salesforce encourages the use of custom fields to track critical sales data points, making it easy to capture and analyze specific metrics related to opportunity outcomes.
* References: Salesforce's documentation on Opportunity Management discusses using custom fields for enhanced tracking and data collection on opportunities.
In summary, creating a new custom field on the Opportunity object (Option C) provides a straightforward and effective way for Cloud Kicks to track reasons for lost opportunities.

NEW QUESTION # 152
Universal Containers continues to see substantial growth year-over-year. Outside sales reps think their 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. Some 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. Develop reports and dashboards that compare the existing and new territories.
- B. Run the updated assignment rules in the Planning State and view the accounts on the territory detail page.
- C. Install the Territory Health Assessment app from AppExchange.

Answer: B

Explanation:
In Salesforce Territory Management, the Planning State allows users to view and modify territory structures and assignment rules before implementing changes. By running the updated assignment rules in this state, Sales Operations can preview how accounts will be allocated within new territory structures. This Planning State feature is specifically designed to enable users to assess the impact of changes on account assignments, ensuring accuracy before activating the changes.
Utilizing the Planning State is a best practice because it provides a detailed preview of account distributions, helping Sales Operations make informed decisions and validate territory assignments. Once satisfied, the model can then be published to reflect these changes in the active territory model without directly affecting the live data until ready. This approach provides a controlled environment to validate changes and ensures smooth transitions for complex territory adjustments

NEW QUESTION # 153
A consultant is initiating a Sales Cloud project for Cloud Kicks.
Which essential action should the consultant prioritize to ensure successful implementation and adoption?

- A. Set project milestones and establish key performance indicators (KPIs).
- B. Develop Quality Assurance (QA) testing scripts.
- C. Design end user training plan.

Answer: A

Explanation:
For successful Sales Cloud implementation and adoption, establishing clear project milestones and defining KPIs is crucial. These elements provide a structured framework for measuring progress and ensuring that the project aligns with business objectives. By setting measurable KPIs, the consultant can track essential metrics like user adoption rates, data quality, and process efficiency, which are critical for gauging success and making data-driven adjustments as needed. This approach ensures that the implementation stays on track and that any issues can be addressed proactively

NEW QUESTION # 154

Cloud Kicks noticed its data quality has degraded since its initial Sales Cloud implementation and is working with a consultant to develop a data management plan. The consultant suggested some best practices for creating, processing, and maintaining data. Which functional area can be improved by using third-party data enrichment tools?

- A. Owning roles and records
- B. Enforcing validation rules
- C. Monitoring changes and updates

Answer: C

Explanation:

To address data quality concerns, third-party data enrichment tools are particularly effective for improving the functional area of monitoring changes and updates. These tools can continuously validate, update, and enhance data, which is essential for maintaining data quality over time. Here's how they fit into Cloud Kicks' data management plan:
* Data Enrichment: Third-party tools can enhance Salesforce data by verifying and appending missing information, identifying inaccuracies, and ensuring data is up-to-date. This is especially useful for maintaining contact and account records in dynamic environments where data changes frequently.
* Monitoring and Automation: Many data enrichment tools provide features that automatically monitor data changes and updates. They can flag inconsistencies, correct outdated information, and maintain a high level of data accuracy and completeness, addressing one of the critical areas of data quality degradation.
* Salesforce Best Practices: Salesforce recommends using data enrichment tools as part of a comprehensive data management strategy. These tools help monitor and enhance data quality by integrating external sources, which ensures Salesforce data remains current and reliable.
* References: Salesforce provides guidance on data management best practices, which includes using third-party tools for data enrichment and monitoring. These are highlighted in resources such as Salesforce's Trailhead modules on Data Quality and Data Management, as well as in Salesforce documentation.
In summary, third-party data enrichment tools are ideal for monitoring changes and updates (Option A) in Salesforce, helping Cloud Kicks maintain accurate and high-quality data throughout the Sales Cloud implementation.

NEW QUESTION # 155

The VP of sales at Cloud Kicks wants to provide options to sales reps for changing account or contract details for a created order. Which condition should the consultant consider to meet this requirement?

- A. The order must be associated with an active contract.
- B. The currency associated with the order can be different from the contract.
- C. The order associated with the account is in draft status.

Answer: C

Explanation:

In Salesforce, orders must be in "Draft" status to allow any changes to account or contract details. Once an order is activated, editing options for associated account or contract information become restricted. If the order is still in draft status, sales reps have the flexibility to update these details as needed.
An active contract or different currency on an order does not inherently restrict the ability to edit account or contract details as long as the order is in draft status. Once the order is activated, however, modifications to account and contract information are limited.
Salesforce Documentation References:
* Manage Orders and Order Statuses
* Order Management Guidelines

NEW QUESTION # 156

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