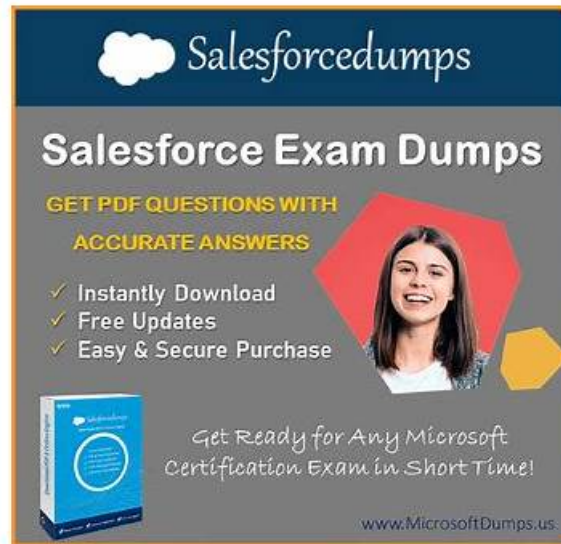


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Salesforce Certified Sales Cloud Consultant Sample Questions (Q33-Q38):

NEW QUESTION # 33

Cloud Kicks (CK) has implemented different sales stages across its varied product lines. CK wants to deploy Collaborative Forecasts to all sales users.

What should a consultant consider when rolling out forecast?

- A. Single Category or Cumulative Forecast Rollup should be defined.
- B. Opportunity Splits must be enabled at the same time.
- C. Multiple Forecast Types must be created and activated.

Answer: A

Explanation:

When deploying Collaborative Forecasts with varied sales stages across product lines, creating and activating multiple Forecast Types is essential. Here's why:

- * Multiple Forecast Types for Different Product Lines: With different sales stages across product lines, each product line may require a unique forecast type to reflect its distinct stages. Salesforce allows the creation of multiple forecast types, which can be configured to cater to specific sales processes.
- * Accurate Forecasting: By setting up multiple forecast types, Cloud Kicks can ensure that forecasts align with the unique sales processes for each product line, enabling accurate and actionable forecasting.
- * Salesforce Best Practices: Salesforce recommends defining multiple forecast types when organizations have varied sales stages, as this allows for customized forecast management that aligns with business requirements.
- * References: Salesforce's documentation on Collaborative Forecasts outlines the process of configuring multiple forecast types and how to manage them.

In summary, creating and activating multiple Forecast Types (Option B) is necessary to accurately roll out forecasts across varied product lines at Cloud Kicks.

NEW QUESTION # 34

During a discovery session at Cloud Kicks, a major topic is highlighted that is outside the current statement of work (SOW). The addition to the project scope is necessary but will be difficult to implement.

How should the consultant proceed?

- A. Create a change request for the new items.
- B. Revise the timeline to accommodate the new Items.
- C. Conduct another discovery session to define the new items.

Answer: A

Explanation:

When a new requirement arises outside the original scope of the project, the best practice is to initiate a change request. This formal process evaluates the new requirement's impact on the project's scope, timeline, and budget. Creating a change request allows all stakeholders to review and agree on the scope expansion before implementation, ensuring transparency and proper resource allocation for the added items.

For guidance on managing project scope changes, refer to: Salesforce Change Management Best Practices.

NEW QUESTION # 35

Cloud Kicks' (CK) global sales operations team has to export reports from Salesforce and manipulate them in Excel to convert regional deals to the correct currency conversion. CK wants to generate accurate reporting directly in Sales Cloud.

After enabling Advanced Currency Management, what should the consultant do next?

- A. Adjust currency conversion dynamically based on date range.
- B. Show deal values in a user's default currency.
- C. Update currency values manually on a weekly basis.

Answer: A

Explanation:

Enabling Advanced Currency Management in Salesforce allows Cloud Kicks to manage dated exchange rates, which are essential for accurate reporting on global sales in multiple currencies. This feature enables dynamic adjustment of currency conversions based on the date of the transaction, providing more precise financial reporting that reflects currency fluctuations over time.

- * Using Advanced Currency Management: This feature enables Salesforce to apply the correct exchange rate based on the close date of an opportunity, ensuring that financial reports in Salesforce accurately reflect historical and current exchange rates.
- * Accuracy in Global Reporting: With dynamic currency conversion adjustments, CK can eliminate the need to manually convert currencies, enhancing both the efficiency and accuracy of reporting.

Option A (manual updates) would be inefficient and error-prone, and Option B (showing in user's default currency) does not

address currency conversion for reporting purposes. More information on setting up currency management can be found in Salesforce Advanced Currency Management documentation.

NEW QUESTION # 36

Cloud Kicks uses an external Enterprise Resource Planning (ERP) application to process its orders. The ERP application needs to receive data about opportunities when the opportunity closes.

Which solution should the consultant recommend?

- A. Salesforce Connect
- B. External Relationship with custom object
- C. Outbound Message with record-triggered flow

Answer: C

Explanation:

To integrate Salesforce with an external ERP application for sending opportunity data when it closes, an Outbound Message triggered by a flow is an efficient solution. This approach allows Salesforce to automatically send data to the ERP system when certain criteria are met, such as when an Opportunity reaches a "Closed-Won" stage. Using an Outbound Message provides a secure and real-time way to push data out of Salesforce to external systems, minimizing the need for manual data entry and reducing latency. Salesforce Connect is useful for real-time integration with external databases for read/write operations but is more suited for ongoing data synchronization rather than event-driven updates

NEW QUESTION # 37

A consultant received feedback that various sales teams are providing inconsistent updates to leadership about the progress of deals. What should the consultant recommend for aligning processes and providing more reliable information about the pipeline to leadership?

- A. Create a Sales Engagement report.
- B. Customize Sales Path.
- C. Enable Sales Forecasting.

Answer: C

Explanation:

Sales Forecasting in Salesforce is designed to provide sales teams and leadership with a clear, consistent, and reliable view of the sales pipeline. By enabling Sales Forecasting, organizations can align their sales processes, ensuring that sales reps follow a standard methodology for updating deal progress. This helps in generating accurate forecasts based on the data entered by the sales team. Sales Forecasting also offers detailed insights into expected revenue, deal stages, and close dates, which are crucial for leadership to assess pipeline health and make informed decisions. It allows sales managers to regularly review and adjust forecasts based on real-time data, ensuring that leadership has up-to-date and consistent information about the sales pipeline.

For more on setting up and managing Sales Forecasting, refer to the Salesforce documentation: Salesforce Forecasting Overview.

NEW QUESTION # 38

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