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Salesforce Admin-201 Exam Official Practice Questions

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1. 1. What should a system administrator use to disable access to a custom application for a group of users?

- A. Profiles
- B. Sharing rules
- C. Web tabs
- D. Page layouts: A. Profiles

2. 2. Universal Containers needs to track the manufacturer and model for specific car companies. How can the system administrator ensure that the manufacturer selected influences the values available for the model?

- A. Create the manufacturer field as a dependent picklist and the model as a controlling picklist.
- B. Create a lookup field from the manufacturer object to the model object.
- C. Create the manufacturer field as a controlling picklist and the model as a dependent picklist.
- D. Create a multi-select picklist field that includes both manufacturers and models.: C. Create the manufacturer field as a controlling picklist and the model as a dependent picklist.

3. 3. Sales representatives at Universal Containers need assistance from product managers when selling certain products. Product managers do not have access to opportunities, but need to gain access when they are assisting with a specific deal. How can a system administrator accomplish this?

- A. Notify the product manager using opportunity update reminders.
- B. Enable opportunity teams and allow users to add the product manager.
- C. Use similar opportunities to show opportunities related to the product manager.
- D. Enable account teams and allow users to add the product manager.: B. Enable opportunity teams and allow users to add the product manager.

4. 4. What should a system administrator consider before importing a set of records into Salesforce? (There are two correct answers.)

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

NEW QUESTION # 33

Some of the large accounts at Northern Trail Outfitters have many contacts. Sales reps want to see how these contacts relate to each other and understand the reporting structure.

Which feature should the consultant recommend to meet this requirement?

- A. Contacts to Multiple Accounts
- **B. Contact Hierarchy**
- C. Contact Roles

Answer: B

Explanation:

The Contact Hierarchy feature in Salesforce Sales Cloud allows users to view and understand the relationships and reporting structures among contacts within the same account. This feature provides a visual representation of the hierarchy, enabling sales reps to quickly see how contacts are connected and who reports to whom within large accounts. This is particularly useful for large organizations where multiple contacts need to be managed, as it provides insight into key decision-makers and influencers in the account structure.

For more information, refer to the Salesforce documentation on Contact Hierarchy.

NEW QUESTION # 34

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

Answer: A

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 # 35

Cloud Kicks has 300,000 account records and 16 million invoices in a custom object with a master-detail relationship to the Account. End users have stated that each account record takes a long time to display.

What should the consultant do to reduce the amount of time it takes to load pages and increase adoption?

- A. Convert the Invoice master-detail into a lookup relationship and tell the users it is a required field.
- B. Enable indexing on all visible fields on the Invoice related list and create a training plan for the users.
- **C. Move the invoice related list to a separate tab on the record page and communicate the change to users.**

Answer: C

Explanation:

With Cloud Kicks having a large number of Account records and a substantial volume of Invoice records linked via a master-detail relationship, page load performance can be affected when a large related list is displayed. Moving the Invoice related list to a separate tab on the Account record page can help alleviate this issue by reducing the initial data load required when viewing the Account record.

* **Optimizing Page Layouts for Performance:** By placing the related list on a separate tab, Salesforce loads the tab's contents only when accessed, rather than at the initial page load. This can significantly improve page performance, especially with large data volumes.

* **User Experience and Adoption:** Communicating this change ensures that users understand where to find the Invoice information while benefiting from faster page load times.

Option A (converting to a lookup relationship) could alter the data model and existing functionality, and Option C (indexing) may not address initial page load performance directly. Salesforce recommends using custom page layouts and tabs to manage large related lists as part of performance optimization best practices, detailed in Salesforce Large Data Volume Considerations.

NEW QUESTION # 36

Cloud Kicks wants to enable Person Accounts.

What does the consultant need to do before enabling Person Accounts?

- **A. Create at least one Account record type.**
- B. Disable access to Experience Cloud sites during the cutover.
- C. Set default sharing of Account to Public Read/Write.

Answer: A

Explanation:

Before enabling Person Accounts, Salesforce requires that at least one Account Record Type is created. This is because Person Accounts function as a hybrid of both Account and Contact objects, with specific configurations required to distinguish between business and person accounts. Without setting up a record type, Person Accounts cannot be enabled.

Salesforce documentation states that enabling Person Accounts will impact data models and certain configurations within the system. Therefore, it's crucial to review these prerequisites carefully. Disabling access to Experience Cloud sites and modifying account sharing settings are not prerequisites specifically tied to enabling Person Accounts.

Salesforce Documentation References:

- * Enable Person Accounts
- * Person Accounts Overview

NEW QUESTION # 37

Cloud Kicks is in the process of implementing Sales Cloud for its sales teams. Senior management has concerns about adoption.

What should a consultant recommend to encourage adoption?

- A. Re-define the sales process.
- B. Run training in a sandbox environment.
- **C. Establish goals and key metrics.**

Answer: C

Explanation:

When implementing Sales Cloud, ensuring adoption is crucial for maximizing its effectiveness and the return on investment.

Establishing clear goals and key metrics is one of the most effective strategies to encourage user adoption.

Goals and key metrics provide measurable outcomes that can motivate the sales team by showing them how their activities align with organizational objectives. They also help track adoption progress, enabling management to make data-driven adjustments and identify areas needing further support. Salesforce recommends setting specific adoption goals and key performance indicators (KPIs) to measure success. This aligns with best practices for encouraging user adoption and ensures that the sales team understands how their efforts contribute to achieving broader company goals.

For more details, Salesforce's official resources on user adoption strategies emphasize the importance of establishing goals and tracking KPIs as a foundational step to encourage adoption. The Sales Cloud Implementation Guide also provides detailed insights into how these strategies support sustained user engagement and productivity.

NEW QUESTION # 38

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