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Salesforce Certified Sales Cloud Consultant Sample Questions (Q169-Q174):

NEW QUESTION # 169

Cloud Kicks has a Public Read Only Opportunity sharing model. A sales rep noticed they can edit some opportunities associated with accounts they own, but are unable to edit other opportunities associated with accounts they own.

Which reason explains the sales rep's experience?

- A. Some opportunities associated with these accounts are owned by other users.
- B. Sharing rules for Opportunities are set to a public group for managers.
- C. The user is a member of an Account Team with Read/Write access on Opportunities.

Answer: C

Explanation:

Cloud Kicks has a Public Read Only sharing model for Opportunities. A sales rep can edit some opportunities associated with accounts they own but cannot edit others.

* Account Teams:

* Definition: Account Teams allow multiple users to have access to an account and its related records, such as opportunities, cases, and contacts.

* Access Levels: Team members can have varying levels of access (Read Only, Read/Write) to the account and related records.

* Scenario Analysis:

* Editable Opportunities: The sales rep can edit opportunities where they are a member of the Account Team with Read/Write access on Opportunities.

* Non-Editable Opportunities: For opportunities where they are not on the Account Team or have Read Only access, they cannot edit those opportunities, even if they own the account.

Why Other Options Are Less Suitable:

* Option A: Ownership of the account does not grant edit access to all related opportunities if the opportunities are owned by other users and sharing settings are restrictive.

* Option B: Sharing rules for managers would not directly impact a sales rep's ability to edit opportunities unless they are part of that public group, which isn't indicated in the scenario.

Salesforce Sales Cloud References:

* Account Teams Overview: Salesforce Help - Account Teams

* Setting Up Account Teams: Salesforce Help - Set Up Account Teams

* Opportunity Access via Account Teams: Salesforce Help - Grant Access Using Account Teams By being a member of an Account Team with Read/Write access on Opportunities, the sales rep gains the ability to edit certain opportunities associated with accounts they own.

NEW QUESTION # 170

Each product engineer at Cloud Kicks supports a specific product line. There are five product lines. While sales reps sell all of the company's product lines, sales management wants the appropriate product engineer to be able to automatically view any new Opportunity for their particular product line with Read-Only rights.

What should the consultant do to meet the requirement?

- A. Enable Default Opportunity Teams for the Opportunity.
- B. Enable Default Account Teams for each product line.
- C. Create criteria-based opportunity sharing rules for each product line.

Answer: C

Explanation:

Criteria-based sharing rules allow for automatic sharing of records based on specific criteria, such as product line in this case. By setting up opportunity sharing rules based on the product line, each product engineer can be granted Read-Only access to opportunities that match their assigned product line, ensuring they have visibility into relevant opportunities without manual updates or intervention.

Default Account Teams and Default Opportunity Teams are used to automatically assign predefined teams to records but do not inherently allow for automated sharing based on specific criteria like product lines. These options would also require manual updates to ensure that the correct engineers are assigned, which is less efficient than using criteria-based sharing.

Salesforce Documentation References:

* Set Up Opportunity Sharing Rules

* Opportunity Sharing and Criteria-Based Sharing Rules

NEW QUESTION # 171

Sometimes, Universal Containers sales reps need to create contacts without accounts based on business processes.

What should the consultant take into consideration?

- A. Contacts are private and shared through sharing rules.
- B. Contacts are private and shared through the role hierarchy.
- C. Contacts are private and only the owner and admin can view them.

Answer: C

Explanation:

In Salesforce, when contacts are created without being associated with an account, they are referred to as

"Private Contacts." Private Contacts are visible only to the record owner and system administrators, and they do not inherit sharing settings from accounts because they aren't linked to any. Since these contacts are not associated with accounts, they remain isolated from standard sharing rules or role hierarchies, emphasizing that only the owner and admin can view them.

For further details, see: Salesforce Private Contacts.

NEW QUESTION # 172

Cloud Kicks (CK) recently completed the first phase of its Sales Cloud implementation. In the next phase, one factor that consultants are considering is whether any of CK's 500 sales agents are using a mobile device or a browser to access Salesforce. What should the consultants do to efficiently analyze how users are logging in to Salesforce?

- A. Review the login history on the user record.
- B. Create a custom report on the User object.
- **C. Create a User report and filter by Login Subtype.**

Answer: C

Explanation:

To efficiently analyze login patterns of Cloud Kicks' sales agents, consultants can create a User report and filter by Login Subtype. This filter provides details on the specific method of login, such as mobile or browser, enabling a quick and precise understanding of how agents are accessing Salesforce. This approach allows for easy tracking and analysis without the need to review individual user records manually, streamlining the assessment of login behaviors across a large user base like CK's 500 sales agents.

NEW QUESTION # 173

Predefined groups of sales reps work collaboratively on Accounts in the Cloud Kicks (CK) sales model. Each group is also responsible for specific accounts. CK has organization-wide default access set to Public Read /Write for Accounts. CK discovered this caused issues with data quality where reps edited accounts outside their scope of responsibility. CK wants to allow reps to view any account, but restrict editing to only reps who are responsible for those specific accounts.

Which step should a consultant recommend to allow reps to continue to collaborate while eliminating incorrect edits?

- **A. Create an Account sharing rule to grant Read/Write access to all accounts.**
- B. Change Account organization-wide defaults to Private.
- C. Change Account organization-wide defaults to Public/Read-Only.

Answer: A

Explanation:

To restrict edits to only those responsible for specific Accounts while still allowing visibility to all, changing the organization-wide defaults to Public Read-Only is recommended. This setting enables all users to view Accounts but restricts editing capabilities. Subsequently, CK can grant additional Read/Write access to specific groups or users through Account Teams or sharing rules based on responsibility.

Salesforce best practices suggest adjusting organization-wide defaults to align with the least privilege principle, which enhances data integrity by limiting access to only what is necessary.

NEW QUESTION # 174

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