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## Salesforce CRT-251 Practice Questions

### Salesforce Certified Sales Cloud Consultant

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1. Cloud Kicks is migrating from its current CRM application to Salesforce in phases across various

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Salesforce CRT-251 exam is designed for individuals who want to prove their expertise in Sales Cloud implementation and solution design. Salesforce Certified Sales Cloud Consultant certification is intended for those who have experience working with the Salesforce platform and want to demonstrate their advanced knowledge of Sales Cloud. Passing the CRT-251 Exam leads to the Salesforce Certified Sales Cloud Consultant accreditation.

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## Salesforce Certified Sales Cloud Consultant Sample Questions (Q144-Q149):

### NEW QUESTION # 144

Northern Trail Outfitters (NTO) wants to start tracking orders accounts in Sales Cloud. NTO has hired a consultant to complete the project.

What should the consultant take into account when implementing sales orders?

- A. Contract Number is a required field on the Order page layout.
- B. Orders can be activated for active and inactive contracts.
- C. Order line items can be added or removed after an order is activated.

**Answer: A**

Explanation:

Northern Trail Outfitters (NTO) wants to start tracking orders in Sales Cloud and has hired a consultant for implementation.

Orders and Contracts Relationship:

Order Management: In Salesforce, orders are typically associated with contracts to represent agreed-upon terms between the company and the customer.

Required Fields: The Contract Number field becomes required on the Order page layout when certain conditions are met, such as when the order is related to a contract.

Implementation Considerations:

Ensure Data Integrity: Having the Contract Number as a required field helps maintain accurate records linking orders to their respective contracts.

Page Layout Configuration: The consultant must ensure that the Order page layout includes all necessary fields and that required fields are appropriately configured.

Why This Matters:

Legal and Compliance: Associating orders with contracts ensures that all orders are backed by legal agreements.

Process Alignment: Aligns the order tracking process with NTO's business practices and Salesforce's data model.

Why Other Options Are Less Accurate:

Option B: Once an order is activated, order line items cannot be added or removed. This is to maintain the integrity of the order.

Option C: Orders can only be activated if the associated contract is active. Orders cannot be activated for inactive contracts.

Salesforce Sales Cloud Reference:

Orders Overview: Salesforce Help - Orders

Activating Orders: Salesforce Help - Activate Orders

Required Fields on Orders: Documentation specifies that certain fields, like Contract Number, may be required depending on configuration.

By acknowledging that Contract Number is a required field on the Order page layout, the consultant ensures that NTO's implementation of sales orders aligns with Salesforce best practices and data requirements.

### NEW QUESTION # 145

When an Opportunity Stage is marked as Closed Won, Cloud Kicks wants an email to be sent to a team of Executives. This email should include details about the Opportunity along with the related Opportunity Products and Account. Which solution should the Consultant recommend to active this requirement?

- A. Use Process Builder and HTML Email Templates
- B. Develop an Inbound Email Service
- C. Use Workflow rules and HTML Email Templates
- D. Develop a custom Apex Trigger that uses custom email messaging

**Answer: D**

### NEW QUESTION # 146

Universal Containers wants to implement a sales methodology that focuses on identifying customer's challenges and addressing them with its offerings. Which sales methodology is described above?

- A. **Solution selling**
- B. Relationship selling
- C. Direct selling
- D. Target account selling

**Answer: A**

### NEW QUESTION # 147

Cloud Kicks has enabled multi-Currency in its organization. All the rates are set. What will happen if the exchange rates are adjusted?

- A. Opportunities created this month will use the new conversion rate and old opportunities will remain the same.
- **B. New opportunities will use the new conversion rate and old opportunities will remain the same.**
- C. All newly closed opportunities will use the new conversion rate.
- D. All opportunities with conversion rates will use the new rate.

**Answer: B**

Explanation:

When you adjust the exchange rates in a multi-currency org, the new rates only apply to new opportunities that are created or updated after the change. The old opportunities will retain the conversion rate that was in effect when they were last modified. This can help you preserve historical data and avoid recalculating closed opportunities. Verified References:

\* <https://developer.salesforce.com/resources2/certification-site/files/SGCertifiedSalesCloudConsultant.pdf> (page 14)

\* [https://help.salesforce.com/s/articleView?id=sf.admin\\_currency.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.admin_currency.htm&type=5)

### NEW QUESTION # 148

Cloud Kicks has just deployed an of its configurations. The admin wants to build a separate process but uses most of the objects that were deployed.

What is the best practice a consultant should recommend to the admin?

- A. Build in a test release environment and test changes in a test release environment.
- **B. Build in a Developer Sandbox and test changes in a test release environment.**
- C. Build in a Developer Sandbox and test changes in Production.
- D. Build in a test release environment and test changes in Production.

**Answer: B**

Explanation:

Building in a Developer Sandbox and testing changes in a test release environment is the best practice for creating a new process that uses most of the objects that were deployed. A Developer Sandbox is a type of sandbox that provides an isolated copy of the production environment for development purposes.

A test release environment is another type of sandbox that provides an isolated copy of the production environment for testing purposes before deploying changes to production.

By building in a Developer Sandbox, the admin can create and modify configurations without affecting the production environment or other sandboxes. By testing changes in a test release environment, the admin can validate and verify the functionality and performance of the new process before deploying it to production.

### NEW QUESTION # 149

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