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Salesforce Certified Sales Cloud Consultant Sample Questions (Q11-Q16):

NEW QUESTION # 11

Cloud Kicks is now live and training is complete, but the system administrator keeps calling with questions about the process. Which strategy should the Consultant use?

- A. Have the admin review the solution design.
- B. Direct the admin to ask Salesforce
- C. Test the process to make sure it still works.
- D. Conduct a Knowledge Transfer with the admin.

Answer: D

NEW QUESTION # 12

After completing a successful Sales Cloud rollout to a new business unit at Universal Containers, sales forecasting within Salesforce is inaccurate. Upon closer inspection, some opportunities appear in the incorrect forecast category. How should a consultant troubleshoot this issue efficiently?

- A. Write a conditional validation rule on the Forecast Category field.
- B. Create a report to determine the number of opportunities in each forecast category.
- C. Make the Forecast Category a required field on relevant Opportunity page layouts.
- D. Verify the Stage to Forecast Category Mappings on the Opportunity object

Answer: D

NEW QUESTION # 13

Cloud Kicks has decided to implement Sales Cloud Einstein. After setting up Sales Cloud Einstein, a consultant finds some of the features are not enabled.

What are two steps the consultant can take to troubleshoot the issue?

Choose 2 answers

- A. Verify Integration User Profile Details
- B. Check Sales Cloud Einstein permission set assignments.
- C. Reconfigure the Einstein Lead Scoring app.
- D. Validate the Connected App Details.

Answer: A,D

NEW QUESTION # 14

Universal Containers has a large sales department that is dispersed worldwide. Sales managers want greater visibility into the opportunities in progress with their respective teams and want to receive email notifications when opportunities reach key metrics (e.g. progress to a certain stage or reach a specific probability). However, individuals want to control the frequency of their email notifications. Which two solutions should a consultant recommend? (Choose two.)

- A. Configure Chatter Feed Tracking to provide updates for the key metrics the sales managers are looking for.
- B. Create a report filtering for the desired criteria and individuals subscribe to the report.
- C. Configure the individual Salesforce for Outlook email settings to control notification frequency.
- D. Define a workflow rule and email task that is triggered when key fields are updated to new values.

Answer: A,B

NEW QUESTION # 15

Cloud Kicks (CK) is starting to plan its first Salesforce Release. CK would like to put together a comprehensive preview of the release to communicate the upcoming changes and new features to the leadership team, stakeholders, and end users. CK has asked a consultant for guidance.

Which option should the consultant recommend?

- A. Release in a Box
- B. Release Notes
- C. Release Matrix

Answer: B

Explanation:

"Release in a Box" is a comprehensive communication tool provided by Salesforce to help organizations prepare for upcoming releases. It includes presentations, feature summaries, and other resources to effectively communicate changes and new features to leadership teams, stakeholders, and end users. This option provides a structured approach to preview and plan for new releases, ensuring that all parties are well-informed and prepared.

References:

- * Release in a Box
- * Preparing for Salesforce Releases

NEW QUESTION # 16

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