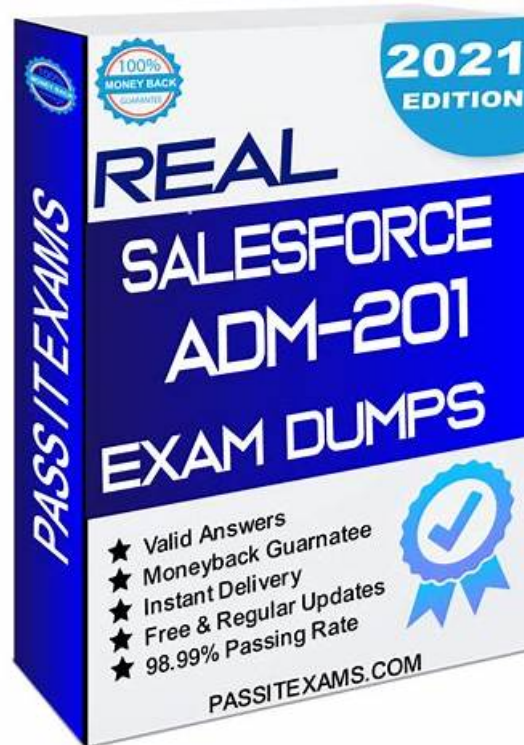


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## Salesforce Certified Sales Cloud Consultant Sample Questions (Q191-Q196):

NEW QUESTION # 191

Sales managers at Cloud Kicks need to visualize all open opportunities within a 10-mile radius based on the location of the related account.

Which solution should a consultant recommend?

- **A. Leverage Salesforce Maps to show open opportunities on a Data Layer.**
- B. Enable Location Services and add the Account Address field to the Opportunity page layout.
- C. Create a dashboard that uses a report grouping opportunities by account location.

**Answer: A**

Explanation:

Salesforce Maps is a powerful tool that allows users to visualize data geographically, which is particularly useful for field sales teams. By leveraging Salesforce Maps, Cloud Kicks can utilize the Data Layer feature to display all open opportunities within a specified radius based on the account's location.

The Data Layer functionality in Salesforce Maps enables users to plot data points, such as account addresses, and apply filters to show specific records (in this case, open opportunities). This approach provides a visual and interactive map view of opportunities within a set radius, which is ideal for sales managers who need to manage and plan field operations efficiently.

In this scenario, using Salesforce Maps offers a more comprehensive and visually engaging solution compared to other options, as it supports real-time location-based insights that are crucial for decision-making in territory management. For more information on Salesforce Maps and Data Layers, you can refer to the Salesforce documentation here: [Salesforce Maps Overview](#).

#### NEW QUESTION # 192

Cloud Kicks recently purchased Salesforce, and the leadership team is excited about being able to forecast more accurately. Sales managers say that making updates to forecasted amounts during the pipeline meetings is time consuming, and it is difficult to review all of the committed opportunities within the meeting time.

What should the consultant recommend to help make meetings more efficient while making real-time forecast updates?

- **A. Use in-line editing to update the forecast amount for records.**
- B. Tell reps to use the list view to move opportunities between stages.
- C. Modify multiple opportunities at one time in the Forecast page.

**Answer: A**

Explanation:

The Forecasts page in Salesforce allows sales managers and reps to view and manage forecast data in real-time. By using the "Forecasts" page, managers can efficiently modify multiple opportunities at once without needing to navigate between individual records. This capability is particularly useful during pipeline meetings as it enables real-time updates to forecasted amounts, streamlining the process and making meetings more efficient.

Salesforce's Forecasts functionality includes the ability to quickly adjust forecast amounts, manage opportunity splits, and commit forecast figures, all within the same interface. This is ideal for pipeline meetings where sales managers need to make quick adjustments based on real-time discussions.

While in-line editing can be helpful, it's limited to updating individual records rather than making bulk changes. Using list views for moving opportunities between stages might help reps manage their pipeline, but it doesn't offer the direct forecasting adjustments required to streamline forecast meetings.

Salesforce Documentation References:

[Collaborative Forecasts Overview](#)

[Forecasts Page Features](#)

#### NEW QUESTION # 193

Northern Trail Outfitters has created a Complaints custom object related to Accounts. The organization-wide default has been set to Private. Only users within the Complaints Specialist public group should be able to view and edit any Complaint record.

Which option should a consultant recommend to meet the requirements?

- **A. Set the Complaints object's default visibility to allow only the users In the Complaints Specialist public group to access the records.**
- B. Create a criteria-based sharing rule that grants Read/Write access to the Complaints Specialist public group.
- C. Use Apex managed sharing to grant record access to users In the Complaints Specialist public group.

**Answer: A**

Explanation:

To ensure that only the Complaints Specialist public group can view and edit Complaint records in a Private sharing model, creating a criteria-based sharing rule is appropriate. This rule can be configured to grant Read/Write access to users in the Complaints Specialist group for all records in the Complaints object. This approach meets the requirement of limiting access while providing the necessary permissions to the designated group.

For more on sharing rules, refer to: [Salesforce Sharing Rules Overview](#).

Northern Trail Outfitters has a Complaints custom object related to Accounts with an organization-wide default (OWD) of Private. Only users in the Complaints Specialist public group should view and edit all Complaint records.

Solution:

- \* Criteria-Based Sharing Rule:

- \* Purpose: Sharing rules open up record access beyond the OWD settings.

- \* Implementation Steps:

- \* Navigate to Setup > Sharing Settings.

- \* Select the Complaints object and create a new Criteria-Based Sharing Rule.

- \* Set the criteria to include all Complaint records (e.g., CreatedDate != null).

- \* Share with the Complaints Specialist public group.

- \* Set access level to Read/Write.

- \* Advantages:

- \* Scalability: Automatically includes all current and future Complaint records without manual intervention.

- \* Security Compliance: Ensures only authorized users have access, adhering to the principle of least privilege.

Why Other Options Are Less Suitable:

- \* Option A: Apex managed sharing is more complex and requires custom development. Standard sharing rules suffice for this requirement.

- \* Option C: It's not possible to set default visibility to only specific users via OWD settings; OWD applies universally and cannot target a public group.

Salesforce Sales Cloud References:

- \* Sharing Rules Overview: [Salesforce Help - Sharing Rules](#)

- \* Creating Criteria-Based Sharing Rules: [Salesforce Help - Create Sharing Rules](#)

- \* Public Groups: [Salesforce Help - Create a Public Group](#)

By creating a criteria-based sharing rule, Northern Trail Outfitters ensures that only the Complaints Specialist public group has the necessary access to all Complaint records.

## NEW QUESTION # 194

Cloud Kicks (CK) sells formal and athletic footwear lines. using Product Families on Products to associate each product to corresponding line. CK currently forecasts an Expected Revenue amount that combines all products together.

- A. Configure a new Forecast Type on Opportunity grouped by Product Family.
- B. consultant is assessing how CK can divide its forecasts by footwear line.  
Which solution should the consultant recommend to improve CK's forecasts?
- C. Configure a new Forecast Type on Opportunity Product grouped by Product Family.
- **D. Configure separate stages and sales processes for each Product Family.**

**Answer: D**

Explanation:

To improve CK's ability to forecast by footwear line (Product Family), the best solution is to configure a new Forecast Type on the Opportunity Product level that is grouped by Product Family. This approach allows CK to view forecasts segmented by each footwear line instead of a single combined Expected Revenue forecast.

Salesforce Sales Cloud offers different types of forecasting, and one of the flexible options is to use custom Forecast Types that leverage the Opportunity Product level. Here's why option B is the most suitable:

- \* Forecast Type on Opportunity Product: Configuring a Forecast Type on Opportunity Product allows CK to break down forecasts at a more granular level than the Opportunity itself. Since CK is using Product Families to categorize their products, they can leverage this structure to get distinct forecasts for each family.

- \* Grouping by Product Family: Salesforce supports using Product Family as a grouping field in forecasting. By doing so, CK can easily view and manage forecasts specific to formal and athletic footwear lines separately, which aligns with their business model of distinct product lines.

- \* Salesforce Best Practices: As per Salesforce best practices, when a business uses distinct categories of products (like Product Families), it is beneficial to forecast based on these categories to get more accurate insights and sales expectations. This approach is especially effective when different product lines have different sales trends and targets.

- \* Forecasting Features: Salesforce Sales Cloud documentation outlines that Forecast Types can be configured to display forecast

data based on Opportunity Products, and they can be grouped by custom fields like Product Family. This setup provides CK with the segmented view they need, as opposed to combining all products in a single forecast.

\* References: For further details, Salesforce's documentation on Forecast Types and Product Families can be referred to, which explains how to set up and manage forecasts at different levels, including Opportunity Product and how to leverage Product Family in forecasting. You can access more information in the Salesforce documentation on Forecast Types and Product Families.

In summary, configuring a Forecast Type on Opportunity Product grouped by Product Family (Option B) aligns with Salesforce Sales Cloud best practices and provides CK with the most effective solution to achieve separate forecasts by their distinct footwear lines.

### NEW QUESTION # 195

Cloud Kicks (CK) has acquired a competitor that also uses Sales Cloud. They have many of the same customers and prospects. The CEO of CK wants the consultant to work with senior managers to document use cases and determine a project plan for everyone who will be on the CK org.

Which action should the consultant recommend?

- A. Hold a kickoff meeting with the CK stakeholders.
- B. Conduct discovery sessions and document existing business practices for each company.
- C. Export the data from the competitor's system and merge it into CK's org.

**Answer: C**

Explanation:

When merging two organizations, it is critical to understand and document the existing business practices of each entity. Conducting discovery sessions with senior managers helps identify differences, overlaps, and potential integration points between the companies' processes. This step provides a comprehensive view of each organization's needs and lays the foundation for creating a cohesive project plan that aligns with both companies' goals.

Salesforce recommends discovery sessions as a best practice during mergers and acquisitions, as they facilitate thorough understanding and ensure that the integrated solution meets the combined organization's requirements.

### NEW QUESTION # 196

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