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Salesforce Admin 201 Exam Practice Questions With Complete Solutions (Latest Updated 2024/2025) Graded 100%

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. 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. 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.

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Salesforce Certified Sales Cloud Consultant Sample Questions (Q120-Q125):

NEW QUESTION # 120

During the Deploy phase at Cloud Kicks, users are finding it difficult to navigate a new system which is contributing to low adoption. How should the consultant avoid this issue in the future?

- A. Develop test scripts during the Plan phase.
- B. Conduct a beta review during the Validate phase.
- C. Provide company-wide training throughout the project.

Answer: C

Explanation:

User adoption issues, like difficulty navigating a new system, can often be mitigated through ongoing, role-based training provided throughout the implementation project. Rather than waiting until deployment, offering training at different phases allows users to build familiarity with Salesforce gradually, enabling them to better understand and retain information. This approach, coupled with regular updates and support, ensures users are prepared and more comfortable with the new system by the time it goes live. Consistent training also reinforces the system's benefits and encourages users to engage with Salesforce more confidently and effectively, ultimately leading to higher adoption rates and better productivity in the long run.

Salesforce recommends varied training methods, including hands-on sessions, webinars, and in-app guidance, which cater to different learning preferences and support user engagement at every project stage. Conducting company-wide training can ensure all stakeholders have the skills they need to succeed with the system from day one.

References: Salesforce Trailhead emphasizes the importance of ongoing training and phased user engagement to boost adoption and ease the transition during a Salesforce implementation.

NEW QUESTION # 121

The Cloud Kicks global sales team has asked for a simpler way to view and manage its opportunity pipeline.

The team is often responsible for hundreds of deals at a time across multiple countries and currencies. The sales reps have suggested using the Kanban view.

What is a consideration when using the Kanban view?

- A. It can show roll-up summary fields for Currency fields.
- B. It can display up to 10 fields per card.
- C. It can summarize records by Currency fields.

Answer: C

Explanation:

The Kanban view in Salesforce is a highly visual and interactive way for sales reps to manage their pipeline by organizing records into columns based on a selected picklist field. For teams handling opportunities across multiple countries and currencies, it's important to note that the Kanban view can summarize data by Currency fields. This makes it easier for reps to get an at-a-glance view of the monetary value associated with each stage in their pipeline, allowing for efficient prioritization and management of deals. For additional details on the Kanban view and its features, refer to Salesforce documentation: Kanban View Overview.

When considering the use of the Kanban view for managing a large number of opportunities across multiple countries and currencies, the consultant should note that the Kanban view can summarize records by Currency fields, but there are considerations in multi-currency environments.

Key Points:

* Kanban View Overview:

* The Kanban view displays records in columns based on a picklist field (e.g., Opportunity Stage).

* It provides a visual summary of records, allowing users to drag and drop records between columns.

* Summarizing by Currency Fields:

* The Kanban view can display summary totals of a numeric or currency field at the top of each column.

* In a multi-currency org, the summary amounts are displayed in the user's personal currency, which may affect the accuracy of totals when combining amounts in different currencies.

* Considerations for Multi-Currency Orgs:

* Currency Conversion: Totals may not accurately reflect the actual value due to currency conversion rates.

* Data Accuracy: Users need to be aware that summarized currency amounts may be approximate.

* User Experience:

* Despite the currency considerations, the Kanban view remains a powerful tool for managing opportunities visually and efficiently.

Why Other Options Are Less Suitable:

- * A. It can display up to 10 fields per card:
 - * Kanban cards display limited information. By default, they show up to four fields, not ten.
 - * C. It can show roll-up summary fields for Currency fields:
 - * Roll-up summary fields are not displayed on Kanban cards. The Kanban view summarizes records based on a specified numeric or currency field, not roll-up summary fields.
- Salesforce Sales Cloud References:
- * Kanban View Overview: Salesforce Help - Work with Opportunities in the Kanban View
 - * Multi-Currency Considerations: Salesforce Help - Considerations for Enabling Multiple Currencies
 - * "In the Kanban view, amounts are shown in your personal currency."
 - * Customizing Kanban View: Users can select which currency field to summarize, but must be mindful of currency conversions.
- By understanding that the Kanban view can summarize records by Currency fields, but with considerations in a multi-currency context, the Cloud Kicks sales team can effectively use the Kanban view to manage their opportunity pipeline.

NEW QUESTION # 122

Universal Containers (UC) has Account and Contact data it wants to migrate to Sales Cloud. The data comes from several sources and the data quality is unknown. The consultant wants to assess the entire data set for quality prior to loading it to production without impacting UC's current operations. The consultant recommends using a Full Copy sandbox as an initial step. Which Sales Cloud feature should the consultant use to support this approach?

- A. External IDs
- B. Import Wizard
- C. Duplicate Jobs

Answer: C

Explanation:

When migrating data to Sales Cloud, especially from various sources with potentially unknown data quality, Duplicate Jobs are useful for assessing and managing duplicates within Salesforce. Duplicate Jobs allow consultants to identify duplicate records across the data set before loading it into production.

Using Duplicate Jobs for Data Quality Assessment: Duplicate Jobs can run against imported data in a sandbox environment to identify and report potential duplicate records, allowing for cleansing and merging as necessary.

Ensuring Clean Data Migration: This method enables data assessment and cleanup without impacting the live system, which is essential for maintaining operations while ensuring data quality.

Option A (Import Wizard) is more suited for small-scale imports, and Option C (External IDs) are mainly for data relationships rather than quality assessment. Salesforce's Duplicate Management documentation provides more insights on using Duplicate Jobs for data quality checks.

NEW QUESTION # 123

Cloud Kicks needs to implement a group of campaigns that are related to a specific marketing initiative to report on success. What should a consultant recommend to meet the requirement?

- A. Create a custom Campaign Group object.
- B. Use the existing Parent Campaign field.
- C. Create a custom Campaign Purpose field.

Answer: B

Explanation:

Cloud Kicks needs to group campaigns related to a specific marketing initiative to report on their collective success. The consultant should recommend using the existing Parent Campaign field to create a campaign hierarchy.

Key Points:

* Campaign Hierarchies: Salesforce allows users to relate campaigns using the Parent Campaign field, forming a hierarchy. This hierarchy can be up to five levels deep and include an unlimited number of sibling campaigns.

* Grouping Campaigns: By designating a Parent Campaign (e.g., the marketing initiative), all related campaigns (child campaigns) can be linked under it.

* Reporting Benefits: Salesforce provides roll-up summary fields for campaign hierarchies, such as Total Responses, Total Opportunities, and Total Won Opportunities. This enables reporting on the collective performance of all campaigns within the hierarchy.

* Ease of Implementation: Using the existing Parent Campaign field requires no additional customization and leverages standard

Salesforce functionality.

Why Other Options Are Less Suitable:

* A. Create a custom Campaign Purpose field: While adding a custom field might help categorize campaigns, it does not provide hierarchical relationships or roll-up reporting.

* C. Create a custom Campaign Group object: This would require custom development and could complicate the reporting process, whereas standard functionality already exists to meet the requirement.

Salesforce Sales Cloud References:

* Campaign Hierarchies Overview: Salesforce Help - Set Up a Campaign Hierarchy

* Reporting on Campaign Hierarchies: Salesforce Help - Campaign Reports

* Benefits of Using Parent Campaign Field: Using the Parent Campaign field simplifies the organization of campaigns and enhances reporting capabilities without additional customization.

By utilizing the existing Parent Campaign field, Cloud Kicks can effectively group related campaigns under a marketing initiative and report on their collective success.

NEW QUESTION # 124

Cloud Kicks is restructuring its sales teams to align with its product lines. Each sales rep will focus only on the accounts they've been assigned.

Sales reps will run specific product upsell processes.

Which action should the consultant take to support a successful sales team transition?

- A. Meet with executive sales leadership to understand the requirements for record sharing.
- **B. Meet with territory sales leadership to design territory assignment rules.**
- C. Meet with sales reps to review products they are assigned and implement Opportunity Teams.

Answer: B

Explanation:

To support the transition to product-line-based sales teams, the consultant should meet with territory sales leadership to design territory assignment rules. Here's why:

* Territory Management: Salesforce's Territory Management functionality allows organizations to define rules that assign accounts to specific sales reps based on criteria like product lines. By meeting with leadership, the consultant can ensure that territory assignments align with CK's restructuring goals.

* Alignment with Sales Strategy: Territory assignment rules can be customized to focus sales reps on the specific accounts they are responsible for, ensuring the reps only see and work on the accounts within their designated territory.

* Salesforce Best Practices: Engaging with territory leadership ensures that territory assignment rules align with business strategies, helping facilitate a smooth transition and effective realignment of sales teams.

* References: More details can be found in Salesforce documentation on Enterprise Territory Management, which explains how to create and manage territory assignments effectively.

In summary, meeting with territory sales leadership to design territory assignment rules (Option A) will enable a successful sales team transition by aligning with Cloud Kicks' new sales structure.

NEW QUESTION # 125

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