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### Salesforce Certified Sales Cloud Consultant Sample Questions (Q160-Q165):

#### NEW QUESTION # 160

Cloud Kicks (CK) has an external enterprise resource planning (ERP) system that stores product order information. CK wants to view those orders as a related list on the Account record in real time. Which best practice should the consultant recommend?

- A. Create a custom product order information object. Run a nightly batch job to get details from the ERP system. Add the custom object as a related list on the Account.
- **B. Implement Salesforce Connect and an external object to get real-time product order information. Add the external object as a related list on the Account.**
- C. Create a Lightning component, Get the real-time product order Information from the ERP system using a REST integration. Add the component to the account page.

**Answer: B**

Explanation:

Salesforce Connect allows for real-time integration with external systems by creating external objects that act as virtual representations of external data within Salesforce. This is ideal for situations where data must be accessed in real-time, as with Cloud Kicks' ERP system and product order information. By using Salesforce Connect, CK can display external data directly in Salesforce as a related list on the Account without the need for nightly batch jobs or custom components.

Creating a Lightning component for REST integration or using a custom object with a batch job are alternatives but do not offer the same seamless, real-time access that Salesforce Connect provides.

Salesforce Documentation Reference:

Salesforce Connect Overview

Using External Objects in Salesforce

#### NEW QUESTION # 161

Cloud Kicks (CK) has just started selling its products internationally. Management wants Salesforce Opportunities and forecasting to reflect the respective currency of CK's prospects which include the U.S. dollar, euro, British pound, and Japanese yen.

In which two ways will this impact the existing CK price book?

Choose 2 answers

- A. Every currency price needs to be added to all of the products in the standard price book.
- **B. Each currency requires its own custom price book**

- C. Opportunities to multinationals can induce more than one currency.
- D. Each user can select their personal currency.

**Answer: B,C**

Explanation:

According to the Salesforce Sales Cloud Consultant Study Guide, in order to support multiple currencies in Salesforce Opportunities and forecasting, each currency requires its own custom price book. It is not necessary for each user to select their personal currency or for every currency price to be added to all of the products in the standard price book.

### NEW QUESTION # 162

Access to Opportunities at Cloud Kicks should be restricted.

Sales users should only have access to two categories of Opportunities:

\* Opportunities they own

\* Opportunities that are tied to accounts they own

Which action should a consultant take to meet the requirement?

- A. Set organization-wide defaults for Accounts and Opportunities to Private.
- B. Set organization-wide defaults for Accounts and Opportunities to Public Read- Only.
- C. Set Opportunity access on the role to View All Opportunities associated with the owner's accounts.

**Answer: C**

Explanation:

To restrict access to opportunities such that sales users can only access:

Opportunities they own

Opportunities tied to accounts they own

The consultant should set the Opportunity access on the role hierarchy to "View All Opportunities associated with the accounts they own." Key Points:

Organization-Wide Defaults (OWD): Setting OWD for Accounts and Opportunities to Private ensures that users cannot access records they don't own unless granted through sharing rules or role hierarchy.

Role Hierarchy Settings: Adjusting the role hierarchy allows users to access opportunities associated with accounts they own, even if they don't own the opportunity records themselves.

Opportunity Access on Roles:

Navigate to Setup > Roles.

Edit the relevant sales roles.

In the "Opportunity Access" section, select "Users in this role can view all opportunities associated with accounts they own."

Controlled Access: This configuration ensures that users see only the opportunities they own and those tied to their accounts, aligning with the requirement.

Salesforce Sales Cloud Reference:

Role Hierarchy and Sharing Settings: Set Your Organization-Wide Sharing Defaults Opportunity Access via Roles: Define Access to Opportunities Grant Access Using Hierarchies: Roles and Internal Access Why Options A and B are Incorrect:

Option A: While setting OWD to Private is necessary, it doesn't by itself grant access to opportunities tied to accounts the user owns.

Option B: Setting OWD to Public Read-Only would allow users to see all accounts and opportunities, which contradicts the requirement to restrict access.

By setting Opportunity access on the role to view all opportunities associated with the owner's accounts, Cloud Kicks ensures that sales users have appropriate access, fulfilling the specified access requirements.

### NEW QUESTION # 163

Cloud Kicks uses a custom object named GumShoe. GumShoe is the child in a master-detail relationship with the Opportunity object. Staff members use this object to create requests for supporting research. They want to easily generate new GumShoe records from their phones by using the Salesforce Mobile App. What should a Consultant recommend to meet the requirements?

- A. Create a Quick Action.
- B. Create a custom hyperlink to a related list.
- C. Create a custom Process Builder process.
- D. Create a Lightning Component for mobile.

**Answer: A**

#### NEW QUESTION # 164

Universal Containers has its sales representatives enter a new lead whenever they are prospecting a new customer. After qualifying the new lead, a new opportunity must be created to track the deal.

Which three actions should a consultant recommend to enforce data quality and accuracy? (Choose three.)

- A. Enable validation rules on the lead.
- B. Map custom lead fields to corresponding custom opportunity fields.
- C. Enable the lead conversion permission.
- D. Enable validation rules on the opportunity.
- E. Create an Apex trigger to perform data quality checks.

**Answer: A,B,C**

#### NEW QUESTION # 165

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