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### Salesforce Certified Sales Cloud Consultant Sample Questions (Q87-Q92):

#### NEW QUESTION # 87

Annual sales numbers change depending on renewal periods and new products. Sales managers at Universal Containers (UC) want to emphasize the importance of customer retention when prioritizing the pipeline and customer engagement for the sales team. Which metric should the consultant recommend to help UC emphasize the importance of customer retention to the overall business strategy?

- A. Customer Lifetime Value (CLV)
- B. Total Pipeline Value

- C. Annual Contract Value (ACV)

**Answer: A**

Explanation:

Customer Lifetime Value (CLV) measures the total value a customer brings over the entire duration of their relationship with the company. Emphasizing CLV helps sales teams focus on customer retention and long-term relationship value, which aligns with Universal Containers' goal of prioritizing customer retention. By tracking CLV, sales managers can guide reps to prioritize engagement with high-value customers to boost long-term revenue.

Annual Contract Value (ACV) and Total Pipeline Value focus more on short-term gains, which might not align as directly with customer retention and long-term strategy.

Salesforce Documentation References:

- \* Customer Lifetime Value in Salesforce
- \* Using Metrics to Drive Retention

**NEW QUESTION # 88**

The sales director at Cloud Kicks wants to ensure, on the creation of Contacts for an existing Account, that the mailing address of a contact is the same as the shipping address of the parent Account based on the postal code.

Which solution should the Consultant suggest to meet this requirement?

- A. Create a Validation rule on the Contact object to validate the ShippingPostalCode of the contact with the MailingPostalCode of the account.
- B. Create a Validation rule on the Person Account object to validate the MailingPostalCode of the contact with the ShippingPostalCode account.
- C. Create a Validation rule on the Contact object to validate the MailingPostalCode of the contact with the ShippingPostalCode of the account.
- D. Create a Validation rule on the Account object to validate the MailingPostalCode of the contact with the ShippingPostalCode of the account.

**Answer: C**

**NEW QUESTION # 89**

A consultant is preparing to release an updated version of a sales process they have been working on for an existing Sales Cloud client.

Which action should the consultant take first to ensure a smooth rollout for the sales team?

- A. Conduct a series of informational sessions with the sales team to explain the benefits of the new sales process and address common questions in an online FAQ.
- B. Implement a program to incentivize users and publicly reward early adopters to motivate others and create a sense of competition within the sales team.
- C. Create a plan for implementation, drive awareness with the sales team, design training and coaching programs, update and document workflows, and measure success.

**Answer: C**

Explanation:

To ensure a smooth rollout of an updated sales process, Salesforce best practices recommend a structured approach that includes planning, awareness, training, and continuous measurement. This option emphasizes a comprehensive strategy that covers all aspects necessary for successful change management. Starting with a detailed implementation plan, followed by creating awareness, designing relevant training and coaching programs, updating workflows, and establishing metrics for success, this approach addresses the holistic needs of the sales team. It helps in minimizing resistance to change and ensures the new process is effectively adopted.

More details can be found in Salesforce's Change Management Documentation for implementation best practices.

**NEW QUESTION # 90**

UC requires credit checks for all opportunities greater than \$50000. The credit management team members are all Salesforce users. What should a consultant recommend to notify the credit manager that an opportunity needs a credit check?

- A. Use a validation rule to send an email to the credit manager role.
- B. Use workflow to assign a task to the credit manager user.
- **C. Use an Apex trigger to create a task for the credit manager user.**
- D. Use workflow to send an email to the credit manager profile.

**Answer: C**

#### **NEW QUESTION # 91**

Sales reps at Cloud Kicks (CK) often receive important customer emails they want to record as activities related to contacts in Salesforce. CK has Office 365, as well as a policy that prevents users from installing anything directly on their computers. Which solution should a consultant recommend meeting this requirement?

- **A. Einstein Activity Capture**
- B. Salesforce Console for Sales
- C. Lightning Console for Sales
- D. Salesforce for Outlook

**Answer: A**

Explanation:

Einstein Activity Capture is a Salesforce feature that automatically syncs emails and events from Office 365 (or Gmail) to Salesforce. Users do not need to install anything on their computers, as the feature works in the cloud. Users can also choose which emails and events to sync, and relate them to contacts, accounts, opportunities, or other records in Salesforce. Einstein Activity Capture can help users save time and keep track of their customer interactions. Verified References: [Einstein Activity Capture]

#### **NEW QUESTION # 92**

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For example, when you open a shared folder on a server, you are Sales-Cloud-Consultant being authenticated, but the process is called remote or network logon because you are not physically at the server.

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