

Salesforce Sales-Con-201 Exam Questions For Greatest Achievement [Updated 2026]



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Salesforce Certified Sales Cloud Consultant Sample Questions (Q115-Q120):

NEW QUESTION # 115

The admin at Universal Containers is attempting to retire a Product that is being replaced by a newer version, but they are receiving an error because the Product is associated to an Opportunity.

What should the consultant recommend to resolve the issue most efficiently?

- A. Edit the Product record and uncheck the Active field.
- **B. Create a flow to delete the Product from the Price Book.**
- C. Archive the Product and each related Price Book entry.

Answer: B

Explanation:

To retire a Product that is associated with an Opportunity, the most efficient solution is to edit the Product record and uncheck the Active field. Here's why:

* Deactivating the Product: Unchecking the Active field will effectively remove the Product from availability without requiring deletion from price books or the system. This ensures that the Product is no longer available for new opportunities but remains intact for historical records.

* Salesforce Best Practices: Salesforce recommends deactivating Products when they should no longer be available for selection in new records. This method preserves data integrity while making the Product inactive for future transactions.

* References: Salesforce documentation on Product Management outlines how to manage product availability using the Active checkbox.

In summary, editing the Product record and unchecking the Active field (Option C) is the most straightforward way to retire a Product associated with existing opportunities.

NEW QUESTION # 116

Cloud Kicks (CK) has recently lost several large deals to a competitor. CK management wants to start tracking the reasons why opportunities are being lost.

What is the most efficient way for a consultant to meet this requirement?

- A. Create a new custom object and automation to track competitors.
- **B. Create a new custom field on the Opportunity object.**
- C. Create a Competitors channel in Slack to share insights and stories.

Answer: B

Explanation:

To track the reasons why opportunities are lost, creating a new custom field on the Opportunity object is the most efficient solution. Here's why:

* Simplicity and Efficiency: A custom field allows users to select predefined reasons for lost opportunities directly on the Opportunity record, providing a streamlined method for data entry and reporting.

* Data Collection and Reporting: With a dedicated field, CK can easily gather consistent data on lost reasons and generate reports to identify trends. This helps management understand why deals are lost and adjust strategies accordingly.

* Salesforce Best Practices: Salesforce encourages the use of custom fields to track critical sales data points, making it easy to capture and analyze specific metrics related to opportunity outcomes.

* References: Salesforce's documentation on Opportunity Management discusses using custom fields for enhanced tracking and data collection on opportunities.

In summary, creating a new custom field on the Opportunity object (Option C) provides a straightforward and effective way for Cloud Kicks to track reasons for lost opportunities.

NEW QUESTION # 117

The Sales Cloud implementation at Cloud Kicks (CK) is now live.

End user training is complete. IT stakeholders have signed off on the technical aspects of the project. The CK admin continues to call the consultant with questions about the sales process.

What should the consultant do?

- A. Recommend that the admin attend Salesforce instructor-led training.
- **B. Conduct a knowledge transfer with the admin.**
- C. Suggest that CK purchase a support agreement.

Answer: B

Explanation:

Since the Cloud Kicks admin continues to reach out with questions about the sales process, the consultant should facilitate a knowledge transfer session.

Key Points:

* Knowledge Transfer Importance: A knowledge transfer ensures the admin understands the configurations, customizations, and rationale behind the implemented sales processes.

* Empowerment: By thoroughly educating the admin, they become more self-sufficient and capable of supporting end-users effectively.

* Tailored Learning: The session can address specific questions and scenarios relevant to CK, providing immediate value.

* Post-Implementation Support: Knowledge transfer is a critical component of a successful implementation, ensuring long-term sustainability.

Salesforce Sales Cloud References:

* Training and Adoption: Salesforce emphasizes the importance of training and knowledge sharing in its Adoption Best Practices.

* Administrator Resources: Salesforce Administrator Resources

Why Options A and B are Incorrect:

* Option A: Purchasing a support agreement may not provide the personalized assistance the admin needs and could incur unnecessary costs.

* Option B: While formal training is beneficial, it may not address immediate concerns and is less personalized than a knowledge transfer session.

Conducting a knowledge transfer with the admin addresses their questions directly and ensures they have the necessary understanding to manage the sales process effectively.

NEW QUESTION # 118

Universal Containers continues to see substantial growth year-over-year. Outside sales reps think their territories are too dense to cover adequately. Leadership has decided to modify the existing sales territories and hire additional staff to make the account allocations more manageable. Some states will change from one territory to two or more smaller territories. In these instances, accounts will need to be reassigned to new territories.

Sales operations wants to review the territory account assignments and verify the accuracy before the changes are reflected in Sales Cloud.

How should the consultant show sales operations what the data will look like after the change?

- A. Install the Territory Health Assessment app from AppExchange.
- B. Develop reports and dashboards that compare the existing and new territories.
- C. Run the updated assignment rules in the Planning State and view the accounts on the territory detail page.

Answer: C

Explanation:

In Salesforce Territory Management, the Planning State allows users to view and modify territory structures and assignment rules before implementing changes. By running the updated assignment rules in this state, Sales Operations can preview how accounts will be allocated within new territory structures. This Planning State feature is specifically designed to enable users to assess the impact of changes on account assignments, ensuring accuracy before activating the changes.

Utilizing the Planning State is a best practice because it provides a detailed preview of account distributions, helping Sales Operations make informed decisions and validate territory assignments. Once satisfied, the model can then be published to reflect these changes in the active territory model without directly affecting the live data until ready. This approach provides a controlled environment to validate changes and ensures smooth transitions for complex territory adjustments.

NEW QUESTION # 119

Cloud Kicks (CK) is adding hundreds of new accounts to Sales Cloud daily. CK uses an automated process to assign Account owners. If no assignment can be made for an account, it will be routed to a specific user who will manually review and re-assign it at a later date. This user may have thousands of account records assigned.

Which solution should the consultant recommend when CK sets up the new account process?

- A. Assign the Modify All Data permission to the user.
- B. Place the user in 4 separate role at the highest level! of the role hierarchy.
- C. Add the user to a separate role at the lowest level of the role hierarchy.

Answer: C

Explanation:

When assigning a large number of records to a single user, as in the case of routing unassigned accounts for manual review, it's best to place that user at the lowest level of the role hierarchy. This configuration ensures that the user has access only to records they directly manage or need to review, minimizing unnecessary data visibility and reducing security risks. Placing the user at the lowest level in the hierarchy helps maintain data integrity and provides clear lines of record ownership.

For additional guidance on role hierarchy best practices, see: Salesforce Role Hierarchy and Sharing.

NEW QUESTION # 120

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