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Salesforce Certified Sales Cloud Consultant Sample Questions (Q64-Q69):

NEW QUESTION # 64

Universal Containers (UC) has acquired another company that uses Sales Cloud and is migrating its legacy data, email alerts, and approval processes.

Which steps should the consultant perform to maintain data integrity?

- A. Use the Sales Cloud clone feature to migrate email alerts and approval processes into UC's Sales Cloud org.
- B. Merge data from the existing Sales Cloud org into UC's Sales Cloud org, migrate email alerts, approval processes, and then users.
- C. Insert users and migrate email alerts and approval processes into UC's Sales Cloud org.

Answer: C

Explanation:

When migrating data and processes from one Salesforce org to another, it is essential first to set up users so they can be associated with records, email alerts, and approval processes. By initially inserting users into the new Sales Cloud org, Universal Containers can ensure that email alerts and approval processes retain their correct associations with users. This step-by-step approach preserves data integrity by aligning users with their respective records and workflow components.

For more on migrating Salesforce data and processes, see: Salesforce Data Migration Best Practices.

NEW QUESTION # 65

After Cloud Kicks implemented Sales Cloud Einstein, a consultant realizes they are unable to activate all of the features. Which step should the consultant take to troubleshoot the issue?

- A. Check the Sales Insights Integration User profile configuration.
- B. Confirm users have the feature license assigned.
- C. Reconfigure the Einstein Lead Scoring app.

Answer: B

Explanation:

Sales Cloud Einstein features require specific feature licenses for users to access and activate certain functionalities. When encountering issues with activating Einstein features, the first step is to confirm that the necessary feature licenses have been assigned to the appropriate users. Without these licenses, users will not have access to Einstein functionalities like Lead Scoring, Opportunity Insights, or Account Insights.

Assigning these licenses can be managed through Salesforce Setup under Permission Set Licenses, ensuring that each user who needs access to Einstein features has the correct permissions. This is a common troubleshooting step for Einstein-related issues, as access to these features is contingent upon proper licensing. Sales Cloud Einstein features require specific feature licenses for users to access and activate certain functionalities. When encountering issues with activating Einstein features, the first step is to confirm that the necessary feature licenses have been assigned to the appropriate users. Without these licenses, users will not have access to Einstein functionalities like Lead Scoring, Opportunity Insights, or Account Insights.

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NEW QUESTION # 66

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. Run the updated assignment rules in the Planning State and view the accounts on the territory detail page.
- C. Develop reports and dashboards that compare the existing and new territories.

Answer: B

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 # 67

Cloud Kicks uses an external Enterprise Resource Planning (ERP) application to process its orders. The ERP application needs to receive data about opportunities when the opportunity closes.

Which solution should the consultant recommend?

- A. External Relationship with custom object
- **B. Outbound Message with record-triggered flow**
- C. Salesforce Connect

Answer: B

Explanation:

To integrate Salesforce with an external ERP application for sending opportunity data when it closes, an Outbound Message triggered by a flow is an efficient solution. This approach allows Salesforce to automatically send data to the ERP system when certain criteria are met, such as when an Opportunity reaches a "Closed-Won" stage. Using an Outbound Message provides a secure and real-time way to push data out of Salesforce to external systems, minimizing the need for manual data entry and reducing latency. Salesforce Connect is useful for real-time integration with external databases for read/write operations but is more suited for ongoing data synchronization rather than event-driven updates

NEW QUESTION # 68

Northern Trail Outfitters had issues with its last two Salesforce deployments, both of which caused system downtimes that exceeded planned estimates. The CIO asked a consultant to develop a Risk Register to identify and mitigate these types of issues with future deployments. The CIO asked the consultant to log the two previously known issues as a starting point for the register.

In which Risk category do these system downtime issues fall?

- **A. Technical Risk**
- B. Operational Risk
- C. Compliance Risk

Answer: A

Explanation:

The system downtimes during past deployments fall under the category of Technical Risk. Here's why:

* Technical Nature of Issue: System downtime is directly related to the performance, reliability, and technical aspects of Salesforce deployments. Technical risks encompass potential issues related to system functionality, stability, and the implementation of technology.

* Risk Register Considerations: A Risk Register categorizes risks to help with mitigation planning.

Since the issues were due to technical failures during deployment, this aligns with Technical Risk, as it involves technology infrastructure and deployment processes.

* Salesforce Best Practices: Identifying and categorizing technical risks helps to prepare and allocate resources effectively, reducing the likelihood of similar issues in future deployments.

* References: Salesforce's guidance on Risk Management and Deployment Planning includes information on managing technical risks associated with deployments.

In summary, Technical Risk (Option A) is the appropriate category for issues related to system downtimes during Salesforce deployments.

NEW QUESTION # 69

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