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Salesforce Certified Sales Cloud Consultant Sample Questions (Q142-Q147):

NEW QUESTION # 142

Cloud Kicks has a complicated sales process. Sales reps often have difficulty deciding when to move opportunities through various stages.

Which solution should the consultant recommend?

- A. Activate Path and add up to five key fields and Guidance for Success
- B. Use automation to send emails to sales reps with Guidance for Success
- C. Advise sales reps to collaborate on Slack to move opportunities along the pipeline.
- D. Configure a dashboard that shows opportunities that have remained in the same stage for 30 days

Answer: A

Explanation:

Explanation

This solution should be recommended for Cloud Kicks if they have a complicated sales process and their sales reps often have

difficulty deciding when to move opportunities through various stages. Activating Path and adding up to five key fields and Guidance for Success will allow Cloud Kicks to provide their sales reps with a visual representation of the sales process stages and helpful tips and resources for each stage. Path is a feature that helps sales reps move records along predefined steps by displaying key fields and guidance on each step.

Guidance for Success is a customizable section on Path that can include text, links, images, or videos to assist sales reps in completing tasks or achieving goals at each stage.

NEW QUESTION # 143

Universal Containers (UC) sales reps want to be assigned quality leads.

Which action should the consultant recommend to improve UC's process to produce higher quality leads?

- A. Create 4 custom field on the Lead object to generate a lead score to determine lead quality.
- **B. Analyze historical data on closed leads and conversions to improve the quality of leads.**
- C. Identify business metrics and factors, then use picklists and formula fields to ensure data consistency.

Answer: B

Explanation:

To improve lead quality, analyzing historical data on closed leads and conversions provides insights into the characteristics of successful leads. By identifying patterns in leads that converted successfully, Universal Containers can refine their lead scoring criteria and ensure that high-quality leads are prioritized.

Data-Driven Lead Qualification: Analyzing historical data allows the organization to determine which attributes are associated with high conversion rates, leading to better targeting and qualification processes.

Continuous Improvement: This approach enables iterative refinement of lead qualification criteria, helping to maintain a focus on leads with a higher probability of conversion.

Option A (using picklists and formula fields) ensures data consistency but does not directly improve lead quality. Option B (creating custom fields for lead scoring) is useful but should be informed by historical data analysis. For more guidance on lead quality improvements, refer to Salesforce's Lead Management Best Practices.

NEW QUESTION # 144

Universal Containers has a large amount of data that currently lives in a system outside of Sales Cloud. Users need to see a subset of this data.

Which consideration should the consultant take into account?

- A. Salesforce Connect should be used with on-premises data systems.
- **B. Salesforce Connect allows real-time access to current data.**
- C. Salesforce Connect External Objects count against the limit of custom objects.

Answer: B

NEW QUESTION # 145

Universal Containers (UC) has an Account Hierarchy of customer accounts, with parent accounts representing corporate headquarters and child accounts representing franchises. The VP of sales believes that many franchises are missing from UC's Sales Cloud org because sales reps are unaware of them.

What should the consultant recommend to fill in the missing franchises?

- A. Utilize Sales Engagement to add an External ID to the data.
- **B. Implement a data enrichment package from AppExchange.**
- C. Download the Data Quality Analysis Dashboard from AppExchange.

Answer: B

Explanation:

The best practice for filling in missing data such as franchise accounts is to implement a data enrichment package from AppExchange. These packages can automatically update and fill in missing data by pulling in information from external sources.

According to Salesforce documentation, data enrichment tools on AppExchange can help in identifying and adding missing account data, thereby ensuring that the sales reps have the complete and accurate information they need. This method is more comprehensive and efficient compared to adding external IDs or using a data quality dashboard, which primarily provides analysis rather than

enrichment.

NEW QUESTION # 146

Cloud Kicks wants to enable representatives to view the individual team member's split percentage, where the split percentage is less than 100% of the revenue amount.

Which attribution method should the consultant recommend?

- A. Opportunity Percent field
- B. Opportunity Currency field
- C. Opportunity Overlay Split
- **D. Opportunity Revenue Split**

Answer: D

Explanation:

This answer will allow CK to enable representatives to view the individual team member's split percentage, where the split percentage is less than 100% of the revenue amount. An opportunity revenue split is a type of opportunity split that allows reps to divide the revenue amount among opportunity team members based on their contribution or role in the sales process. Official Reference: [Opportunity Splits]

NEW QUESTION # 147

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