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Salesforce Certified Sales Cloud Consultant Sample Questions (Q17-Q22):

NEW QUESTION # 17

The project at Universal Containers is almost finished and now it is time to test the changes and updates that have been made before go-live.

Partial and Full sandboxes are unavailable.

Where should the consultant recommend testing be conducted?

- A. Create test accounts and opportunities in a new Trailhead Playground org.
- B. Create a new Developer sandbox and populate it with data.
- C. Create a new Developer Edition org and populate it with data.

Answer: B

Explanation:

When Partial and Full sandboxes are unavailable, the consultant should recommend creating a new Developer sandbox and populating it with data for testing. A Developer sandbox provides a copy of the configuration (metadata) from the production environment and can be used to perform testing. While it has a limited data storage capacity, test data can be created or imported to simulate real-world scenarios. This approach ensures that the changes and updates are thoroughly tested before go-live.

NEW QUESTION # 18

Northern Trail Outfitters (NTO) has a large sales department that is dispersed worldwide. Sales managers want greater visibility into the opportunities in progress with their respective teams and would like to receive email notifications when key opportunity fields are changed (e.g., amount or sales stage). However, individuals would like to control the frequency of their email notifications. Which solution should a consultant recommend for this scenario?

- A. Configure the individual Salesforce for Outlook email settings to control notification frequency.
- B. Define a workflow rule and email task that is triggered when key fields are updated to new values.
- C. Configure Chatter and its related notification settings to provide relevant updates to interested sales managers.
- D. Configure the opportunity teams for opportunities so that only interested sales users are receiving notifications.

Answer: B

NEW QUESTION # 19

A consultant is addressing Cloud Kicks' performance measurement needs and overcoming challenges within Sales Cloud. Which approach should a consultant adopt?

- A. Rely on general industry standards to determine performance measurement criteria and system architecture.
- B. Collaborate closely with the customer to discern their specific performance measurement requirements.
- C. Implement standardized performance measurement practices to ensure consistency across Sales Cloud.

Answer: B

Explanation:

When addressing performance measurement needs, it is crucial for a consultant to collaborate closely with the customer to understand their specific requirements. Each organization has unique goals, challenges, and metrics that are important to them. By working closely with the customer, the consultant can tailor the performance measurement criteria and system architecture to meet their specific needs, ensuring the implementation is aligned with the customer's business objectives.

References:

* Understanding Customer Requirements

* Sales Cloud Implementation Best Practices

NEW QUESTION # 20

Universal Containers is analyzing data to identify gaps and wants to know which Accounts with open Opportunities are missing Contacts.

Which feature should a consultant recommend building this report?

- A. Cross filter
- B. Custom filter
- C. Joined report
- D. Custom report type

Answer: A

NEW QUESTION # 21
Cloud Kicks wants to release product enhancements effectively to drive user adoption and have the greatest impact on the organization and users' day-to-day functions.
Which step should the consultant recommend to successfully manage changes and releases initiated by Salesforce?

- A. Prioritize executive requests.
- B. Train end users after deployment.
- C. Collect input from stakeholders.

Answer: C

Explanation:
To effectively manage changes and releases in Salesforce, particularly when focusing on user adoption and maximizing impact, it is critical to involve stakeholders from the start. Collecting input from stakeholders ensures that the enhancements align with the actual needs and workflows of those who will be using the system daily. Here's why this approach is recommended:
Stakeholder Engagement: Engaging stakeholders early in the process helps to gather a comprehensive understanding of the business requirements and pain points. This collaboration ensures that the enhancements are relevant and beneficial, which increases the likelihood of user adoption.
User-Centric Development: Salesforce emphasizes a user-centric approach in its change management practices. By collecting input from stakeholders, Cloud Kicks can tailor the enhancements to be more impactful for end users, which is essential for driving adoption and improving overall user experience.
Change Management Best Practices: According to Salesforce best practices, successful change management includes planning for change with stakeholder input, addressing user concerns, and creating a roadmap that reflects the priorities of both end-users and executives. This step lays the groundwork for smooth deployment and effective training.
Reference:
In summary, collecting input from stakeholders (Option A) is the initial and essential step in Salesforce's recommended change management process, ensuring that product enhancements are aligned with user needs and drive effective adoption.

NEW QUESTION # 22
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