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Reliable CRT-251 Exam Simulations & CRT-251 Detail Explanation

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Salesforce CRT-251 Exam is a comprehensive test that covers different aspects of Salesforce Sales Cloud functionalities. It is an ideal certification for professionals who want to validate their expertise and knowledge of Salesforce Sales Cloud and enhance their career in sales, sales management, and customer relationship management. Holding this certification can open up new career opportunities, increase job security, and lead to higher salaries.

Salesforce Certified Sales Cloud Consultant Sample Questions (Q162-Q167):

NEW QUESTION # 162

Cloud Kicks has recently hired a new inside sales team. Management wants to ensure that steps in the sales process are clear and adhered to by the team. Each step must have clear guidelines, support materials, and coaching tips. What should the consultant recommend to support the new sales team and management?

- A. Create validation Rules on the Opportunity Stage field.
- B. Create a flow paired to each of the Opportunity stages.
- C. Create a Path on the Opportunity object.

Answer: C

Explanation:

To guide the new sales team through the sales process, creating a Path on the Opportunity object is the best recommendation.

Here's why:

Guidance for Each Stage: Salesforce Path allows for visualizing each stage of the sales process and provides customizable guidance, including key fields, support materials, and tips directly on the Opportunity record.

Enhanced User Experience: Path provides sales reps with specific coaching tips and resources tailored to each stage of the process, promoting adherence to the process and improving onboarding for new team members.

Salesforce Best Practices: Salesforce advocates using Path to reinforce process steps, making it ideal for organizations seeking to standardize and enforce process adherence.

Reference:

In summary, creating a Path on the Opportunity object (Option C) provides Cloud Kicks with a structured way to guide the new sales team through each step of the sales process.

NEW QUESTION # 163

Cloud Kicks' global sales operations team has to export reports from Salesforce and manipulate them in Excel to convert regional deals to the correct currency conversion. What are two use cases for enabling Advanced Currency Management that will allow the company to generate accurate reporting directly in Salesforce?

Choose 2 answers

- A. Show deal value in a user's default currency.
- B. Adjust currency rates on a set schedule.
- C. Implement org-wide reporting that displays deal values appropriately.
- D. Adjust currency conversion dynamically based on a given date range.

Answer: C,D

Explanation:

Explanation

Advanced Currency Management allows you to specify different conversion rates for different time periods, such as monthly or quarterly, and use them in reports and forecasts. This can help you generate accurate reporting that reflects the currency fluctuations over time. Org-wide reporting can also display deal values in different currencies based on the user's preference or the corporate currency. Verified References:

<https://developer.salesforce.com/resources2/certification-site/files/SGCertifiedSalesCloudConsultant.pdf> (page 14)

https://help.salesforce.com/s/articleView?id=sf.admin_currency.htm&type=5

NEW QUESTION # 164

A consultant is recommending Salesforce Console for Sales to Northern Trail Outfitters to improve sales productivity in inside sales. Which two use cases support this recommendation? Choose 2 answers

- A. Need to chat with customers in real time with Chatter
- B. Need to view the caller ID on screen and quickly make calls with one click
- C. Need to prioritize search results for contacts and opportunities
- D. Need to add notes quickly while talking to the client

Answer: B,D

NEW QUESTION # 165

Cloud Kicks wants to utilize Opportunities to report and track subscriptions to its Shoe of the Month club. Subscribers can make a single payment or pay weekly, monthly, or quarterly.

Which solution should the consultant recommend to meet the requirement?

- A. Implement contracts with a lookup to the Opportunity object.
- **B. Enable schedules on the Product object.**
- C. Configure assets with a lookup to the Opportunity object.
- D. Activate schedules on the Opportunity object.

Answer: B

NEW QUESTION # 166

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. Train end users after deployment.
- B. Prioritize executive requests.
- **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 # 167

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