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## Salesforce Certified Revenue Cloud Consultant Sample Questions (Q51-Q56):

### NEW QUESTION # 51

A sales rep needs to renew multiple assets. Some assets will be renewed at the same prices, so negotiations are unnecessary and the rep can directly create a renewal order. Some assets need to be renewed at higher prices, so the rep needs to create a quote for negotiation. When the sales rep starts the renewal process, they are not able to choose whether to create a quote or an order. How should a Revenue Cloud Consultant address the sales rep's issue?

- A. Customize the Manage Asset component to allow renewal quote and order creation.
- B. Override the standard Salesforce flow to allow renewal quote and order creation.
- C. Change the Revenue Cloud settings to allow renewal quote and order creation.

**Answer: C**

Explanation:

Salesforce Revenue Cloud provides a flexible renewal strategy configuration within Subscription Management that allows users to choose between renewing via quote or directly via order. If the sales rep is not seeing the option to choose between these two paths, the most likely cause is that the system settings are configured to default to only one renewal path (e.g., only via order).

According to the Subscription Management Implementation Guide, admins can update Revenue Cloud Settings to enable both renewal quote and renewal order options in the Manage Asset interface. Once enabled, the sales rep can select which approach is most suitable depending on the business scenario- negotiation via quote or quick renewal via direct order.

Option A (customizing the component) and Option B (overriding flows) introduce unnecessary complexity.

The functionality is already supported natively through configuration.

Exact Extracts from Salesforce Revenue Cloud Documents:

\* Subscription Management Implementation Guide - "Asset Renewal Configuration": "Admins can configure whether the renewal process creates a renewal quote, a renewal order, or gives the user the option to choose. This is controlled via settings in Revenue Cloud Setup."

\* Revenue Cloud Admin Guide - "Manage Asset Settings": "To support both negotiation and direct renewals, enable dual-path renewal logic in the subscription management configuration settings." References:

Salesforce Subscription Management Implementation Guide

Revenue Cloud Admin Guide

Salesforce Revenue Lifecycle Setup Documentation

### NEW QUESTION # 52

Sales leadership would like to see an accurate forecast of the sales pipeline based on the opportunity data. For this, they asked the sales team to make sure they take the necessary steps during the sales cycle to keep the forecast up to date at all times.

Which action should a sales rep take to ensure this?

- A. Sync the Primary quote.
- B. Start Sync quick action.
- C. Set the Syncing field to True.

**Answer: A**

Explanation:

Exact Extracts from Salesforce CPQ Implementation Guide:

\* "In Salesforce CPQ, the primary quote drives the values that sync with the opportunity, ensuring forecast accuracy and pipeline consistency."

\* "When a sales rep designates a quote as Primary and syncs it, the quote's pricing, quantity, and total values automatically update the related opportunity fields."

\* "The Syncing field is controlled by Salesforce CPQ and is automatically set when the primary quote is synced." Step-by-Step Reasoning:

\* Requirement: Keep opportunity and forecast data accurate during the sales cycle.

\* Correct Action: Sync the Primary Quote - this updates the opportunity with correct values (Amount, Products, Discounts, etc.).

\* Why B is Correct:

\* Directly triggers the quote-opportunity data synchronization.

\* Ensures leadership sees real-time forecast data.

\* Why Others Are Incorrect:

- \* A: The Syncing field is automatically controlled; setting it manually doesn't trigger synchronization.
- \* C: "Start Sync" quick action is not the standard method in CPQ to maintain forecast accuracy.

References :

- \* Salesforce CPQ Implementation Guide - Quote and Opportunity Sync
- \* Salesforce Revenue Cloud Study Guide - Sales Forecast Integration

### NEW QUESTION # 53

An agreement was executed using Revenue Cloud's Contract Lifecycle Management (CLM) functionality, and obligations were created to track compliance for key clauses.

What is a reason to create the obligations?

- A. Obligations can be assigned the Fulfilled status to ensure compliance.
- **B. Obligations can be assigned Owners and Tasks which helps track contractual commitments.**
- C. Obligations can be assigned Price Discounts to manage contract pricing agreements.

#### Answer: B

Explanation:

In Salesforce Revenue Cloud's Contract Lifecycle Management (CLM) module, Obligations are used to track post-signature responsibilities and ensure compliance with contractual commitments. An obligation represents an actionable item tied to a contract clause, such as delivering a report, making a payment, or completing a follow-up.

One of the primary benefits of creating obligations is the ability to:

- \* Assign Owners (users or roles)
- \* Attach Tasks
- \* Set due dates, statuses, and related metadata

This allows organizations to track performance on obligations over the lifecycle of the agreement and maintain accountability.

- \* Option A is correct, as assigning owners and tasks is core to the obligation management model.
- \* Option B is partially correct but too narrow; the Fulfilled status is only one aspect of the obligation lifecycle.
- \* Option C is incorrect - price discounts are managed through pricing rules, not obligations.

Exact Extracts from Salesforce Revenue Cloud Documents:

- \* CLM Implementation Guide - "Obligation Management": "Obligations allow contract owners to assign responsibilities to individuals and track their completion using tasks, due dates, and fulfillment status."
- \* Revenue Cloud CLM Overview - "Post-Signature Lifecycle Features": "Use obligations to monitor compliance with agreed-upon clauses by assigning tasks to the appropriate business users." References:

Salesforce CLM Implementation Guide

Salesforce Revenue Cloud CLM Functional Overview

CLM Admin and Template Designer Documentation

### NEW QUESTION # 54

A customer wants to remove the option to override the renewal term during an asset renewal process initiated from the Account > Managed Assets view.

How should a Revenue Cloud Consultant fulfill this requirement?

- A. Modify the flow Amend, Renew, and Cancel Assets screen component for renewal term and remove the option for early renewal.
- B. Modify the Lightning web component corresponding to the renew assets page and remove the option for early renewal.
- **C. Modify the flow Renew Assets screen component for renewal term and remove the option for early renewal.**

#### Answer: C

Explanation:

Exact Extracts from Salesforce Subscription Management Implementation Guide:

- \* "The Renew Assets flow controls the behavior and UI elements displayed during the renewal process initiated from the Managed Assets view."
- \* "Administrators can modify the Renew Assets screen flow to remove or adjust user options, such as overriding renewal term or early renewal."
- \* "The Amend, Renew, and Cancel Assets flow is used when multiple asset management actions are combined, not for direct renewal-only cases." Step-by-Step Reasoning:

- \* Requirement: Prevent users from overriding the renewal term in Managed Assets # Renew process.
- \* Flow in Use: The Renew Assets screen flow controls this experience.
- \* Solution: Modify the Renew Assets flow # remove or hide the "Renewal Term" input element or variable that supports overrides.
- \* Why C is Correct:
  - Directly targets the correct renewal flow invoked from the Managed Assets page.
- \* Why Others Are Incorrect:
  - A: Modifying the LWC is not required - Salesforce recommends modifying the underlying flow.
  - B: "Amend, Renew, and Cancel Assets" combines multiple asset management actions, not the standard renewal-only process.
- References :
  - Salesforce Subscription Management Implementation Guide - Renew Assets Flow Configuration
  - Salesforce Billing Implementation Guide - Asset Management UI Customization

## NEW QUESTION # 55

A smartphone product is currently sold as a one-time upfront payment.

In order for it to be sold with equal monthly installment payments for 12 months, what should the consultant set up?

- A. Assign a product selling model option of Evergreen Monthly to the product.
- B. Assign a product selling model option of Term Annual to the product.
- **C. Assign a product selling model option of Term Monthly to the product.**

**Answer: C**

Explanation:

To support equal monthly installment payments over a defined period (in this case, 12 months), the product should be configured with a "Term Monthly" selling model. In Salesforce Subscription Management, selling models define the way a product is billed and consumed - particularly whether it's sold as a one-time item, billed over a term, or on an ongoing (evergreen) basis.

The "Term Monthly" model means:

- \* The product is sold with a defined term length (e.g., 12 months).
- \* Billing occurs monthly, allowing installment-style payment plans.
- \* The term and billing frequency are fixed, making it ideal for predictable revenue models like hardware installment plans.

The "Evergreen Monthly" model (option C) is used when the product does not have a fixed end date - common in SaaS or subscription services.

"Term Annual" (option A) implies an annual billing cycle, not suitable for monthly payments.

Exact Extracts from Salesforce Revenue Cloud Documents:

\* Subscription Management Implementation Guide - "Selling Models and Termed Products":

"Term Monthly allows a customer to commit to a product for a fixed period (e.g., 12 months) with recurring billing on a monthly basis. This model is commonly used for installment-based pricing."

\* CPQ Implementation Guide - "Selling Model Configurations": "Assign the correct selling model to enable accurate pricing, billing frequency, and contract behavior based on the product type." References:

Subscription Management Implementation Guide

Salesforce CPQ Implementation Guide

## NEW QUESTION # 56

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