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Salesforce CRT-251 is a globally recognized certification exam designed for professionals who want to demonstrate their expertise in sales cloud implementation and optimization. Salesforce Certified Sales Cloud Consultant certification exam is specifically designed for individuals who have experience in sales cloud solution design, implementation, and optimization. The Salesforce CRT-251 Certification Exam is designed to validate your knowledge and skills in sales cloud implementation, configuration, and management.

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Salesforce Certified Sales Cloud Consultant Sample Questions (Q132-Q137):

NEW QUESTION # 132

Universal Containers is using Collaborative Forecasts and wants to show sales reps their individual numbers for opportunities they are predicted to win based on amounts for all forecast categories over the next quarter. What should a consultant recommend to meet this requirement?

- A. Use a formula field based on the forecast category.
- B. Add the Forecast Summary component to the page.
- C. Enable Cumulative Forecast Rollups.

Answer: A

NEW QUESTION # 133

Cloud Kicks sales reps want to see all of the details on their current opportunities with a minimal amount of navigation or clicks to

cycle through them

Which functionality should the consultant recommend?

- A. Develop a new Sales Console app including opportunities.
- B. **Select the Split View option from the My Opportunities list view.**
- C. Create a dashboard with reports on My Opportunities.

Answer: B

NEW QUESTION # 134

Sales management at Northern Trail Outfitters (NTO) would like to track the following information: * Number of open opportunities in the current quarter by sales representative * Number of closed opportunities in the last quarter by sales representatives What should a consultant recommend to meet these requirements?

- A. Create an analytic snapshot
- B. **Create a dynamic dashboard**
- C. Create a joined report
- D. Create a summary report with cross filters

Answer: B

NEW QUESTION # 135

Cloud Kicks (CK) has just completed its initial Sales Cloud implementation. The leadership team at CK wants to improve the rate of user adoption, What should the consultant recommend?

- A. **Create a Slack channel to gather and discuss feedback from users.**
- B. Create a report to track the login rate over the last 7 days.
- C. Add an Approvals process to the Opportunity object to enforce data standards.
- D. Conduct a requirements workshop to gather user stories.

Answer: A

Explanation:

Creating a Slack channel to gather and discuss feedback from users is a good way to improve the rate of user adoption after a Sales Cloud implementation. A Slack channel can provide a platform for users to share their opinions, suggestions, questions, and issues about the new solution. It can also help the consultant and the leadership team to monitor user sentiment, address user concerns, and provide support and guidance. Verified Reference:

<https://developer.salesforce.com/resources2/certification-site/files/SGCertifiedSalesCloudConsultant.pdf> (page 20)

https://trailhead.salesforce.com/en/content/learn/modules/sales_admin_user_adoption/sales_admin_user_adoption_feedback

NEW QUESTION # 136

Cloud Kicks (CK) has recently rolled out Sales Cloud. CK uses an enterprise resource planning (ERP) system as its system of record for customer data. When an account has its first Closed Won opportunity, the ERP system should be updated immediately from the account and opportunity records.

Which option should the consultant recommend to meet the requirement?

- A. **Implement Platform Events to publish Opportunity wins to the ERP, which will call back for opportunity and account information.**
- B. Create an Accounts with Opportunities report filtered on Opportunities won today that the ERP can subscribe to.
- C. Script the ERP to call a Flow endpoint every 5 minutes to fetch newly won opportunities and their related accounts.

Answer: A

Explanation:

For real-time integration between Salesforce and the ERP system, Platform Events are well-suited as they enable Salesforce to publish an event immediately when an opportunity is marked as Closed Won. The ERP can then subscribe to these events and retrieve the necessary account and opportunity data.

Using Platform Events for Real-Time Updates: Platform Events facilitate an event-driven architecture where Salesforce can notify

external systems instantly when specific changes occur, such as a Closed Won opportunity. This ensures that updates are transmitted to the ERP promptly.

Efficient Data Synchronization: With this approach, the ERP system can listen for these events and retrieve only the relevant records, reducing the need for frequent polling or scheduled jobs.

Option A (scripting ERP to fetch data) relies on periodic polling, which may not meet real-time requirements, and Option C (report subscription) does not provide immediate updates. For more information, refer to the Salesforce Platform Events documentation.

NEW QUESTION # 137

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