

New Salesforce CRT-251 Study Plan, CRT-251 Top Questions



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Salesforce Certified Sales Cloud Consultant Sample Questions (Q60-Q65):

NEW QUESTION # 60

Norther Trail Outfitters wants to migrate its Territory Management to a new structure for the upcoming fiscal year, What are two aspects a consultant should consider for this migration?

Choose 2 answers

- A. Territory user assignments are migrated to the new model.
- B. Territories can inherit assignment rules from other territories higher in the model.
- C. Only one territory model can be active at any given time.
- D. Access to a territory model is controlled through profiles or permission sets.

Answer: B,C

Explanation:

These are two aspects that a consultant should consider for migrating Territory Management to a new structure for the upcoming

fiscal year. Territories can inherit assignment rules from other territories higher in the model, which can simplify the process of assigning accounts and users to multiple territories. Only one territory model can be active at any given time, which means that you need to deactivate the current model before activating the new one, and ensure that there is no gap in territory coverage. Verified References:

* <https://developer.salesforce.com/resources2/certification-site/files/SGCertifiedSalesCloudConsultant.pdf> (page 22)

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

NEW QUESTION # 61

The admin at Universal Containers is attempting to retire a Product that is being replaced by a newer version, but they are receiving an error because the Product is associated to an Opportunity.

What should the consultant recommend to resolve the issue most efficiently?

- A. Archive the Product and each related Price Book entry.
- **B. Create a flow to delete the Product from the Price Book.**
- C. Edit the Product record and uncheck the Active field.

Answer: B

NEW QUESTION # 62

Sales managers at Cloud Kicks want to create a sales dashboard of key performance indicators (KPIs) to measure day-to-day operations.

Which key metric should the consultant include in the dashboard?

- A. Number of updated opportunities
- **B. Number of outbound calls made over a period of time**
- C. Number of marketing qualified leads (MQL)

Answer: B

Explanation:

For day-to-day operations, sales managers can benefit from tracking the number of outbound calls made, as this reflects sales activity levels and engagement with leads or customers. This metric is actionable and provides insight into the volume of sales efforts, which is useful for daily KPI tracking.

Outbound Calls as a Sales Activity Metric: Outbound calls are a direct measure of sales reps' efforts to reach out to leads and customers. This can help managers understand daily productivity and assess whether activity levels are aligned with sales goals.

Direct Impact on Sales Performance: A high number of outbound calls can correlate with increased opportunities and potential sales, making it a valuable metric for daily operations.

Option B (number of updated opportunities) reflects opportunity management but may not directly correlate with daily activity, and Option C (MQLs) focuses more on marketing rather than sales activities. For guidance on creating sales dashboards, refer to Salesforce's Sales Analytics documentation.

NEW QUESTION # 63

As part of Enterprise Territory management implementation, Cloud Kicks wants the user to manually search for territory in an active territory model and assign to Opportunities.

Which approach should the Consultant suggest to meet this requirement?

- A. Enable sharing access to the account to assign any active territory to Opportunities.
- B. Create Apex class code to assign territories to open Opportunities.
- **C. Use the default Enterprise Territory Management to provide access to assign any active territory to the Opportunity.**
- D. Update the Profile with the "Manage Territory" permission.

Answer: C

NEW QUESTION # 64

During the Discovery phase of a project, which three steps should a consultant complete to prepare for a successful engagement?

Choose 3 answers

- **A. Establish project goals.**
- B. Create implementation plan.
- **C. Define sales processes.**
- **D. Define success metrics.**
- E. Set project milestones.

Answer: A,C,D

Explanation:

These are three steps that a consultant should complete to prepare for a successful engagement during the Discovery phase of a project. Establishing project goals can help align the expectations and priorities of the stakeholders and the project team, and provide a clear direction for the project. Defining sales processes can help understand the current and desired state of the customer's business operations, and identify the gaps and opportunities for improvement. Defining success metrics can help measure the impact and value of the project, and evaluate the progress and outcomes of the project. Verified References:

* <https://developer.salesforce.com/resources2/certification-site/files/SGCertifiedSalesCloudConsultant.pdf> (page 18)

* https://trailhead.salesforce.com/en/content/learn/modules/consulting_skills_for_salesforce_professionals/discover-the-customer-situation

NEW QUESTION # 65

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