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1. Cloud Kicks is migrating from its current CRM application to Salesforce in phases across various

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Salesforce Certified Sales Cloud Consultant Sample Questions (Q24-Q29):

NEW QUESTION # 24

Cloud Kicks uses channel partners for selling and servicing its "Shoe of the Month" club. As the number of Leads has increased, Cloud Kicks has seen a decrease in partner satisfaction regarding the quality of Leads, and a noticeable decrease in the Lead conversion rate. What can be done to increase partner satisfaction with the Leads being shared?

- A. Utilize the Partner Lead Validator to populate a Lead store and assign to a partner channel queue
- B. Configure a cross-object validation rule to ensure that all fields on the Lead record are populated with data.
- C. Configure Einstein Insights prior to Leads routing to the partner channel.
- D. Utilize the lead score on the Find Duplicates button, and then assign the Leads with a score in the high category
- E. Configure a custom lead score field to assess Lead quality, that assign the Leads that exceed this score to partners

Answer: E

NEW QUESTION # 25

Northern Trail Outfitters (NTO) finished implementing Sales Cloud for a mid-market sales team. Sales management wants to track data completeness.

Which common metric should the consultant recommend that NTO use to measure core Sales Cloud data?

- A. User Adoption
- B. Record Count
- C. Field Usage

Answer: C

Explanation:

When evaluating data completeness in Salesforce, measuring Field Usage is a key metric. This metric helps determine how thoroughly users are populating critical fields across records. By analyzing field usage, Northern Trail Outfitters (NTO) can ensure that important data fields like Account Information, Contact Details, and Lead Attributes are consistently filled, which supports accurate reporting and overall data quality. Field Usage directly impacts how well the team can leverage Sales Cloud for insights and decision-making, as incomplete data can hinder accurate analytics and reporting. Regular assessment of field usage is essential to maintain high data quality and maximize the effectiveness of Sales Cloud for sales management

NEW QUESTION # 26

Cloud Kicks has just deployed all of its configurations. The admin wants to build a new process using objects that were deployed. Which best practice should a consultant recommend to the admin?

- A. Build in a Developer sandbox and test changes in a test release environment.
- B. Build in a Partial Copy sandbox and test changes in the staging environment.
- C. Build in a test release environment and test changes in a Partial Copy sandbox.

Answer: B

Explanation:

For building new processes and testing configurations after deployment, it's recommended to use a Partial Copy sandbox for development and testing in a staging environment. This approach allows for testing with a representative subset of production data, helping to ensure changes are validated under conditions similar to the live environment.

Development and Testing Strategy: Building in a Partial Copy sandbox allows for more accurate testing than a Developer sandbox, as it includes metadata and a sample of data from production.

Promoting Changes through Staging: Testing in a staging environment simulates the final production environment closely, helping to identify potential issues before going live.

Option B (test release in Partial Copy) reverses best practices, and Option C (Developer sandbox) may not include sufficient data for comprehensive testing. Salesforce recommends Partial Copy sandboxes for intermediate testing stages, as outlined in Salesforce Sandbox Guide.

NEW QUESTION # 27

The sales director at Cloud Kicks wants to enable Person Accounts in its org. The sales director asked a consultant to evaluate the solution and present it to the sales team.

What should the consultant consider when evaluating Person Accounts?

- A. Enabling Person Accounts is irreversible.
- B. Person Accounts must have at least two record types.
- C. Enabling Person Accounts requires a Public Read/Write sharing model.

Answer: A

Explanation:

Person Accounts in Salesforce are a specialized account type that represents individual customers rather than businesses. A critical consideration is that enabling Person Accounts is irreversible; once activated, this setting cannot be turned off. Therefore, it's essential to carefully evaluate and understand the implications before enabling Person Accounts, as it permanently impacts data model configurations and potentially other features within the org.

For more details on the considerations for enabling Person Accounts, see: Person Accounts Overview and Considerations.

NEW QUESTION # 28

Sales reps at Cloud Kicks (CK) often receive important customer emails they want to record as activities related to contacts in Salesforce. CK has Office 365, as well as a policy that prevents users from installing anything directly on their computers.

Which solution should a consultant recommend meeting this requirement?

- A. Salesforce Console for Sales
- B. Einstein Activity Capture
- C. Lightning Console for Sales
- D. Salesforce for Outlook

Answer: B

Explanation:

Einstein Activity Capture is a Salesforce feature that automatically syncs emails and events from Office 365 (or Gmail) to Salesforce. Users do not need to install anything on their computers, as the feature works in the cloud. Users can also choose which emails and events to sync, and relate them to contacts, accounts, opportunities, or other records in Salesforce. Einstein Activity Capture can help users save time and keep track of their customer interactions. Verified References: [Einstein Activity Capture]

NEW QUESTION # 29

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