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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 (Q72-Q77):

#### **NEW QUESTION #72**

The marketing team is using a separate platform for managing prospects and wants to hand off qualified prospects to the sales team. How should the consultant meet this requirement?

- A. Create Salesforce users for the marketing team so they can enter leads directly Into Salesforre.
- B. Recommend an integration with the marketing platform that creates leads in Salesforce,
- C. Create a report of Salesforce leads and compare it with marketing data on a regular basis.
- D. Recommend an integration with the marketing platform to Salesforce that generates tasks with lead information.

### Answer: B

#### **NEW QUESTION #73**

Cloud Kicks has been late for every deadline and has missed several meetings. What should the Consultant recommend to the Cloud Kicks project manager to get the project back on track?

- A. Write a solution design and get sign-off so the build phase can start.
- B. Setup Requirements Workshop and get sign-off
- C. Ask what the customer would like the solution to be and demo it to them at the end of the build phase.
- D. Revisit the communication plan and set up more frequent touch points with the customer.

#### Answer: D

#### **NEW OUESTION #74**

What are two capabilities of Data Loader? Choose 2 answers

- A. Runs one-time or scheduled data loads
- B. Extracts organization and configuration metadata
- C. Prevents importing duplicate records
- D. Exports field history data

#### Answer: A,D

Cloud Kicks (CK) is planning to use Person Accounts to maintain information on its retail customers. CK likes to track connections among customers to capture household relationships, referrals, and so on. One customer can have many relationships. What should a consultant consider when implementing Person Accounts and supporting many relationships between customers in Salesforce?

- A. Enable Contacts to Multiple Accounts to create indirect relationship between two or more Person Accounts.
- B. Use Contact for retail customers and use Accounts to maintain relationships.
- C. Create a custom field to establish relationships and create hierarchies among Person Accounts.

#### Answer: A

#### Explanation:

When using Person Accounts in Salesforce, the "Contacts to Multiple Accounts" feature allows for creating connections between Person Accounts, effectively enabling the tracking of indirect relationships such as household relationships and referrals. This feature facilitates linking a single contact (or Person Account) to multiple accounts, which can represent different relationship types. It is particularly suited for Cloud Kicks' need to capture various types of customer relationships, making it more flexible and scalable for relationship tracking among retail customers.

Refer to the Salesforce documentation on Contacts to Multiple Accounts for more information on using this feature with Person Accounts.

#### **NEW QUESTION #76**

The Discovery phase with Cloud Kicks (CK) has just ended.

CK wants a visual way to see how the new business processes will work. CK's process is complex and requires multiple slides. What should the consultant create to provide this high-level view?

- A. Value Stream Map
- B. Capability Model
- C. Universal Process Notation

Answer: C

#### **NEW QUESTION #77**

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