Salesforce

SALES-CLOUD-CONSULTANT Exam

Certified Salesforce Sales Cloud Consultant

Questions & Answers
Demo

Version: 27.1

Question: 1

Cloud Kicks just deployed Sales Cloud globally and wants to make sure that all of its users are using Salesforce. How should the consultant determine if all regions are using Salesforce?

A. Assign all users to a region, build a report using user login history, and filter on region.
B. Create an Opportunity report per region, filtering by User.
C. Ask each regional sales manager to run the standard User Adoption report.
D. Install Salesforce Adoption Dashboards from the AppExchange and use the region chart.

Answer: D

Explanation:

Question: 2

The Cloud Kicks (CK) IT team wants to enable Person Accounts in its Salesforce org.
Which three prerequisites must be met before the consultant can enable Person Accounts?
Choose 3 answers

A. User Profiles with Read access to Accounts must also have Read access to Contacts.
B. At least one Record Type should be created for Accounts.
C. The CK customer portal must be disabled to allow Person Account self-registration in the future.
D. The organization-wide default sharing is set so either Contact is Controlled by Parent or both Account and Contact are Private.
E. The organization-wide default for both Accounts and Contacts should be set to Public Read/Write.

Answer: A, B, C

Explanation:

According to the Salesforce Sales Cloud Consultant Study Guide, it is important to ensure that the organization-wide default sharing is set correctly in order to ensure that Person Accounts can be enabled in the future. It is not necessary to disable the CK customer portal in order to enable Person Accounts. Finally, it is not recommended to set the organization-wide default for both Accounts and Contacts to Public Read/Write.

Question: 3

Access to opportunities at Cloud Kicks should be restricted. Sales users should only have access to two categories of opportunities: opportunities they own, and opportunities that are tied to accounts they own.
What are two actions a consultant can take to meet the requirement?
Choose 2 answers

A. Set Territory Management to grant Read access to opportunities owned by others.
B. Set opportunity access on the role to view all opportunities associated with their accounts.
C. Set organization-wide defaults for opportunities to Private.
D. Set organization-wide defaults for opportunities to Public Read-Only.

Answer: B, C

Explanation:

Question: 4

Sales managers at Cloud Kicks have noticed that information in some opportunity reports is incomplete. A consultant has performed an analysis and determined that opportunity stage reports often lack key information that sales managers expect at each stage because sales reps have yet to enter the data.
What should the consultant recommend so opportunity stage reports always contain the data managers expect?

A. Create an Auto launched flow to determine if required fields are missing.
B. Mark the fields as required on the Page layout.
C. Customize Path and create validation rules dependent on stages.
D. Configure Path by checking the Key Field Required checkbox.

Answer: C

Explanation:

Question: 5

An executive at Cloud Kicks (CK) has asked its admin to create a diagram to show the high-level process areas within the business. CK plans to use the diagram to show the context
of a new area of the business within the overall business.
What should the admin create to meet this requirement?

A. Suppliers, Imports, Processes, Outputs, Customers (SIPOC) Diagram
B. Strengths, Weaknesses, Opportunities, Threats (SWOT) Diagram
C. Value Stream Map
D. Capability Model

Answer: A

Explanation: