



Salesforce

Exam Questions CRT-251

**Salesforce Certified Sales Cloud
Consultant (SU18)**

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QUESTION 1

Universal Containers (UC) does business with a Contact associated with a specific Account with the Contact Role of executive. The Contact is also on the board of a nonprofit that has requested a charitable donation from UC. UC wants to the Contact on both Accounts.

What should the consultant recommend?

- A. Create a new Contact record for the Contact related to the nonprofit Account
- B. Select Allow users to relate a Contact to multiple Accounts in Account
- C. Change the Contact record type to multi-account
- D. Create a new lookup field on the Contact record to associate the executive to the nonprofit.

Correct Answer: B

QUESTION 2

The sales management team at Northern Trail Outfitters (NTO) wants to analyze how the sales funnel is changing throughout the month. NTO wants to store the details of open opportunities weekly, and forecasts and closes business monthly. What should be recommended?

- A. Schedule a custom forecast report to run weekly and store the results in a custom report folder.
- B. Create a reporting snapshot to run daily and store the results in a custom object.
- C. Create a reporting snapshot to run weekly and store the results in a custom object.
- D. Schedule a custom forecast report to run daily and store the results in a custom report folder.

Correct Answer: C

QUESTION 3

What features of work.com can managers use to help sales representatives meet their quotas?

Choose 2 answers

- A. Coaching plans to help the sales rep drive results
- B. Coaching feedback that automatically adjusts the goals
- C. Coaching feed visible to the entire sales teams
- D. Coaching dashboards to monitor progress

Correct Answer: A,B

QUESTION 4

Management at Northern Trail Outfitters wants to make sure their sales representatives are recording important email communication with customers while they are away from their offices. The sales representatives use various email applications. Which solution should be recommended?

- A. Download and install a Salesforce universal connector for their smartphone and computers.
- B. Copy and paste emails manually to the customer record in salesforce from their smartphones and computers
- C. Forward emails using their Email-to-Salesforce email address from their smartphones and computers
- D. Download and install the Salesforce for Outlook connector on their smartphones and computers

Correct Answer: C

QUESTION 5

Northern Trail Outfitter wants to implement a Partner Community to help manage an extensive distributor and reseller partner community. The consultant is setting up partner users. What are two considerations for this step in the process? Choose 2 answers

- A. Partner users are associated with the same set of profiles as internal users.
- B. The sharing model should be re-evaluated when the Partner Community is enabled.
- C. Partner user can own account and opportunity records in salesforce.
- D. Partner users CANNOT receive emails generated through workflow actions

Correct Answer: B,C

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