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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

QUESTION 6

Cloud Kicks recently completed the implementation of a new Sales Cloud solution. The stakeholder committee believes that sales user adoption is best measured by opportunities generated by the



sales representatives. What can the Consultant recommend to measure sales user adoption?

- A. Refer back to the project plan to see if the goals were met
- B. Create a trend report to determine if there is an increase in deals closed.
- C. Enable sales teams and run an opportunity report with teams to see how many Opportunities have team member on them
- D. Provide a report of user logins to show the increase in user adoption

Correct Answer: D

QUESTION 7

Cloud Kicks has two sales divisions: a franchise sale division and a public sales division. The sales representatives for each division have their own user profiles and person Accounts. The franchise sales division sales representatives cannot create person Accounts, and they should only be able to set up franchise Accounts. What should the Consultant recommended to meet this requirement?

- A. Remove person Account record types from the franchise sales division's sales representative user profile
- B. Hide the Person Account checkbox from the franchise sales division's sales representative user profile through Field-level Security
- C. Utilize Divisions to hide person Account from the franchise sales division's sales representative user profile
- D. Ensure that the 'Disable Person Accounts' permission on the franchise sales division's sales representative user profile is checked

Correct Answer: A

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