DUMPSQUEEN

Salesforce Certified Sales Cloud Consultant (SP24)

Salesforce CRT-251

Version Demo

Total Demo Questions: 15

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QUESTION NO: 1

Universal Containers is creating a new program to allow customers to pay for large orders over the course of 1 to 3 years in monthly installments beginning in the month the products are sold. The admin needs to configure Sales Good to accommodate the new pricing term and to help the finance department forecast easily.

What should the consultant recommend to meet the requirement?

A. Use Revenue Schedules to capture installment payment plan details for each Product.

B. Add a custom field to the Quotes object to capture the number of installments,

C. Set the default quantities to 12, 24, and 36 in a new Price Book for installment sales.

D. Create a Process Builder to create an Order for each installment payment.

ANSWER: B

QUESTION NO: 2

A couple of users at Cloud Kicks (CK) own more than 10,000 records. The CK admin has noticed that making changes to the sharing model is taking increasingly more time.

What are two solutions the consultant should implement to resolve the Issue?

Choose 2 answers

A. Move the users to the top of the role hierarchy.

B. Move the users to the bottom of the role hierarchy.

C. Mass transfer the records to another role in the role hierarchy.

D. Remove the users from the role hierarchy.

ANSWER: A C

QUESTION NO: 3

Cloud Kicks currently supports three business lines within a single Salesforce instance:

Running, Athleisure, and Celebrity Co-Branded. The VP of Atheisure controls a large budget

and is often able to re-prioritize business stories and ‘shadow projects’ into releases ahead of

other groups.

This topic comes up frequently and often details the monthly project management meeting, which limits the amount of time available to cover other critical topics.

Which two strategies should the consultant recommend to address these issues?

Choose 2 answers

A. Create a weekly All-Hands call, including business and technology resources, to review direction and priority of development.

B. Divide the development team into three units/tracks to support each line of business independently.

ANSWER: A B

QUESTION NO: 4

Sales reps want to review pricing on historical contracts when working on new opportunities at Cloud Kicks. Contracts are created from the Account page. Sales reps need to view all contracts for the Account on the Opportunity record.

What should a consultant Implement to meet the requirement?

A. Build a custom Opportunity lookup field to Contracts with an Account dependency filter and make it editable.

B. Add the Contracts related list to each of the Opportunity page layouts used In the sales record types.

C. use the Related List - Single component to display the Account's Contracts on the Opportunity Lightning page.

D. Create an object-specific action to create a Contract record from the Opportunity page layouts used by sales.

ANSWER: C

QUESTION NO: 5

The sales director at Universal Containers wants to ensure that a custom field on the Lead object is excluded from Einstein Lead Scoring.

How should the consultant meet the requirement?

A. Exclude the custom field from all page layouts.

B. Omit the custom field from the scoring model.

C. Clear the custom field's values on all records.

D. Make the custom field Read-Only on all profiles.

ANSWER: B

QUESTION NO: 6

A customer notices a large increase in leads created overnight which exceed the daily

limits. Upon examination, the leads appear to be created by bots. The Customer uses a standard

web-to-lead from without safeguards in place to limit spam on forms.

What should the consultant recommend as the first line of defense before republishing the

form?

A. Select Require reCAPTCHA Verification in Web-to-Lead settings.

ANSWER: A

QUESTION NO: 7

A consultant has conducted Discovery sessions with Cloud Kicks stakeholders and is ready to start gathering user cases for Sales Processes.

Which two groups should provide content for the use cases? Choose 2 answers

A. Sales reps

B. Executives

C. Finance team

D. Sales operations

ANSWER: A D

QUESTION NO: 8

Cloud Kicks (CK) is just kicking off its project. The consultant wants to dive deeper into CK's process and pain points. Which three approaches should a consultant use to learn about and empathize with the customer?

Choose 3 answers

A. Embodying

B. Shadowing

C. Interviewing

D. Role Playing

E. Leading Workshops

ANSWER: A B C

QUESTION NO: 9

During the last requirements meeting. Cloud Kicks team members said they will be taking the next week off to attend a conference.

What should a consultant do in response to this news?

A. Ask the client to sign off on requirements and start the build.

B. Update the solution design while the team is out of the office.

C. Set up two requirements workshops for the following week.

D. Update the project plan and communicate it to stakeholders.

ANSWER: D

QUESTION NO: 10

The Cloud Kicks sales team can create leads for both business and individual

customers. Person Accounts have been enabled in its Salesforce org.

Which action should be taken to convert a lead into a Person Account?

A. Create an Individual Lead Record Type.

B. Populate the Company field with ‘Person.

C. Enable Contacts to Multiple Accounts.

D. Leave the Company field blank.

ANSWER: D

QUESTION NO: 11

Universal Containers wants to measure revenue based on when individual Products are sold.

What should a Consultant implement to meet this requirement?

A. Forecasting by Order Amount

B. Forecasting by Opportunity Amount

C. Forecasting by Product Dates

D. Forecasting by Schedule Date

ANSWER: B

QUESTION NO: 12

The Universal Containers sales team wants to easily show Account relationships to its sales reps and report on these relationship.

Which two considerations should the consultant take into account?

Choose 2 answers

A. Account relationships are visible from Person Account records.

B. A Person Account can be either a parent or child in the Account Hierarchy.

C. Account Hierarchy displays only the Amounts users have Read permission to view.

D. Accounts can be organized into different divisions based on specific criteria.

ANSWER: C D

QUESTION NO: 13

After a project deployment, several bugs are identified by end users and prioritized by the project team.

What are two ways a consultant should resolve these issues?

Choose 2 answers

A. Build out issue resolution release in the appropriate development sandbox.

B. Build out issue resolution release in the production environment.

C. Perform user acceptance testing (UAT) m the appropriate development sandbox.

D. Perform user acceptance testing (UAT) m a Full sandbox.

ANSWER: A D

QUESTION NO: 14

Cloud Kicks is migrating from its current CRM application to Salesforce in phases across various regions. The current CRM application manages customer and pipeline information that resides in a legacy back-end application which needs to be migrated to Salesforce.

Which approach should the consultant use for the source data migration?

A. Migrate all Contacts, then Opportunities, and then Accounts from the legacy back-end application.

B. Migrate all Accounts, then Contacts, and then Opportunities from the legacy back-end application.

C. Migrate all Opportunities, and then associate Accounts and Contacts from the current CRM application.

D. Migrate all Contacts, then Accounts, and then Opportunities from the current CRM application.

ANSWER: B

QUESTION NO: 15

Universal Containers is planning to hire more sales representatives in response to three consecutive quarters of rapid growth. To optimize their sales impact, the sales management team wants to develop a better sales territory structure. Which two data points should the sales management team consider when developing the new sales territories? Choose two answers.

A. Attributes needed to segment and categorize customers.

B. Distance between customer headquarters and their sales representatives

C. Average number of customers managed by a sales representative.

D. Number of currencies needed to support each sales territory.

ANSWER: A D