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Salesforce Certified Sales Cloud Consultant - Sales-Cloud-Consultant Free Exam Questions

QUESTION NO: 1

A consultant is working with Cloud Kicks (CK) on its initial Sales Cloud implementation. CK wants its sales reps to be able to use Sales Cloud to track accounts, contacts, and opportunities before its global conference in 4 months.

What should the consultant recommend to meet the requirement?

- ☐ A. Deploy the Salesforce mobile app to the team prior to the event.
- ☐ B. Implement additional features to make the team more productive.
- ☐ C. Reschedule the event to ensure functionality is complete.
- ☐ D. Set obtainable metrics, goals, and milestones for the deadline.

[Hide answers/explanation](#)

Correct Answer: **D**

QUESTION NO: 2

The Cloud Kicks team needs to quickly look up contacts, accounts, and opportunities and easily log calls from their mobile phones. Due to limited coverage in certain geographic areas, the team wants access to customer information while out of the office and when they are without an internet connection.

Which two steps should the consultant recommend?

Choose 2 answers

- ☐ A. Download the Salesforce mobile app.
- ☐ B. Enable Salesforce Inbox.
- ☐ C. Enable caching and Offline Edit.
- ☐ D. Enable Mobile SDK.

[Hide answers/explanation](#)

Correct Answer: **A,C**

QUESTION NO: 3

Cloud Kicks sales representatives are allowed to negotiate up to a 5% discount for the Shoe of the Month dub.

Regional sales managers (RSMs) must approve discounts greater than 5%. Regional vice presidents (RVPs) also must approve discounts greater than 10%.

Which two steps should a consultant recommend to satisfy these requirements? Choose 2 answers

- ☐ A. Create a two-step Approval Process with the RSM and RVP as approvers.
- ☐ B. Create two Approval Processes, one with the RSM and one with the RVP.
- ☐ C. Use Process Builder to send an approval Task and email to the RSM and RVP.
- ☐ D. Use Process Builder to automatically submit approvals over a 5% discount.

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Correct Answer: **A,B**

QUESTION NO: 4

Universal Containers wants to allow its Salesforce users to view and update customer billing information from the company's invoicing system within a separate Salesforce org.

What should a consultant implement to meet this requirement?

- ☐ A. Salesforce Connect and External Objects
- ☐ B. Workflow Rules and Outbound Messaging
- ☐ C. Ce Nightly scheduled Batch Data jobs
- ☐ D. My Domain and Single Sign-On

[Hide answers/explanation](#)

Correct Answer: **A**

QUESTION NO: 5

The sales team at Cloud Kicks Cloud has roughly 100 members. The sales director has requested that newly created reports be shared with the sales team. How should the consultant efficiently share these reports?

- ☐ A. Create a report folder, add members in a specific Role, and share the Report folder.
- ☐ B. Create a report folder, add members in a specific profile, and share the Report folder.
- ☐ C. Create a report folder, add members to a Private Group, and share the Report folder.
- ☐ D. Create a report folder, add members in a specific Queue, and share the Report folder.

[Hide answers/explanation](#)

Correct Answer: **A**

QUESTION NO: 6

Universal Containers wants to minimize the need for sales reps to manually create meetings and events that are stored on their calendars.

Which two Einstein Activity Capture (EAC) capabilities should the consultant consider? Choose 2 answers

- ☐ A. EAC events are unable to be synched with contacts and leads.
- ☐ B. EAC a two-way sync for events and contacts.
- ☐ C. EAC supports emails, events, and contacts.
- ☐ D. EAC adds events to the activity timeline for custom objects.

[Hide answers/explanation](#)

Correct Answer: **B,C**

QUESTION NO: 7

Norther Trail Outfitters wants to migrate its Territory Management to a new structure for the upcoming fiscal year. What are two aspects a consultant should consider for this migration?

Choose 2 answers

- ☐ A. Only one territory model can be active at any given time.
- ☐ B. Territory user assignments are migrated to the new model.
- ☐ C. Territories can inherit assignment rules from other territories higher in the model.

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- ☐ D. Access to a territory model is controlled through profiles or permission sets.

Hide answers/explanation

Correct Answer: **A,D**

QUESTION NO: 8

The Cloud Kicks admin is planning to deploy new functionality as part of its quarterly update process. The consultant has recommended completing the update outside of business hours to avoid impacting users.

Where should the consultant direct the admin to check for scheduled system maintenance?

- ☐ A. Trailblazer Community
- ☐ B. Trailhead
- ☐ C. Salesforce Trust
- ☐ D. Company Profile

Hide answers/explanation

Correct Answer: **C**

QUESTION NO: 9

Cloud Kicks has organization-wide defaults set to Private for Account.

With the rollout of Opportunity Teams, what should a consultant consider?

- ☐ A. Account should be set to Public Read first.
- ☐ B. Opportunity should be set to Public Read/Write first.
- ☐ C. The Opportunity will be implicitly Write for the team,
- ☐ D. The Opportunity's Account will be implicitly Read for the team.

Hide answers/explanation

Correct Answer: **D**

QUESTION NO: 10

Users at Cloud Kicks (CK) say the global search is returning too many results when searching for contacts.

CK's admin confirmed that users have the correct permissions and record access to the contacts they want to see.

What should a consultant recommend to yield better search results?

- ☐ A. Add company name next to contacts full name in the search window.
- ☐ B. Use quotation marks operator around contact's first and last name.
- ☐ C. Add LIKE keyword next to contact's full name in the search window.
- ☒ D. Use parentheses operator to limit search to the Contacts object.

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