CRT-251 Dumps

Salesforce Certified Sales Cloud Consultant (SU18)

https://www.certleader.com/CRT-251-dumps.html

NEW QUESTION 1
Universal Containers' current solution for managing its forecasts is cumbersome. The sales managers do NOT have visibility into their teams' forecasts and are NOT able to update the forecasts. As a result, the managers are continually asking their sales representatives to provide updated forecast data via email or phone. Which two solutions should a consultant recommend to help Universal Containers improve the management of their forecasts? Choose two answers.

A. Enable override forecast permission in the Manager's profile.
B. Configure weekly customized forecast reports and dashboards to be emailed to sales management.
C. Create a forecast hierarchy and assign managers to the forecast manager role.
D. Create forecast Chatter groups where sales representatives can post and share their forecasts.

Answer: AC

NEW QUESTION 2
Universal Containers wants to equip its sales team with mobile capabilities. The sales team needs to quickly look up contacts, accounts, and opportunities and easily log calls. Due to limited coverage in certain geographic areas, the sales team wants access to customer information even without an Internet connection. Which mobile solution is appropriate for the Universal Containers' sales team?

A. Salesforce Mobile app
B. SalesforceA App
C. Custom hybrid App
D. Salesforce Touch App

Answer: A

NEW QUESTION 3
The sales representatives at Universal Containers use various email applications and often receive important customer emails where they are away from the office. Sales management wants to ensure sales representatives are recording email activity with customers in Salesforce while they are away from the office. Which solution should a consultant recommend to meet this requirement?

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

Answer: C

NEW QUESTION 4
Universal Containers uses a custom object named "Analysis", which is the child in a master-detail relationship with the Opportunity object. Sales teams use this object to create requests for supporting research. Sales teams use the Salesforce Mobile App and want to easily create new Analysis records from their phones. What should a consultant recommend to meet this requirement?

A. Create a Visualforce page.
B. Create an Action.
C. Create a related list button.
D. Create a custom object tab.

Answer: D

NEW QUESTION 5
Universal Containers has a private sharing model for accounts and opportunities. Each sales representative is assigned to work with a desiccated sales engineer. The sales engineer will need access to their assigned sales representatives' accounts and opportunities.
What should a consultant recommend to meet this requirement?

A. Have the sales representatives manually share the accounts and opportunities with their assigned sales engineers.
B. Create criteria-based sharing rules to share the accounts and opportunities with sales engineer.
C. Enable account teams selling and have each sales representative configure their default teams.
D. Create a trigger to add the sales engineers to their sales representatives' account and opportunity teams.

Answer: C

NEW QUESTION 6
The Universal Containers credit department uses a third-party application for credit ratings. Credit department managers need to launch an external web-based credit application from a customer's account record in Salesforce. The application uses a credit ID on the account object. What should a consultant recommend to meet this requirement?

A. Create a workflow rule to launch the product fulfillment application and pass the credit ID.
B. Create a custom button that calls an Apex trigger to launch the credit application and pass the credit ID.
C. Create a formula field that uses the hyperlink function to launch the credit application and pass the credit ID.
D. Create a custom credit ID field as an external ID on the account to launch the credit application and pass the credit ID.

Answer: C

NEW QUESTION 7
What are two capabilities of Data Loader? Choose two answers.

A. Ability to extract organization and configuration data.
B. Ability to prevent importing duplicate records.
C. Ability to export field history data
D. Ability to run one-time or scheduled data loads

Answer: CD

NEW QUESTION 8
Universal Containers sells two product lines that each use a distinct selling methodology. Additionally, each product line captures different information that is used to sell the products.
What should a consultant recommend to support selling the two product lines?

A. Create one page layout, two sales processes, and validation rules to capture relevant opportunity information.
B. Create two page layouts, one opportunity record type, and one workflow rule to assign the correct page layout to the record type.
C. Create two sales processes and two page layouts; assign them to two different opportunity record types for each product line.
D. Create two page layouts and two sales processes; assign them to the respective product lines to collect relevant information.

Answer: C

NEW QUESTION 9
Universal Containers has set the organization-wide default to public read-only for accounts, contacts, and opportunities. Activities are set to be controlled by the parent. The ABC Corporation account is owned by a sales user whose profile grants create, read, edit, and delete access to accounts, contacts, and opportunities. Which two actions does the owner of the ABC Corporation account have the right to take? Choose two answers.

A. View, edit, and delete activities owned by other users directly related to the account.
B. View, edit, and delete related contacts and opportunities owned by other users.
C. Share the account with other users through manual sharing and account teams.
D. Transfer ownership of related contacts and opportunities owned by other users.

Answer: AC

NEW QUESTION 10
Universal Containers has a large sales department that is dispersed worldwide. Sales managers want greater visibility into the opportunities in progress with their respective teams and want to receive email notifications when opportunities reach key metrics (e.g. progress to a certain stage or reach a specific probability). However, individuals want to control the frequency of their email notifications. Which two solutions should a consultant recommend? Choose two answers.

A. Configure the individual Salesforce for Outlook email settings to control notification frequency.
B. Configure Chatter Feed Tracking to provide updates for the key metrics the sales managers are looking for.
C. Create a report filtering for the desired criteria and individuals subscribe to the report.
D. Define a workflow rule and email task that is triggered when key fields are updated to new values.

Answer: BC

NEW QUESTION 10
Universal Containers wants to improve sales productivity in inside sales and is has been advised to consider Salesforce Console for Sales.
Which two use cases justify this recommendation? (Choose two.)

A. Need to add notes quickly while talking to the client.
B. Need to view the caller ID on screen and quickly make calls with one click.
C. Need to prioritize search results for contacts and opportunities.
D. Need to chat with customers in real time with Chatter.

Answer: AB

NEW QUESTION 13
A consultant has created a custom formula field on Opportunity that multiples the Opportunity Amount by the Account's Discount field. Which Currency will the formula field use for its value if the Opportunity and the Account records have different Currencies?

A. The Account currency
B. The User currency
C. The Corporate currency
D. The Opportunity currency

Answer: B

NEW QUESTION 14
Universal Containers wants to implement a sales methodology that focuses on identifying customer's challenges and addressing them with its offerings. Which sales methodology is described above?

A. Relationship selling
B. Target account selling
C. Direct selling
D. Solution selling

Answer: D

NEW QUESTION 18
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: AD

NEW QUESTION 19
Universal Containers wants to associate some contacts with more than one account (e.g., a contact in an employee of one account and on the boards of several other accounts). Which solution should a consultant recommend to meet this requirement?

A. Enable contacts to multiple accounts feature.
B. Clone the contact record and add it to the second account.
C. Add the contact to the partners related list on the second account.
D. Associate the contact to other accounts using a custom lookup field.

Answer: C

NEW QUESTION 20
Resellers for Universal Containers need access to reports in the Partner Communities to help manage their opportunities.
How should Salesforce be configured to give resellers the correct level of access to reports?

A. Create the appropriate list views and report folders in the Partner Communities for all partner users.
B. Create a new tab in the Partner Communities to display the appropriate list views and report folders.
C. Create a Chatter group that allows partners to post links to appropriate list views and reports.
D. Create the appropriate list views and report folders, and share with all partner users.

Answer: D

NEW QUESTION 22
Universal Containers has a private sharing model and wants the ability to share documents related to an opportunity, such as contracts and proposals, with the field sales team.
How can the documents be shard efficiently and securely?

A. The documents should be uploaded to Salesforce Files and shared with the field sales organization.
B. The documents should be emailed to the sales team on the opportunity record.
C. The documents should be uploaded to Salesforce Files from the opportunity record.
D. The documents should be uploaded to a library that is shared with the field sales organization.

Answer: A

NEW QUESTION 25
Universal Containers has a customer base of over 15,000 Accounts and 60,000 Contacts. The marketing manager wants to use the customer data for an upcoming new product launch but is concerned contacts may have moved to different companies.
What should a consultant recommend to ensure customer data is accurate?

A. Use a data cleansing tool and the Stay-in-Touch feature of Salesforce to email contacts.
B. Create a workflow rule for an account and contact owner to confirm contact data.
C. Create a workflow rule to mass email the contacts and capture any email bounces.
D. Use a data enrichment tool to verify account and contact data is up-to-date.

Answer: A

NEW QUESTION 26
Universal Containers uses PDF documents to help the Sales Team learn about new Products. Which feature should a Consultant recommend to store these documents?

A. File Sync
B. Salesforce Files
C. Attachments
D. File Contact for SharePoint

Answer: B

NEW QUESTION 30
Universal Containers wants to improve the accuracy of its current sales forecast. It also wants to improve the relevance of its sales stages and the role they play in the sales process.
How should the relationship between the various elements of the sales process be defined to meet these requirements?

A. Map sales probability values to forecast categories; assign sales stages accurate percentages.
B. Map forecast probability to opportunity probability; assign appropriate sales stage.
C. Map appropriate sales stage to opportunity stage; assign accurate forecast probability.

D. Map opportunity stages to forecast categories; assign accurate probability to each stage.

Answer: D

NEW QUESTION 31
The shipping department at Universal Containers is responsible for sending product samples as part of the sales process. When an opportunity moves to the "sampling" stage, Universal Containers wants an automatic email sent to the shipping department listing the products on the opportunity. How can this requirement be met using a workflow email?

A. Create is on the opportunity product using an HTML email template.
B. Create is on the opportunity using a Visualforce email template.
C. Create is on the opportunity product using a Visualforce email template.
D. Create is on the opportunity using an HTML email template.

Answer: B

NEW QUESTION 32
Universal Containers plans to implement lead management functionality for channel sales representatives who need to push pre-qualified leads to their partners. Partners need the ability to access and update the leads assigned to them. Which solution should a consultant recommend for this scenario?

A. Create a customized site where partners can self-register and access their leads.
B. Configure a separate leas record type and page layout for the Partner Community.
C. Create a task for a partner when a new lead is created and assign the task to the partner in the Partner Community.
D. Add the leads tab to the Partner Community and configure partner profiles to access leads.

Answer: D

NEW QUESTION 33
Universal Containers' management wants to see forecast numbers by all sales representatives and by multiple product groups.
Which two actions should a consultant recommend to meet these requirements? (Choose two.)

A. Implement Collaborative Forecasting with product family.
B. Build a custom forecast report showing product groups.
C. Build a forecast list view by product family group.
D. Implement Collaborative Forecasting with quota attainment.

Answer: AD

NEW QUESTION 38
Universal Containers is moving from a legacy customer relationship management (CRM) system to Salesforce Sales Cloud. What should a consultant recommend to ensure a successful implementation?

A. Review the current system with all levels of users to understand their requirements.
B. Review the current system with executive management to understand their requirements.
C. Review the current system with IT management to understand their requirements.
D. Review the current system and configure Sales Cloud to work in the same way.

Answer: A

NEW QUESTION 43
Universal Containers acquires sales leads each year through trade shows. Occasionally, duplicate leads are generated when the marketing team imports leads that already exist in the system. What should a consultant recommend to prevent duplicate leads in the system?

A. Upload the leads to Data.com to remove the duplicates and select the option to have them automatically imported.
B. Upload the leads and click the "Find Duplicates" button for each of the leads to identify potential duplicate lead records.
C. Upload the leads using Data Loader and enable the "Find Duplicates" setting to prevent duplicate records.
D. Upload the leads using Data Import Wizard and select the appropriate field to match duplicates against existing records.

Answer: D

NEW QUESTION 47
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