

# Salesforce

## Exam Sales-Cloud-Consultant

### Certified Salesforce Sales Cloud Consultant

Version: 3.0

[ Total Questions: 318 ]

**Question No : 1 CORRECT TEXT**

What can customers do in private Chatter groups?

**Answer:** Chatter customers can post to the groups to which they were invited.

**Question No : 2 CORRECT TEXT**

When working with multiple currencies, what currency will an individual's forecast be reported in?

**Answer:** All amounts in your forecast are shown in your personal currency.

**Question No : 3**

Match the following loading option to the description of when to use it. "Force.com Data Loader"

- A. Brian wants to consolidate all his accounts from several systems.
- B. Bill wants to load 20,000 lead records.
- C. Becky wants to load all her 65,000 contact records.
- D. Bob wants to load a single account record.
- E. Berta wants to keep a separate system as her "system of record"

**Answer: C**

**Question No : 4 CORRECT TEXT**

What does Data.com (Jigsaw) do?

- Answer:**
1. Keeps data clean enabling valid research into account and contact details to determine the right person to market to
  2. Assist with prospecting through finding and targeting the right leads
  3. Drives better campaigning through clean data and building of marketing lists
  4. Provides a preview of account and contact information

5. Drives data quality, through cleaning of data within SF- dedups and updates incomplete information

**Question No : 5**

Match this tip with its design consideration. "Users should not do things more than once because it takes time and may create dirty data"

- A. Tab and field naming
- B. Reduced clicks
- C. Search
- D. Record types and page layouts
- E. Workflow rules and approvals
- F. Minimized redundant data entry

**Answer: F**

**Question No : 6 CORRECT TEXT**

As a manager, how will currencies be reported in your forecast?

**Answer:** Your team's forecast amounts are converted and rolled up to the managers personal currency

**Question No : 7**

Forecast Category "Closed" can be summarized as:

- A. Closed
- B. Closed + Commit
- C. Closed + Commit + Best Case
- D. Commit + Best Case + Pipeline

**Answer: A**

**Question No : 8**

Sales management at Universal Containers needs to provide channel partners with easy access to approved product documentation. They also need to notify partners about the material revisions and updates. How can they achieve these goals in Salesforce?

- A. Enable Content in the partner portal and enable Content email alerts for partner users.
- B. Enable the Document tab in the partner portal and enable email alerts for partner users.
- C. Add the Content related list

**Answer: A**

**Question No : 9**

What are the factors that influence marketing metrics and drive key marketing business challenges?

- A. Insufficient lead generation
- B. Poor alignment with sales
- C. Measuring marketing ROI

**Answer: A**

**Question No : 10**

Which option best identifies with the Chatter Profile Page?

- A. Everyone can see what you post here. Displays posts from everyone you're following.
- B. Everyone can see what you post here. Only displays posts directed to you.
- C. Only users with access rights can view or post here.

**Answer: B**

**Question No : 11**

To create a PDF file of your quote, click "Create PDF" on the quote detail page.

- A. True
- B. False

**Answer: A**

**Question No : 12**

Universal Containers was bought by a larger company and needs to provide information on a monthly basis to the new parent company to help predict sales. Which data should the new parent company review?

- A. Dashboard of user login history
- B. Count of new lead records created
- C. Number of activities tied to opportunities
- D. Opportunity pipeline report grouped by month

**Answer: D**

**Question No : 13 CORRECT TEXT**

Can you delete a content file that is associated with a content delivery?

**Answer: No. You must delete the content delivery first. Deleting the contentdelivery will delete the content.**

**Question No : 14**

Your client is using Account data that is old. How can you help?

- A. Enhance Account content with data.com
- B. Use Account Merge utility
- C. Change you data migration plan for Accounts
- D. Re-load all Account records

**Answer: A**

**Question No : 15**

Which of these steps should take place before setting a List Price for a Product? (Select all that apply)

- A. Update all items in the Standard Price Book
- B. Update all items in the Custom Price Book
- C. Create the Product
- D. Define the Product's Standard Price
- E. Specify a Quantity or Revenue Schedule

**Answer: C,D**

**Question No : 16**

Which of the following is a typical challenge for a sales organization? (Select all that apply)

- A. Optimizing lead management
- B. Driving more business
- C. Improving sales rep productivity
- D. Complete visibility
- E. Poor customer satisfaction

**Answer: A,C,D**

**Question No : 17**

Choose the correct statement.

- A. Any salesperson can change their quota at any time.
- B. Only users with the appropriate permissions can change their quota.

**Answer: B**

**Question No : 18**

Which of the following can be synced with Salesforce for Outlook? (Select all that apply)

- A. Contacts
- B. Tasks
- C. Accounts
- D. Events E.Emails

**Answer: A,B,D**

**Question No : 19 CORRECT TEXT**

How will a currency in a custom formula field display or report?

**Answer:** Custom formula fields are not tied to any particular currency. If the result of a formula field is a currency amount, it displays in the currency of the associated record. This is also true for `cross-object formulas that reference merge fields with different currencies, and formulas in workflow rules and approval processes.

**Question No : 20 CORRECT TEXT**

If a user is deactivated what happens to their Chatter settings?

**Answer:** If Chatter is enabled and a user is deactivated, the user is removed from Following and Followers lists.

**Question No : 21**

Which of the following statements are true about managers and forecasts? (Select all that apply)

- A. A manager must have their own opportunities
- B. A manager submits their own estimate of the forecast
- C. A manager can adjust a forecast to a higher number
- D. A manager can adjust a forecast to a lower number
- E. A manager can see the forecasts of every person below them in the role hierarchy
- F. A manager can override the forecast of every person below them

**Answer: B,C,D,E**

**Question No : 22 CORRECT TEXT**

We deal with a very large volume of merchants that fall under partner accounts. We need a way to easily track renewals for these accounts. The volume is too high to manually create renewal opportunities for each account. Is there a way to automate this?

**Answer:** Using APEX trigger you can develop logic and create renewal opp every time when current opp is closed. This will give you great forecast of upcoming revenue and have renewal deals ready to go.

**Question No : 23**

Which of the following stage should be matched with the Forecast Category "Omit"?

- A. Early pipeline stages
- B. Mid pipeline
- C. Late pipeline stages
- D. Closed and Won
- E. Closed and Lost

**Answer: E**

**Question No : 24 CORRECT TEXT**

How do territories affect forecasts?

**Answer:** When you enable territory management for your organization, your forecast data is derived from the opportunities that are associated with the accounts in your territories. Users will have a different forecast for each territory to which they are assigned.

**Question No : 25 CORRECT TEXT**

Person accounts combine the functionality of accounts with the functionality of contacts.



For example, you can:

**Answer:** Use contact fields and related lists on person account detail and edit pages  
Associate person accounts with tasks and events using either the Name or Related To fields

Send individual and mass emails to person accounts

Invite person accounts to multi-person events

Add person accounts to campaigns

Convert leads into person accounts

On cases, enter person accounts in the Account Name field, the Contact Name field, or both

Add person accounts to the

**Question No : 26**

Universal Containers plans to migrate data into Salesforce from a legacy system. Which step should be taken before performing the data migration? Choose 2 answers:

- A. Perform data cleansing
- B. Enable data validation rules
- C. Develop data map
- D. Normalize database

**Answer: A,C**

**Question No : 27 CORRECT TEXT**

How do you 'manage the funnel'?

**Answer:** Ensure there is a sales methodology that supports the opportunity management process  
Ensure that there is visibility of the forecast; consider customizable forecasting

**Question No : 28 CORRECT TEXT**

What are 5 key ways to measure user adoption?

- Answer:** 1. Track how often users access new features  
2. Spot-check data  
3. Relate usage to financial calendar  
4. Measure how fresh data is  
5. Utilize the adoption dashboard to review user logins, call activity and data quality.

**Question No : 29 CORRECT TEXT**

Does a deactivated user count against your organization's available user licenses?

**Answer:** No. A deactivated user doesn't count against your organization's available user licenses.

**Question No : 30**

With Customizable Forecasting you can forecast any of the following data. (Select all that apply)

- A. Quantity
- B. Units of Individual Products
- C. Units of Product Family
- D. Amount

**Answer:** A,C,D

**Question No : 31 CORRECT TEXT**

Are roll up summary fields supported if you are using Advanced Currency Management?

**Answer:** Yes. Organizations with advanced currency management support roll-up summary fields between two advanced currency management objects. For example, roll-up summary fields are supported from an opportunity line object to its opportunity object, because both are advanced currency management enabled. The fields must however be from advanced currency management objects.