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Q&A

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Exam : **Certified Sales Cloud
Consultant**

Title : **Certified Salesforce Sales
Cloud Consultant**

Version : **DEMO**

1. At Cloud Kicks (CK), each sales rep is assigned a sales ops specialist and a sales engineer. CK wants to ensure that the assigned sales ops specialist and sales engineer have access to the correct Accounts. The organization wide defaults (OWO) for Contact are set to 'Controlled by Parent', Which solution should the consultant recommend to meet this requirement?

- A. Use Apex Managed Sharing to automatically share any new Contacts.
- B. Set up Account Teams with defaults for each sales rep.
- C. Change the Contact OWD to Private and create sharing rules to grant visibility.
- D. Add the Sharing button to the page layout so sales reps can share Contacts as needed.

Answer: C

2. Cloud Kicks wants to release product enhancements effectively to drive user adoption mtd have the impact on the organization and users' day-to-day functions.

What are three steps for successful change and seasonal release management? Choose 3 answers

- A. Prioritize executive requests.
- B. Train end users after deployment.
- C. Communicate updates to end user.
- D. Create an org development model.
- E. Collect input from stakeholders.

Answer: A,D,E

3. Cloud Kicks (CK) has implemented different sales stages across its varied product lines.

CK wants to deploy Collaborative Forecasting to all sales users.

Which two statements should a consultant consider when enabling forecasting? Choose 2 answers

- A. Opportunity Splits must be enabled at the same time.
- B. Multiple Forecast Types must be created and activated.
- C. A Single Category or Cumulative Forecast Rollup should be defined.
- D. The Forecast tab should be visible to easily view the forecasts.

Answer: C,D

4. The Discovery phase with Cloud Kicks (CK) has just ended. CK wants a visual way to see how the new processes will work. CK's process is complex and requires multiple slides.

What should the consultant design to give CK this high-level view?

- A. SIPOC Map
- B. Value Stream Map
- C. Capability Model
- D. Universal Process Notation

Answer: C

5. Organization-wide default settings for Account is set to Private at Cloud Kicks- Users are unable to see each others accounts.

When a Salesforce admin assigns User A as the owner of an opportunity related to User B's account, which additional access will User A gain?

- A. User A will have Read-Write access to the opportunity's Account and its related contact records.
- B. User A will have Read-Only access to the opportunity's Account record.

- C. User A will have Read-Only access to the opportunity's Account and its related contact records.
- D. User A will have Read-Write access only to the opportunity's Account record.

Answer: D