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QUESTION 1

Universal Containers has configured the Account organization-wide default (OWD) sharing as Public Read Only. All customer Accounts are owned by the customer successmanager. When a customer calls support to update their contact information, the support agent on their Account team is unable to edit the Account.

Which approach should a consultant recommend allowing the support agent to edit the Account, while still enforcing the Public Read Only OWD?

- A. The support agent should add themselves to the customer's Account team to grant Edit permissions.
- B. The support agent should contact the customer success manager to update the Account.
- C. The customer success manager should change the owner of the Account to the support agent.
- D. The customer success manager should include the support agent on the default Account team with Edit permissions.

Correct Answer: D

QUESTION 2

Cloud Kicks is expanding to international markets, but some products are not visible in the international price book. Which two steps should be taken? Choose 2 answers

- A. Check to ensure the products have been added to the price book.
- B. Activate the products in the price book.
- C. Check that the products have a SO list price
- D. Check that the products have a standard price in the list price field.
- E. Activate the price book

Correct Answer: AB

QUESTION 3

Universal Containers has millions of customer in Salesforce, but only a very small percentage have opened support cases in the past. Recently, Universal Containers has implemented a Customer Community and plans to allow customers to be authenticated users to increase self-service rates. Which two methods should be used to enable the customers on the Community? Choose 2 answers

- A. Have agents manually create Users when Community access is requested by Customers
- B. Send email notifications to all Customer to join the Community
- C. Have agents provide Customer with Community registration instructions when working a case
- D. Identify active Customer and send them registration instruction via email

Correct Answer: CD

QUESTION 4

Universal Containers wants to improve the information profile of its current Contacts in salesforce by using social networking application (e.g. LinkedIn or Twitter) to add the information currently gathered for accounts, contacts and leads. Which solution should a consultant recommend to meet this requirement?

- A. Enable social Accounts and Contacts to link records to social profiles.
- B. Enable the salesforce to Social network API connection to sync records.
- C. Define the social network fields and enabled then for account, contacts and leads.
- D. Create custom fields that hold URL links to the social profile of accounts, contacts and leads.

Correct Answer: A

QUESTION 5

The stage field is mapped to a value for the Forecast Category field and this can never be changed in an opportunity.

- A. True
- B. False

Correct Answer: B

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