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QUESTION 1

What is a capability of Data.com Clean? Choose 3 answers

- A. Data.com Clean can be used with Salesforce.com person accounts and business accounts.
- B. Accounts must be cleaned before cleaning contacts, but leads may be cleaned either before or after cleaning LI accounts.
- C. Individual records can be manually compared side-by-side with matched Data.com records and updated field-by-field.
- D. Accounts, contact, and lead records can be selected from a list and cleaned all at once.
- E. Data.com can be configured to run automated Clean jobs to flag field differences and automatically fill blank fields.

Correct Answer: CDE

QUESTION 2

Sales rep @ UC collaborates with ABC company on opportunity to sell to XYZ Company. ABC Co has been added to partner related list on the opportunity. What will automatically happen? Choose 2 answers:

- A. Partner record added to ABC account
- B. Partner record added to XYX account
- C. Sales team membership granted to ABC Co
- D. Partner portal access granted to ABC Co

Correct Answer: CD

QUESTION 3

The Support Manager at Universal Containers is getting inaccurate agent performance reports. After researching the data, the Salesforce Administrator has identified hundreds of cases that are closed, but still owned by a queue. Which two solutions should a Consultant recommend to correct this problem? Choose 2 answers

- A. Create a case assignment rule to ensure cases are owned by a user when closed.
- B. Use a data tool to update the owner field on closed cases.
- C. Create a Process Builder and Flow to change the owner on closed cases.
- D. Create a case validation rule to ensure cases are owned by a user when closed.

Correct Answer: AB

QUESTION 4

Universal Container wants to measure the user adoption of their successful Sales Cloud implementation. Which key factors should be considered?

- A. Business performance
- B. Data quality
- C. Usage
- D. walang sagot huhu

Correct Answer: D

QUESTION 5

The Sales Director at Cloud Kicks noticed that while Lead conversion rates were high, Opportunities were not moving through the sales cycle, many of the contacts that were converted had no phone, email, or background information captured. Which three solutions can be used to improve the quality of Leads being converted? Choose 3 answers

- A. Create a validation rule to check that necessary information is complete upon Lead conversion.
- B. Update web-to-lead forms to require input fields be completed prior to submission.
- C. Schedule a report that notifies Lead owners daily of Leads with incomplete information.
- D. Implement a trigger that warns the user of incomplete information during Lead conversion.
- E. Mandate that all Lead data must be reviewed prior to being created in Salesforce.
- F. Review Lead conversion mapping to ensure necessary fields are mapped correctly.

Correct Answer: BDE

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