Salesforce

CRT-251 Exam

Salesforce Certified Sales Cloud Consultant (SU18)

Questions & Answers
Demo

Version: 8.0

Question: 1

Universal Containers wants to measure revenue based on when individual Products are sold.
What should a Consultant implement to meet this requirement?

A. Forecasting by Order Amount
B. Forecasting by Opportunity Amount
C. Forecasting by Product Dates
D. Forecasting by Schedule Date

Answer: B

Question: 2

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

Question: 3

Universal Containers has set up a sales process that requires opportunities to have associated product line items before moving to the negotiation stage.
Which two solutions should a consultant recommend to meet this requirement? Choose two answers.

A. Configure a validation rule that tests the Has Line Item and Stage fields for the correct condition.
B. Configure the opportunity record types to enforce product line item entry before selecting the negotiation stage.
C. Ensure that all sales representatives have access to at least one PriceBook when creating product lines.

D. Define a workflow rule that automatically defaults to a PriceBook and product line item when selecting the negotiation stage.

Answer: A,C

Question: 4

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

Question: 5

Universal Containers allows its sales representatives to negotiate up to a 5% discount for their opportunities. Discounts greater than 5% must be sent to their Regional Sales Manager (RSM) to approval. Discounts greater than 15% must also be sent to the Regional Vice President (RVP) for approval.
Which approach would satisfy these requirements?

A. Configure an approval process for the RSM and a workflow rule for the RVP.
B. Create two approval processes, one for the RSM and one for the RVP.
C. Create the two-step approval process for the RSM and RVP as approvers.
D. Configure a workflow approval task and email to notify the RSM and RVP.

Answer: C

Question: 6

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