

Salesforce.CRT-251.v2023-02-07.q23

Exam Code:	CRT-251
Exam Name:	Salesforce Certified Sales Cloud Consultant
Certification Provider:	Salesforce
Free Question Number:	23
Version:	v2023-02-07
# of views:	865
# of Questions views:	230
https://www.freepdfdumps.com/Salesforce.CRT-251.v2023-02-07.q23.html	

NEW QUESTION: 1

Universal Containers has its sales representatives enter a new lead whenever they are prospecting a new customer. After qualifying the new lead, a new opportunity must be created to track the deal.

Which three actions should a consultant recommend to enforce data quality and accuracy? (Choose three.)

- A. Create an Apex trigger to perform data quality checks.
- B. Enable validation rules on the lead.
- C. Enable validation rules on the opportunity.
- D. Enable the lead conversion permission.
- E. Map custom lead fields to corresponding custom opportunity fields.

Answer: B,D,E (LEAVE A REPLY)

NEW QUESTION: 2

Universal Containers' management wants to see forecast numbers by all sales representatives and by multiple product groups.

Which two actions should a consultant recommend to meet these requirements? (Choose two.)

- A. Implement Collaborative Forecasting with quota attainment.
- B. Implement Collaborative Forecasting with product family.
- C. Build a forecast list view by product family group.
- D. Build a custom forecast report showing product groups.

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 3

Universal Containers' current solution for managing its forecasts is cumbersome. The sales managers do NOT have visibility into their teams' forecasts and are NOT able to

update the forecasts. As a result, the managers are continually asking their sales representatives to provide updated forecast data via email or phone. Which two solutions should a consultant recommend to help Universal Containers improve the management of their forecasts? Choose two answers.

- A. Enable override forecast permission in the Manager's profile.
- B. Create a forecast hierarchy and assign managers to the forecast manager role.
- C. Configure weekly customized forecast reports and dashboards to be emailed to sales management.
- D. Create forecast Chatter groups where sales representatives can post and share their forecasts.

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 4

Universal Containers uses a seven-step selling methodology. Each sales stage corresponds with a step in the methodology. The first stage is a preliminary qualification step, and opportunities in this stage should NOT contribute to the forecast. Which two actions should a consultant recommend to meet these requirements?

Choose two answers.

- A. Instruct sales users to enter 0\$ for the opportunity amount.
- B. Override the forecast to be 0\$ for first stage opportunities.
- C. Configure the first stage with the omitted forecast category.
- D. Assign 0% probability to the first sales stage.

Answer: C,D [\(LEAVE A REPLY\)](#)

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

Answer: D [\(LEAVE A REPLY\)](#)

NEW QUESTION: 6

The Universal Containers credit department uses a third-party application for credit ratings. Credit department managers need to launch an external web-based credit application from

a customer's account record in Salesforce. The application uses a credit ID on the account object. What should a consultant recommend to meet this requirement?

- A.** Create a workflow rule to launch the product fulfillment application and pass the credit ID.
- B.** Create a custom credit ID field as an external ID on the account to launch the credit application and pass the credit ID.
- C.** Create a custom button that calls an Apex trigger to launch the credit application and pass the credit ID.
- D.** Create a formula field that uses the hyperlink function to launch the credit application and pass the credit ID.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 7

Universal Containers uses Products in Salesforce and has a private security model. The product management employees do NOT have access to all opportunities but wants to track the performance of a new product after it is launched. What should a consultant recommend to allow the product management employees to track the performance of the product?

- A.** Create a new product and add it to the price book with the product manager as an owner.
- B.** Create a criteria-based sharing rule to add the product management team to relevant opportunities.
- C.** Create a trigger to set the product manager as owner for opportunities on the new product.
- D.** Create a trigger to add the product management team to the sales team of relevant opportunities.

Answer: **B** ([LEAVE A REPLY](#))

NEW QUESTION: 8

The management at Universal Containers noticed the lead conversion ratio has remained the same for the hospitality industry despite an increase in lead creation.

Which reporting tool can help determine the issue?

- A.** Campaign dashboard by industry
- B.** Report on lead lifetime by industry
- C.** Report on leads by source
- D.** Industry performance dashboard

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 9

Universal Containers is planning to hire more sales representatives in response to three consecutive quarters of rapid growth. To optimize their sales impact, the sales

management team wants to develop a better sales territory structure. Which two data points should the sales management team consider when developing the new sales territories? Choose two answers.

- A. Distance between customer headquarters and their sales representatives
- B. Attributes needed to segment and categorize customers.
- C. Average number of customers managed by a sales representative.
- D. Number of currencies needed to support each sales territory.

Answer: B,D ([LEAVE A REPLY](#))

NEW QUESTION: 10

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, and share with all partner users.
- B. Create a new tab in the Partner Communities to display the appropriate list views and report folders.
- C. Create the appropriate list views and report folders in the Partner Communities for all partner users.
- D. Create a Chatter group that allows partners to post links to appropriate list views and reports.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 11

Universal Containers acquires sales leads each year through trade shows. Occasionally, duplicate leads are generated when the marketing team imports leads that already exist in the system. What should a consultant recommend to prevent duplicate leads in the system?

- A. Upload the leads and click the "Find Duplicates" button for each of the leads to identify potential duplicate lead records.
- B. Upload the leads using Data Import Wizard and select the appropriate field to match duplicates against existing records.
- C. Upload the leads using Data Loader and enable the "Find Duplicates" setting to prevent duplicate records.
- D. Upload the leads to Data.com to remove the duplicates and select the option to have them automatically imported.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 12

Universal Containers has enabled Social Accounts and Contacts. When a sales representative accesses a contact within Salesforce, the representative is unable to see detailed information from the contact's social profiles.

What is preventing the sales representative from accessing this information?

- A.** The information shown is based on the sales representative's social connection with the contact.
- B.** Universal Containers must install and APP Exchange package to access public profile information for its users.
- C.** The link to the Facebook profile is NOT configured with the administrator password to access detailed information.
- D.** The fields configured by Universal Container's administrator on the contact page layout are missing.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 13

Universal Containers wants to improve sales productivity in inside sales and is has been advised to consider Salesforce Console for Sales.

Which two use cases justify this recommendation? (Choose two.)

- A.** Need to chat with customers in real time with Chatter.
- B.** Need to add notes quickly while talking to the client.
- C.** Need to prioritize search results for contacts and opportunities.
- D.** Need to view the caller ID on screen and quickly make calls with one click.

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 14

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 Product Dates
- C.** Forecasting by Opportunity Amount
- D.** Forecasting by Schedule Date

Answer: C (LEAVE A REPLY)

NEW QUESTION: 15

What are two capabilities of Data Loader? Choose two answers.

- A.** Ability to extract organization and configuration data.
- B.** Ability to prevent importing duplicate records.
- C.** Ability to export field history data
- D.** Ability to run one-time or scheduled data loads

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 16

Universal Containers does NOT have a direct sales team; its channel partners are responsible for selling and servicing products. Over the past quarter, there has been an increased volume of leads. However, the Vice President of Channels has been receiving many complaints from partners on the poor quality of the leads and has noticed a significant drop in the lead conversion rate. What should a consultant recommend to improve partner satisfaction with the leads being shared?

- A. Create a custom lead score field to assess lead quality and assign the leads that exceed this score to partners.
- B. Use the lead score on the Find Duplicates button and assign the leads with a score in the high category.
- C. Assign all leads to the partner channel manager to validate the lead data and manually assign to partners.
- D. Create multiple validation rules to ensure that all fields on the lead record are populated with data.

Answer: A (LEAVE A REPLY)

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NEW QUESTION: 17

Universal Containers wants to implement a website for a new product launch. The site should be publicly available, allow visitors to submit requests for information, and be managed by the non-technical marketing team.

Which solution should the consultant recommend?

- A. Salesforce Mobile Sites
- B. Lightning Components
- C. Lightning Platform
- D. Customer Community

Answer: (SHOW ANSWER)

NEW QUESTION: 18

Universal Containers wants to prevent sales users from modifying certain opportunity fields when the sales stage has reached Negotiation/Review. However, sales directors must be able to edit these opportunity fields in case last minute updates are required.

Which solution should a consultant recommend?

- A.** Create a validation rule to enforce field access based on the sales stage and a custom permission.
- B.** Change the field-level security for sales representatives to restrict field access based on the sales stage.
- C.** Create a workflow rule to enable field access for sales directors based on the sales stage.
- D.** Modify the profile for sales directors to enable the "Modify All" object permission for opportunities.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 19

Universal Containers sells products that require frequent collaboration with the same team of individuals who play a key role in closing deals. The lead sales representative determines the level of access for each of the collaborating team members on an opportunity.

Which solution should a consultant recommend to facilitate the collaboration of the lead sales representative and team members?

- A.** Create public groups for extended team members and allow the sales representative to assign manual sharing on their opportunities.
- B.** Enable Chatter to have the lead sales representative facilitate collaboration through sales team swarming.
- C.** Configure default opportunity teams for all lead sales representatives with team selling enabled.
- D.** Define a sharing rule for each lead sales representative to assign appropriate access for all extended team members.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 20

Universal Containers forecasts and closes business monthly, and it needs to store details of open opportunities weekly. The sales management team wants to analyze how the sales funnel is changing throughout the month.

What should a consultant recommend to meet this requirement?

- A.** Create a reporting snapshot to run daily and store the results in a custom object.
- B.** Schedule a custom forecast report to run daily and store the results in a custom report folder.
- C.** Schedule a custom forecast report to run weekly and store the results in a custom report folder.

D. Create a reporting snapshot to run weekly and store the results in a custom object.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 21

Universal Containers is devising a separate sales methodology to upsell service contracts to its existing customer base. The company wants to track and report on these deals separately from other deals.

What should a consultant recommend to meet this requirement?

- A. Create a custom field on opportunity to flag and report on these sales.
- B. Create a separate page layout and report to flag and report on these deals.
- C. Create an opportunity record type and sales process for reporting on these deals.
- D. Add "upsell" as a stage and create a summary by opportunity stage.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 22

A consultant has created a custom formula field on Opportunity that multiplies the Opportunity Amount by the Account's Discount field. Which Currency will the formula field use for its value if the Opportunity and the Account records have different Currencies?

- A. The Opportunity currency
- B. The Corporate currency
- C. The User currency
- D. The Account currency

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 23

Universal Containers is moving from a legacy customer relationship management (CRM) system to Salesforce Sales Cloud. What should a consultant recommend to ensure a successful implementation?

- A. Review the current system with executive management to understand their requirements.
- B. Review the current system with IT management to understand their requirements.
- C. Review the current system and configure Sales Cloud to work in the same way.
- D. Review the current system with all levels of users to understand their requirements.

Answer: ([SHOW ANSWER](#))

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