# CRT-251 Dumps

# Salesforce Certified Sales Cloud Consultant (SU18)

## https://www.certleader.com/CRT-251-dumps.html

**NEW QUESTION 1**
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 trigger to add the product management team to the sales team of relevant opportunities.
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 new product and add it to the price book with the product manager as an owner.

**Answer:** B


**NEW QUESTION 2**
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


**NEW QUESTION 3**
Universal Containers recently completed the implementation of a new Sales Cloud solution. The stakeholder committee believes that sales user adoption is best measured by the number of daily logins. Which two measures of sales user adoption should be considered? Choose two answers.

A. Number of reports exported to Excel for analysis
B. Number of neglected opportunities over time by role
C. Completeness of records entered into the new system
D. Overall effectiveness of mass email campaigns

**Answer:** BC


**NEW QUESTION 4**
Universal Containers wants to equip its sales team with mobile capabilities. The sales team needs to quickly look up contacts, accounts, and opportunities and easily log calls. Due to limited coverage in certain geographic areas, the sales team wants access to customer information even without an Internet connection. Which mobile solution is appropriate for the Universal Containers' sales team?

A. Salesforce Mobile app
B. SalesforceA App
C. Custom hybrid App
D. Salesforce Touch App

**Answer:** A


**NEW QUESTION 5**
The marketing department at Universal Containers is migrating from its legacy campaign and email management system to Salesforce and wants to ensure that its communication materials can be migrated as well. What should a consultant recommend to migrate the marketing department's email templates?

A. Enable Email-to-Close and use the Import Wizard.
B. Create an email template change set or use the Lighting Platform.
C. Manually recreate the email and mail merge templates in Salesforce.
D. Enable Email to Salesforce before sending email templates to Salesforce.

**Answer:** C


**NEW QUESTION 6**
Universal Containers supports two lines of business: shipping and freight. The sales cycle for freight deals is more complex and involves more stages than the shipping sales cycle.
Which solution should a consultant recommend to meet these business requirements?

A. Create different record types and sales processes for each line of business, and assign different stages to each page layout.
B. Create different record types and sales processes for each line of business, and use workflow field updates to assign stages.
C. Create different record types and sales processes for each line of business, and assign different page layouts to each record type.
D. Create different record types and sales processes for each line of business, and assign different sales processes to each page layout.

**Answer:** C


**NEW QUESTION 7**
Universal Containers is preparing for the launch of its new Sales Cloud implementation to a global user base. With previous sales automation applications, the company had slow adoption of the new solution. Which three Sales Cloud deployment factors should be considered to help ensure adoption? Choose three answers.

A. Type of training delivered
B. Sales rep quota targets

C. Management communications
D. Maintenance release schedule
E. Training in local language

**Answer:** ACE


**NEW QUESTION 8**
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


**NEW QUESTION 9**
Universal Containers has set the organization-wide default to public read-only for accounts, contacts, and opportunities. Activities are set to be controlled by the parent. The ABC Corporation account is owned by a sales user whose profile grants create, read, edit, and delete access to accounts, contacts, and opportunities. Which two actions does the owner of the ABC Corporation account have the right to take? Choose two answers.

A. View, edit, and delete activities owned by other users directly related to the account.
B. View, edit, and delete related contacts and opportunities owned by other users.
C. Share the account with other users through manual sharing and account teams.
D. Transfer ownership of related contacts and opportunities owned by other users.

**Answer:** AC


**NEW QUESTION 10**
Universal Containers has enables Advanced Currency Management.
How is the converted amount data reported on a report that spans time periods when the exchange rate was different?

A. Converted amounts are based on exchange rates that use the oldest entry.
B. Converted amounts are based on the exchange rates entered in the opportunity.
C. Converted amounts are based on exchange rates that use the current entry.
D. Converted amounts are based on the historical exchange rate associated with the close date.

**Answer:** D


**NEW QUESTION 10**
Universal Containers sells three unique products and each product has its own sales process. The company qualifies prospects for the three products in a consistent manner; however, once the customer has shown interest, the sales representatives must follow the relevant product's sales process.
Which two solutions should a consultant recommend to meet these requirements? Choose two answers.

A. Configure opportunity record types for each sales process.
B. Create sales stages that align with opportunity record types.
C. Define sales processes to map to each opportunity record type.
D. Define the default opportunity teams for each opportunity record type.

**Answer:** BC


**NEW QUESTION 11**
Universal Containers has a large sales department that is dispersed worldwide. Sales managers want greater visibility into the opportunities in progress with their respective teams and want to receive email notifications when opportunities reach key metrics ( e.g. progress to a certain stage or reach a specific probability). However, individuals want to control the frequency of their email notifications. Which two solutions should a consultant recommend? Choose two answers.

A. Configure the individual Salesforce for Outlook email settings to control notification frequency.
B. Configure Chatter Feed Tracking to provide updates for the key metrics the sales managers are looking for.
C. Create a report filtering for the desired criteria and individuals subscribe to the report.
D. Define a workflow rule and email task that is triggered when key fields are updated to new values.

**Answer:** BC


**NEW QUESTION 13**
Universal Containers wants to prevent sales users form 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. Modify the profile for sales directors to enable the "Modify All" object permission for opportunities.
B. Change the field-level security for sales representatives to restrict field access based on the sales stage.
C. Create a validation rule to enforce field access based on the sales stage and a custom permission.
D. Create a workflow rule to enable field access for sales directors based on the sales stage.

**Answer:** C

**NEW QUESTION 15**
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 fields configured by Universal Container's administrator on the contact page layout are missing.
B. The information shown is based on the sales representative's social connection with the contact.
C. The link to the Facebook profile is NOT configured with the administrator password to access detailed information.
D. Universal Containers must install and APP Exchange package to access public profile information for its users.

**Answer:** B


**NEW QUESTION 18**
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


**NEW QUESTION 23**
Universal Containers has a private sharing model and wants the ability to share documents related to an opportunity, such as contracts and proposals, with the field sales team.
How can the documents be shard efficiently and securely?

A. The documents should be uploaded to Salesforce Files and shared with the field sales organization.
B. The documents should be emailed to the sales team on the opportunity record.
C. The documents should be uploaded to Salesforce Files from the opportunity record.
D. The documents should be uploaded to a library that is shared with the field sales organization.

**Answer:** A


**NEW QUESTION 24**
Universal Containers wants to improve the accuracy of its current sales forecast. It also wants to improve the relevance of its sales stages and the role they play in the sales process.
How should the relationship between the various elements of the sales process be defined to meet these requirements?

A. Map sales probability values to forecast categories; assign sales stages accurate percentages.
B. Map forecast probability to opportunity probability; assign appropriate sales stage.
C. Map appropriate sales stage to opportunity stage; assign accurate forecast probability.
D. Map opportunity stages to forecast categories; assign accurate probability to each stage.

**Answer:** D


**NEW QUESTION 25**
Universal Containers has configured a private sharing model with opportunity team selling enabled. The company allows its sales representatives to add sales team members to their opportunities when necessary. As a result, each sales representative has opportunities they directly manage and opportunities on which they collaborate with other sales representatives. Which data set filter report would allow the sales representatives to see all opportunities they are involved with?

A. My team-selling and my opportunities
B. My team-selling shared opportunities
C. My team's opportunities
D. My collaborative opportunities

**Answer:** A


**NEW QUESTION 29**
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