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QUESTION 1

A Consultant is implementing a new Sales Cloud instance for Cloud Kicks that has a public sharing model for Accounts. Different sal.. Accounts that create a multi-level Account Hierarchy. Cloud Kicks needs to see the total number of closed won Opportunities and the.. in the hierarchy when viewing a parent Account.

Which recommendation will meet this viewing requirement?

- A. Create a workflow rule to update the custom field on the parent Account, displaying the total value of won Op.. Accounts.
- B. Configure a link on the Account that will open a list view showing the total value of open Opportunities for all..
- C. Configure Apex to update a custom field on the parent Account with the total value of won Opportunities from..
- D. Create a Roll-up Summary field on the parent Account, displaying the total value of won Opportunities from t..

Correct Answer: B

QUESTION 2

Universal Containers\' support management team has noticed an increase in wait times over the last several months when customers call in for support. Which two recommendations should a Consultant suggest to help decrease customer wait times? Choose 2 answers

- A. Create case escalation rules to route high-priority cases directly to supervisors for resolution
- B. Create reports to analyze call data in order to understand peak times and ensure adequate staffing
- C. Set up analytical snapshots to capture key case information and create historical trending reports
- D. Set up a Salesforce Customer Community that will allow customers to create cases online

Correct Answer: BD

QUESTION 3

Northern Trails Outfitters (NTO) is ready to start the next phase of its Salesforce implementation. A consultant recommends using Universal Process Notation (UPN) to document the business process maps NTO will use as its guide.

As NTO maps out its processes, which two key principals of UPN should the team keep in mind?

Choose 2 answers

- A. Attach supporting information at the detail level.
- B. Use symbols of different colors, arrows, and swim lanes for clarity.

- C. Limit the number of activity boxes on the screen to 8 to 10.
- D. Keep version control and change history at the diagram level.

Correct Answer: CD

QUESTION 4

An outsourced contact center is losing part-time agents to a nearby contact center that promotes flexible scheduling. Which support channel requires the smallest amount of agent work time?

- A. Web to case
- B. Email to case
- C. Web self service
- D. Chat

Correct Answer: C

QUESTION 5

Cloud Kicks has requested a Statement of Work (SOW) that clearly states who will train users on new features and how the training will be delivered. Which two sections of a SOW should the consultant discuss further with Cloud Kicks to meet the requirement?

Choose 2 answers

- A. Approach
- B. Scope
- C. Background
- D. Terms and Conditions

Correct Answer: AB

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