

## CRT-251 Certification Overview - [Jul 19, 2023 Latest CRT-251 PDF Dumps [Q67-Q89]



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**Q67.** Northern Trail Outfitters (NTO) manages opportunity forecasts using the standard forecast categories in Salesforce customizable forecasting. Each sales stage is aligned with a forecast category. When reviewing the forecast, NTO wants the roll-up of just the opportunities that are in pipeline, best case, and commit. What number in the forecast would provide NTO with the appropriate information?

- \* Pipeline + Closed/Won
- \* Pipeline + Best Case
- \* Pipeline
- \* Pipeline + Commit

**Q68.** What features of work.com can managers use to help sales representatives meet their quotas? Choose 2 answers

- \* Coaching plans to help the sales rep drive results
- \* Coaching feedback that automatically adjusts the goals
- \* Coaching feed visible to the entire sales teams
- \* Coaching dashboards to monitor progress

**Q69.** When a Lead record is converted, Cloud Kicks wants the Account, Contact, Opportunity, and Product records to be automatically created with minimal user input. Which strategy should the Consultant use to meet this requirement?

- \* Enable the customized lead conversion setting from Setup.
- \* Override the standard Convert button with a custom Lightning Component.
- \* Utilize workflow rules to create records.
- \* Create a custom Quick action that creates new records

**Q70.** What will happen when a user attempts to log in to Salesforce from an IP address that is outside the login IP range on the user's profile but within the organization-wide trusted IP range?

- \* The user will not be able to log in at all.
- \* The user will be able to log in after answering a security question.
- \* The user will be able to log in without activating the computer.
- \* The user will be able to log in after the computer is activated.

**Q71.** Northern Trail Outfitters (NTO) wants to increase the productivity of its sales representatives. How can work.com be used to meet this requirement? Choose 2 answers

- \* Coaching statistics can be linked to reports
- \* Feedback can be requested for the entire sales team
- \* Feedback can be given publicly or privately.
- \* Coaching goals can be linked to reports

**Q72.** Cloud Kicks is expanding its operations to Europe. The company wants to enable Advanced Currency Management to support both EUR and USD currencies, and show the total values of open opportunities on account records.

How should the consultant implement a solution to meet the requirement?

- \* Use a custom summary formula field on the Opportunity.
- \* Install a third-party app from the AppExchange.
- \* Use a Roll-up Summary field from the Opportunity to the Account.
- \* Create a cross-object formula field on the Account.

**Q73.** A sales rep has access to an Account which has multiple child Accounts through the Account hierarchy. What will the sales rep see after clicking the view Hierarchy link?

- \* No Accounts in the hierarchy
- \* All Accounts in the hierarchy, with all fields visible
- \* Only child Accounts in the hierarchy
- \* All Accounts in the hierarchy, with limited field visibility

**Q74.** A consultant has been tasked with analyzing the way sales reps use Salesforce to work a deal from inception to close, and then presenting this information to management.

What should the consultant utilize to present the information?

- \* Sales Architecture Map
- \* Business Process Map
- \* System Landscape Diagram
- \* Entity Relationship Diagram

The best way for the consultant to present the information about how sales reps use Salesforce to work a deal is to utilize a Business Process Map. This map will provide an overview of the process, and can be used to explain how each step of the process works. Additionally, a Business Process Map can also be used to identify areas of optimization and improvement, as well as to document any changes that need to be made. A Sales Architecture Map, System Landscape Diagram, and Entity Relationship Diagram are not

suitable for this purpose.

**Q75.** The VP of Operations wants to synchronize customer data from the data warehouse with Salesforce. What should the Consultant recommend to ensure data integrity?

- \* Set up a Process Builder process on the Account object to check for unique values
- \* Set up an encrypted field on the Account object with Read Only on the field security settings for all profiles except the administrator profile
- \* Set up a Flow on the Account object to check for unique values.
- \* Set up an External ID field on the Account object with Read Only on the field security settings for all profiles except the administrator profile

**Q76.** A consultant has conducted Discovery sessions with Cloud Kicks stakeholders and is ready to start gathering use cases for Sales Processes.

Which two groups should provide content for the use cases?

Choose 2 answers

- \* Sales reps
- \* Finance team
- \* Sales operations
- \* Executives

**Q77.** Cloud Kicks wants to implement a methodology to determine which current Leads have the most in common with Leads that have successfully has been converted in the past.

How Cloud Kicks support this requirement?

- \* Create a Lead Rollup Summary Field.
- \* Use Einstein Lead Scoring.
- \* Use Lead Conversion Reporting.
- \* Create a joined report.

**Q78.** Northern Trail Outfitters (NTO) requires credit checks for all opportunities greater than \$50,000. The credit management team members are all salesforce users. What should a consultant recommend to notify the credit manager that an opportunity needs a credit check?

- \* Use workflow to send an email to the credit manager profile.
- \* Use an Apex trigger to create a task for the credit manager user.
- \* Use a validation rule to send an email to the credit manager role.
- \* Use workflow to assign a task to the credit manager user.

**Q79.** Cloud Kicks has just completed its initial Sales Cloud Go-Live. Cloud Kicks leadership wants to target users who are not yet using the new application. What should a consultant recommend?

- \* Track logins in a spreadsheet.
- \* Run a Report on Users never Logged In.
- \* Run a Mobile Login report.
- \* Use the Lightning Usage app.

**Q80.** Cloud Kicks's (CK) high value opportunities are becoming delayed in the approval process because sales manager's approval requests go unnoticed for various reasons. CK wants to streamline the approval process and give sales managers more ways to approve opportunities in a timely manner.

Which two strategies should the consultant recommend to improve the approval process?

Choose 2 answers

- \* Create a dashboard of pending approvals and add it to the Chatter feed.
- \* Enable approvals by email for the approval process for high-value opportunities.
- \* Enable one-click approval from report results that returns high value opportunity
- \* Allow managers to approve or reject request via the Approval Requests tab.
- \* Create a Process Builder to automatically approve high-value opportunities.

**Q81.** Cloud Kicks (CK) has a custom object, Project\_\_c, that has a lookup relationship to the Opportunity object. The CK project manager has requested a report that includes both Project\_\_c and Opportunity data.

What should the consultant use to include data from both the Project\_\_c and Opportunity objects in one report?

- \* Matrix reports
- \* Junction reports
- \* Cross-object filters
- \* Custom report types

**Q82.** Cloud Kicks sales representatives need help to remove obstacles when working on high-value sales deals. The sales management team wants to monitor and empower collaboration with cross-functional teams.

Which two solutions should a consultant recommend to meet these requirements? Choose 2 answers

- \* Enable Chatter feed tracking on Opportunities.
- \* Enable mobile alerts for Einstein Engagement.
- \* Enable the Chatter feed on similar Opportunities.
- \* Enable Big Deal Alerts
- \* Allow global team selling on Accounts.

**Q83.** Northern Trail Outfitters (NTO) has automated the process of creating new account records in salesforce. All account records created through this process are owned by a generic user. There are now two million account records that have been created in this manner. NTO is now seeing performance issues when it makes any changes to account sharing rules. What can NTO do to address the issue without changing its integration?

- \* Ensure that the generic user has not been assigned a role.
- \* Contact salesforce support to add an index to the account object.
- \* Set the organization wide defaults for accounts to public read/write.
- \* Ensure that the generic user has the Modify All Data permission.

**Q84.** Cloud Kicks has hired a consultant to help with its quoting process. The consultant has determined that some quote custom fields should be viewed from the Opportunity.

What should a consultant consider when implementing the custom fields?

- \* Opportunity fields are inaccessible when configuring a Quote Template.
- \* Related Opportunity Line Items remain when a synched Quote Line Item is deleted.
- \* Related Quote Items on all Quotes are impacted when an Opportunity Line Item is deleted.
- \* Only standard fields on the Quote object sync to the Opportunity.

**Q85.** Sales reps at Cloud Kicks (CK) often receive important customer emails they want to record as activities related to contacts in Salesforce. CK has Office 365, as well as a policy that prevents users from installing anything directly on their computers.

Which solution should a consultant recommend meeting this requirement?

- \* Salesforce for Outlook
- \* Salesforce Console for Sales
- \* Einstein Activity Capture
- \* Lightning Console for Sales

**Q86.** Sales representatives and partners of Northern Trail Outfitters (NTO) constantly complain about the poor quality of lead data. Leads are owned by the Vice President of Marketing, who has established a task force and a project to remedy the situation. Which approach should the task force consider to improve and maintain the quality of lead data? Choose 2 answers

- \* Use tools like the Lead Import wizard to identify and remove duplicates.
- \* Import the lead data using the Find Duplicates wizard on the lead object.
- \* Use Data.com to clean the existing lead data and new data going forward.
- \* Create a workflow notification when leads are created with poor Quality data.

**Q87.** What are two capabilities of Data Loader? Choose 2 answers

- \* Extracts organization and configuration metadata
- \* Prevents importing duplicate records
- \* Exports field history data
- \* Runs one-time or scheduled data loads

**Q88.** Cloud Kicks recently released a custom Action for Competitor Notes, that will prompt sales representatives to provide information about competitors for Opportunities. The sales representatives reported that even though the Action works well on their desktop, they cannot see the Action on their mobile app.

What is required to fix this problem?

- \* Edit the Action to make it available for the mobile app.
- \* Edit the Visualforce to make it available for the mobile app.
- \* Edit the Page Layout to include a custom link to the Action.
- \* Edit the Page Layout to include the Action.

**Q89.** Cloud Kicks is excited about implementing Lightning features during the implementation. The company has rolled out a few groups of Sales Cloud users on Lightning already, but not all trained on the Sales Cloud Lightning features requested for this implementation.

What should the Consultant recommend for a successful deployment?

- \* Adjust the project plan and communicate that the deployment will now be a week earlier.
- \* Adjust the project plan and delay the deployment of the sprint.
- \* Communicate the information so that they have more staff available for changes.
- \* Deploy all the changes that do not affect the Sales team and deploy the changes in the following sprint.

Salesforce CRT-251 certification exam is an excellent way for professionals to demonstrate their expertise in Salesforce Sales Cloud

implementation, design, and administration. It is a widely recognized certification that can help boost a professional's career in the Salesforce ecosystem and increase their earning potential. With thorough preparation and hands-on experience, candidates can successfully pass the exam and earn the coveted Salesforce Certified Sales Cloud Consultant designation.

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