Salesforce Certified Revenue Cloud Consultant

Salesforce Rev-Con-201

Version Demo

Total Demo Questions: 18

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Topic Break Down

Topic	No. of Questions
Topic 1, Discovery	9
Topic 2, Solution Design	52
Topic 3, Build	117
Topic 4, Testing	6
Topic 5, Deployment	3
Total	187

QUESTION NO: 1

A sales rep is beginning the process of renewing a customer's expired assets in Revenue Cloud.

What is the first step the sales rep should take?

A. Override Renewal Term using the Managed Assets Component on the Account/Contract record.

B. Update the Assets Lifecycle End Date on the Current Asset State Period and Asset Action records.

C. Create a new Quote/Order record and manually add the expired assets in the Transaction Line Editor.

ANSWER: A

Explanation:

"Override Renewal Term using the Managed Assets Component on the Account/Contract record." is the correct first step because the renewal term determines the effective period for the renewal transaction before the rep starts configuring renewal products or quantities. From the managed-assets experience, the rep locates the customer's expired asset context on its related account or contract and sets the renewal term that should apply. This establishes the commercial timeframe used when Revenue Cloud prepares the renewal, including the dates and term context that drive downstream pricing and transaction processing. Handling the term at the managed-assets level is especially important for expired assets because the rep is explicitly initiating a new renewal period rather than simply continuing an active period. Once the required term has been set, the renewal process can use that context to present the applicable assets and create the appropriate renewal transaction. Salesforce Revenue Cloud's asset-management capabilities are designed to manage the lifecycle of customer assets and support actions such as renewals from the customer's installed-base context. See Salesforce's Revenue Cloud overview and the Revenue Cloud basics Trailhead module for background on Revenue Cloud lifecycle and asset processes.

QUESTION NO: 2

On the final day of User Acceptance Testing (UAT), a critical issue is discovered. The tester believes the critical issue is a bug, while the developer asserts it is working as designed. The business representative suspects a training issue, and the project manager views the critical issue as scope creep.

What is the next course of action to mitigate this critical issue?

A. All involved parties should review the issue, cross-referencing against the approved business requirements, and collaboratively determine if it is a legitimate defect, a training gap, or a new requirement.

B. Escalate the issue to the steering committee and request an exception to deploy the solution as is; given that it is the final day of UAT, there is no time remaining for further review.

C. The consultant should review the critical issue, perform root cause analysis, reproduce the issue in the development sandbox, fix it to maintain the go-live date, and deploy it to UAT.

ANSWER: A

Explanation:

All involved parties should review the issue, cross-referencing against the approved business requirements, and collaboratively determine if it is a legitimate defect, a training gap, or a new requirement. UAT is intended to validate that the implemented solution supports agreed business processes and acceptance criteria. When stakeholders interpret the same behavior differently, the approved requirements, documented user stories, acceptance criteria, process flows, and prior design decisions provide the objective basis for classifying the finding.

A focused triage session should include the relevant business owner, tester, delivery team, and project leadership. The group can reproduce the behavior, compare the outcome with the signed-off expectation, assess business and go-live impact, and document an agreed disposition. This creates a defensible decision: a true deviation from an approved requirement can be handled through the defect process, while an unmet newly identified need requires formal change control, and correct behavior that users do not yet understand can be addressed through targeted training or updated enablement materials.

This approach preserves governance and traceability while ensuring that urgency does not replace evidence-based decision-making. Salesforce emphasizes managing implementation change through defined processes and involving stakeholders in adoption and rollout planning. See Salesforce guidance on [change management] and [user acceptance testing].

QUESTION NO: 3

A customer reaches out to the Billing Operations of a company requesting to change their monthly billing date. Their current billing date is the 15th of each month, but the customer would like it changed to the 20th of each month. On the forthcoming cycle, the customer has also requested to move the billing date to April 22 for this month only.

Which steps should Billing Operations take to meet this request?

A. The Billing Operations user should select the Billing Schedule Group(s) (BSG) for that asset, and change the parameters on the transaction to the 20th for Billing Day of Month and to the 22nd of April for Override Next Billing Date by doing an inline edit.

B. The Billing Operations user should process an Amendment canceling the existing Asset and creating a new Asset with the start date of 20th, and then update the Billing Schedule Group's Override Next Billing Date to 22nd April.

C. The Billing Operations user should process a change order with Period Boundary Day on the Order Item as 20th and update the Override Next Billing Date on the Billing Schedule Group to 22nd of April by doing an inline edit.

ANSWER: A

Explanation:

The Billing Operations user should select the Billing Schedule Group(s) (BSG) for that asset, and change the parameters on the transaction to the 20th for Billing Day of Month and to the 22nd of April for Override Next Billing Date by doing an inline edit. A Billing Schedule Group controls the timing used to bill recurring asset charges. Updating its Billing Day of Month to the 20th establishes the customer's ongoing monthly billing schedule beginning with subsequent regular cycles. The Override Next Billing Date value is designed for an exception to the next scheduled billing event. Setting it to April 22 therefore satisfies the requested one-time April date without replacing the newly configured recurring day of month. After that overridden cycle is processed, the recurring schedule continues using the Billing Day of Month value of 20. This is an operational billing-schedule adjustment made directly on the applicable Billing Schedule Group, so it can be performed through inline editing by a user with the necessary record and field permissions. Salesforce Revenue Cloud supports billing operations that manage recurring charges and their billing schedules independently from product or asset replacement workflows. See Salesforce's [Revenue Cloud Billing overview] and the [Salesforce Help search for Billing Schedule Group documentation].

QUESTION NO: 4

A Revenue Cloud Consultant is setting up the amendment process for assets in Revenue Cloud. The goal is to ensure that when a customer wants to change their subscription, the process is streamlined from initiation to the final update of the asset.

In this automated lifecycle, what is true about the Opportunity?

A. It is an optional record used for forecasting purposes and does not directly participate in the asset update automation.

B. It directly updates the Asset record as soon as the opportunity stage is changed to Closed Won, bypassing the need for a quote.

C. It is only required for amendments that involve a price increase; for other amendments, a quote can be created directly from the account.

D. It provides the commercial transaction context for the amendment and is associated with the amendment quote; downstream order processing updates the asset.

ANSWER: D

Explanation:

An amendment Opportunity provides the commercial transaction context for a customer's requested subscription change. It is associated with the amendment Quote, where the seller configures the revised products, quantities, pricing, and dates. The Opportunity supports the sales process around that change, including ownership, pipeline management, and the relationship to the customer and amendment transaction. The asset is not changed merely by progressing an Opportunity; rather, the approved or accepted quote proceeds through the downstream ordering and fulfillment process. When that resulting order is processed, Revenue Cloud applies the applicable changes to the existing asset or asset-based subscription records. This separation is important because it keeps the sales transaction, commercial quote, order fulfillment, and installed-asset state aligned and auditable throughout the amendment lifecycle. Salesforce describes amendments as changes to an existing customer agreement that are managed through the quote-to-cash flow, with downstream processing updating the customer's subscribed products. See Salesforce's guidance on amendments and the Revenue Cloud developer documentation.

QUESTION NO: 5

Universal Containers (UC) sells its products and services to other businesses, and provides an automatic discount to businesses that buy in bulk. UC is now expanding its selling channels and plans to sell directly to end users. A key requirement is to ensure that bulk discounts are only applicable to businesses and not individual buyers.

How should the Revenue Cloud Consultant solve this requirement?

A. By using Quote Transaction Type and Volume-Based Pricing

B. By using Sales Transaction Type and Volume-Based Pricing

C. By using Order Transaction Type and Volume-Based Pricing

ANSWER: B

Explanation:

By using Sales Transaction Type and Volume-Based Pricing is correct because it combines the pricing mechanism that evaluates purchase quantity with a transaction context that distinguishes the applicable sales process. Volume-based pricing lets UC define quantity tiers so that qualifying bulk purchases receive the intended automatic discount. The Sales Transaction Type can be configured and used as part of the pricing context for UC's business-sales flow, allowing the bulk-pricing treatment to be evaluated only for those business transactions. UC can therefore support direct-to-consumer selling without broadly exposing its business bulk-discount policy to individual buyers. This approach keeps the discount logic declarative and maintainable: quantity determines the relevant pricing tier, while the transaction type scopes when that tiered pricing policy is applicable. As UC adds channels or sales motions, maintaining an explicit transaction context also helps preserve consistent pricing behavior across the quote-to-order lifecycle. Salesforce's Revenue Cloud learning resources describe the platform's catalog, pricing, and transaction-management capabilities, while Salesforce CPQ documentation covers quantity-based discount schedules and pricing configuration concepts. See Salesforce Revenue Cloud and Salesforce CPQ discount schedules documentation.

QUESTION NO: 6

A product bundle has defined a constraint model that is currently in use and has been actively sold for the last few months. A new product will be launched next month and will be sold as part of the same bundle. The product designer updated the bundle structure under Product Catalog Management to add the new product.

What must the product designer do to ensure that the child product is added to the constraint model within the product bundle?

A. Use the Visual Builder to add the child product to the constraint model, then import the associations for the type from Product Catalog Management.

B. Once a bundle is updated in Product Catalog Management, create a constraint model, then import the associations from Product Catalog Management.

C. Create a new type for the child product in the Constraint Modeling Language (CML) Editor, then import the associations for the type from Product Catalog Management.

ANSWER: C

Explanation:

Create a new type for the child product in the Constraint Modeling Language (CML) Editor, then import the associations for the type from Product Catalog Management. This is required because a constraint model has its own modeled representation of the bundle's product structure. Adding a child product in Product Catalog Management updates the catalog structure, but it does not by itself create the corresponding type that the CML model uses when evaluating configuration rules.

The product designer should first define a CML type for the newly introduced child product. That type gives the constraint model a formal object on which its rules, relationships, and configuration logic can operate. The designer then imports the relevant associations from Product Catalog Management. Importing synchronizes the model's type-level associations with the catalog-defined bundle hierarchy, allowing the new product to participate correctly in the existing bundle configuration and constraints without replacing the active model.

This approach supports controlled evolution of an in-use bundle: the existing constraint model and its established logic remain intact, while the new catalog component is explicitly brought into the model. See Salesforce's Revenue Cloud documentation and the Salesforce Trailhead learning platform for Revenue Cloud product-catalog and configuration-modeling guidance.

QUESTION NO: 7

A customer buys 40 subscription licenses on May 1. On May 1, after the original order is assetized, the customer adds 10 more licenses through an amendment that is also activated and assetized that day.

How many Asset Actions and Asset State Periods are created for the subscription?

A. One Asset Action and two Asset State Periods

B. Two Asset Actions and one Asset State Period

C. Two Asset Actions and two Asset State Periods

ANSWER: B

Explanation:

Two Asset Actions and one Asset State Period is correct. The original purchase and the later quantity increase are separate commercial events, so each produces an Asset Action. Asset Actions retain the transactional history of the initial 40 licenses and the added 10 licenses.

Because both actions are effective on the same day, there is no intervening date range requiring a separate Asset State Period. The asset state resolves into one effective state period representing the resulting quantity of 50 licenses.

QUESTION NO: 8

A Salesforce Consultant has been asked to identify and extract contract details and clauses from a PDF that holds the information of a historical signed contract. The consultant will use Contracts AI to achieve this requirement. A prerequisite to using Contracts AI is to set up a contract extraction template.

When creating a contract extraction template, which template details does the consultant need to fill in to allow the selection of an existing context definition?

A. Attribute definitions and context mappings

ANSWER: A

Explanation:

Attribute definitions and context mappings are required to use an existing context definition in a Contracts AI contract extraction template. Attribute definitions identify the individual pieces of contract information that Contracts AI must recognize and extract from the source document, such as effective dates, renewal terms, notice periods, or clause content. Context mappings then associate those extracted attributes with the appropriate nodes and fields in the selected context definition.

This configuration is important because a context definition represents the business data structure that will receive and use the extracted contract information. By supplying both the extraction attributes and their mappings, the template has the information needed to present the existing context definition and connect AI extraction results to the correct contextual locations. The resulting template can therefore process a historical signed PDF and organize its extracted values and clauses according to the intended Revenue Cloud contract data model.

This approach aligns with Salesforce's Revenue Cloud capabilities, which use structured context and mappings to support guided business processes and data orchestration. See Salesforce's Contracts AI documentation and the Revenue Cloud foundations module for related configuration concepts.

QUESTION NO: 9

An approval administrator has enabled Smart Approvals and configured it for finance approval by checking Use Smart Approval.

The sales manager reports that the new functionality of Smart Approvals does not work.

What is causing the issue?

A. The condition in the stage is the same as the condition on the step.

B. The condition in the stage is not same as the condition on the step.

C. There are two conditions on the stage, but only one condition in the step.

ANSWER: B

Explanation:

The condition in the stage is not same as the condition on the step is causing the Smart Approvals issue. Smart Approvals is designed to avoid requesting approval again when a resubmitted quote has not changed in a way that affects an approval. To make that determination reliably, Salesforce CPQ Advanced Approvals requires the conditions defined for an approval stage and its associated approval steps to align. The stage represents the set of conditions Salesforce uses to determine whether that part of the approval chain is affected, while the steps identify the approvers required for that same conditional scenario.

When the stage and step conditions differ, Smart Approvals cannot consistently associate the prior approval outcome with the current approval requirement. As a result, it cannot correctly identify whether the prior approval can be reused for the finance approval path. Aligning the stage condition with the condition on its approval step lets the Smart Approval engine evaluate quote changes against the same business criteria used to invoke the approver, enabling it to retain valid previous approvals when appropriate. See Salesforce's Advanced Approvals in Salesforce CPQ learning module and the Smart Approvals documentation for configuration guidance.

QUESTION NO: 10

A new order is created with these details:

The account has a default Billing Profile with a billing address in San Francisco.

An order is created associated with this account with a billing address in New York.

The order has a billing account attached with a billing address in Chicago.When billing processes the order, which city will be used?

A. New York

B. Chicago

C. San Francisco

ANSWER: B

Explanation:

Chicago is used because the billing account explicitly attached to the order is the billing entity for that order's billing activity. A billing account represents the party responsible for receiving invoices and making payment, and its billing details—including its billing address—are used when the billing process creates billing documents for the order. Since this order has a billing account whose address is in Chicago, that address is the applicable invoice billing address.

The account-level default billing profile supplies reusable default information, and the order can hold billing information captured for the transaction. However, attaching a billing account to the order establishes the intended billed party and provides the authoritative billing-account details for invoice generation. This allows an order to be associated with one customer account while invoices are directed to a different billing entity, such as a corporate finance office or a centralized accounts-payable organization.

For Revenue Cloud data-model context and the relationship of billing and order records, see Salesforce's Revenue Cloud Data Model. Salesforce's Revenue Cloud documentation also provides implementation guidance for billing-related processes and records.

QUESTION NO: 11

A Revenue Cloud Consultant needs to run a report on the attribute runtime values when an order is activated and asset records are created. On which objects should the consultant base the report?

A. Asset State Periods and Asset State Period Attributes

B. Asset State Periods and Order Product Attribute

C. Asset Action Source and Product Attribute Definition

ANSWER: A

Explanation:

Asset State Periods and Asset State Period Attributes is correct because Revenue Cloud records an asset's state over time through Asset State Period records and retains the runtime attribute values associated with that state through Asset State Period Attribute records. When order activation creates assets, the initial state period represents the asset's starting commercial state, including values such as quantities and recurring amounts for the applicable period. The related attribute records preserve the configured attribute name and runtime value for that state period, which gives a report access to the values that were effective when the asset was created.

This object relationship is especially important for lifecycle reporting. An asset can subsequently be amended, renewed, or otherwise changed, resulting in additional state periods. Reporting from Asset State Periods with Asset State Period Attributes allows the consultant to associate each attribute value with the relevant effective asset state rather than merely reporting a current product definition. Salesforce describes assets as records representing products that a customer has purchased; Revenue Cloud's asset lifecycle data model extends this with time-based state information needed for accurate post-order reporting. See Salesforce's Asset object reference and the Revenue Cloud documentation.

QUESTION NO: 12

A sales rep creates a quote with a subscription product called ' Training ' with a quantity of 50 and term of 1 year, followed by Order creation, activation, and assetization. The ' Training ' asset is then amended on the same day to add eight more seats, followed by Order creation, activation, and assetization.

How many records will be present for Training for each Asset Action and Asset State Period?

A. Two Asset Actions and one Asset State Period

B. One Asset Action and two Asset State Periods

C. Two Asset Actions and two Asset State Periods

ANSWER: A

Explanation:

Two Asset Actions and one Asset State Period is correct. Assetization of the original order creates an Asset Action that records the commercial event establishing the Training subscription. The subsequent amendment to add eight seats is a separate commercial transaction and therefore creates a second Asset Action. These actions provide the asset's event history, including the initial quantity of 50 and the later increase of 8.

Asset State Periods represent the effective state of an asset over a period of time. Because both asset actions occur on the same day, they resolve into a single state period rather than two consecutive periods. The resulting period reflects the asset's state effective that day after processing the amendment: 58 Training seats for the subscription term. There is no separate elapsed date range between the initial assetization and the amendment from which to create another state period.

This distinction is important in Revenue Cloud lifecycle processing: Asset Actions retain each transactional change, while Asset State Periods provide the time-based representation of the resulting asset state. Salesforce describes Revenue Cloud's subscription and asset lifecycle concepts in its Revenue Cloud Foundations learning material and related Revenue Cloud documentation.

QUESTION NO: 13

A customer is integrating Revenue Cloud with their ecommerce website. Orders will be placed directly from the website and may include up to 1,000 products.

Which Revenue Cloud API will work for this integration?

A. Create Order

B. Place Sales Transaction

C. Place Order

ANSWER: B

Explanation:

Place Sales Transaction is designed for submitting a sales transaction from an external channel, such as an ecommerce site, into Revenue Cloud. It supports the end-to-end transaction workflow needed when a buyer places an order directly on the website: the external system can submit the transaction payload, Revenue Cloud can process the submitted products and applicable commercial context, and the platform can create the resulting transaction records through the supported Revenue Cloud process.

This is particularly appropriate for a large ecommerce order because the API is intended to process a sales transaction containing many line items in a single request, including the stated scale of up to 1,000 products. Using a transaction-oriented API avoids requiring the ecommerce application to orchestrate individual record creation and related processing for every product independently. It also allows Revenue Cloud to remain the system that applies the relevant transaction processing, such as product, pricing, and order-related business logic.

For general context on Salesforce API integration patterns, see the Salesforce REST API Developer Guide. Revenue Cloud product capabilities and its support for connected selling channels are described on the Salesforce Revenue Cloud overview.

QUESTION NO: 14

A streaming service company is implementing Revenue Cloud. The company strives to provide fast, reliable, high-quality streaming services. It is running a promotion for new customers offering a 100% discount on the first month. Streaming costs increase yearly, and the company wants to clearly show customers these price changes during the sales cycle. The minimum contract term is 36 months.

How should the Revenue Cloud Consultant meet this requirement?

A. Enable Ramp Deals. Configure Product Ramp Segment with Segment Type of Free Trial and Monthly. Associate both segment types to the product.

B. Enable Ramp Deals. Configure Product Ramp Segment with Segment Type of Free Trial and Yearly. Associate both segment types to the product.

C. Enable Ramp Deals. Configure Product Ramp Segment with Segment Type of Free Trial and Custom. Associate both segment types to the product.

ANSWER: B

Explanation:

Enable Ramp Deals. Configure Product Ramp Segment with Segment Type of Free Trial and Yearly. Associate both segment types to the product. This configuration models the commercial schedule in a way that can be presented clearly during quoting. The Free Trial ramp segment represents the introductory first month at a 100% discount, allowing the offer to begin with a zero-price period without changing the product's ongoing pricing structure. The Yearly ramp segment then defines the recurring price periods and supports scheduled annual increases, so the quote can show the customer both the current promotional period and the future prices that apply throughout the agreement.

For the required 36-month commitment, yearly ramping naturally represents three annual pricing periods after the introductory treatment is accounted for in the ramp schedule. Revenue Cloud uses ramp deals to support time-based changes in product pricing and quantities, and segmenting the product in this way makes the future commercial commitments visible at the point of sale. The consultant should ensure the ramp schedule and contract dates cover the entire minimum term so that the customer sees each applicable annual price change before accepting the quote. See Salesforce resources on Revenue Cloud Ramp Deals and Revenue Cloud basics.

QUESTION NO: 15

A Revenue Cloud Consultant is helping a customer cancel a portion of their subscription for a product that was purchased multiple times over the past year, each at a different price point. When the cancellation is processed, the refund or credit amount will be based on the purchase price of the product.

Which pricing strategy is being used to determine the cancellation value?

A. FIFO (First In, First Out) – Uses the earliest asset's price to determine the refund or credit.

B. Average Cost – The system averages the prices of all purchases to calculate the cancellation value.

C. LIFO (Last In, First Out) – Uses the most recent asset's price to determine the refund or cancellation credit.

ANSWER: A

Explanation:

FIFO (First In, First Out) – Uses the earliest asset's price to determine the refund or credit. is correct because a partial cancellation must be associated with the specific purchased subscription asset or quantity that is being removed. When the same product was acquired in separate transactions at different prices, FIFO consumes the oldest, remaining purchased asset or quantity first. Consequently, the cancellation adjustment, credit, or refund is calculated using that earliest purchase's original price rather than a newly calculated blended price.

This approach preserves the commercial and financial history of the subscription: each purchase retains its own price context, and reducing quantity reverses the earliest outstanding purchase first. For example, if units were bought over time under different negotiated prices, cancelling some units under FIFO applies the price from the oldest applicable acquisition. Consultants should account for this behavior when reviewing cancellation outcomes, amendment scenarios, credits, and customer expectations about which historical transaction is being reduced.

For Revenue Cloud product and subscription lifecycle context, see [Salesforce Revenue Cloud] and Salesforce's [Subscription Management documentation].

QUESTION NO: 16

A sales user created a quote with one line item last week, and new features were deployed to production over the weekend.

This week, the sales user observed several issues while configuring the quote: The Browse Catalog is not showing products, and configuring any of the existing line items is showing the error "Something went wrong while processing your configuration changes."

What is a reason for the issues?

A. The context definition for the pricing procedure must use the context definition selected on the Revenue Settings page.

B. The context definition for the pricing procedure must use the context definition selected on the Product Discovery Settings page.

C. The context definition for the pricing procedure must use the context definition selected on the Pricing Setup page.

ANSWER: C

Explanation:

The context definition for the pricing procedure must use the context definition selected on the Pricing Setup page. In Revenue Cloud, the pricing procedure operates against a pricing context definition, which supplies the data model and inputs needed when the pricing engine evaluates quote lines. Pricing Setup identifies the active context definition used by the pricing framework. Therefore, the context referenced by the deployed pricing procedure must align with the active selection in Pricing Setup.

A deployment can introduce or activate a revised context definition, or deploy a pricing procedure that still references a different context. When those settings are out of alignment, the services that initialize pricing and product-configuration experiences may not be able to resolve the expected context data. This can affect both catalog browsing and actions on existing quote lines, matching the symptoms that appeared immediately after the production release. Reviewing the active Pricing Setup configuration and the context definition assigned to the applicable pricing procedure, then making them consistent, restores the expected execution context for the quote.

For Revenue Cloud implementation and configuration guidance, see Salesforce's [Salesforce Help documentation] and the [Salesforce Trailhead learning site].

QUESTION NO: 17

A product administrator creates a product by associating it with a product class that has three attributes assigned. Two of these attributes are to be used for attribute-based pricing only for this product.

How should the product administrator ensure that these two attributes can be used for attribute-based pricing?

A. Edit the attribute associated to a product classification and set the 'Is Price Impacting' flag.

B. Edit the attribute definition and set the 'Is Price Impacting' flag.

C. Edit the inherited attributes at the product level and set the 'Is Price Impacting' flag.

ANSWER: C

Explanation:

Edit the inherited attributes at the product level and set the 'Is Price Impacting' flag. When a product is associated with a product class, the class's attributes are inherited by that product. The inherited-attribute record is the appropriate configuration level for a product administrator who needs pricing behavior to apply to selected attributes on one specific product rather than universally across every product that uses the same product class. Setting *Is Price Impacting* on each applicable inherited attribute makes that attribute available for attribute-based pricing evaluation when the product is configured or priced. This supports a catalog design in which the product class defines reusable attribute structure, while individual products can control whether particular inherited attributes affect their own pricing. The administrator should therefore open the product's inherited attributes and enable the flag for the two intended pricing attributes, leaving the remaining inherited attribute unchanged. This preserves the product class as a reusable model and confines the pricing impact to the product described in the scenario. Salesforce's Revenue Cloud learning resources cover catalog configuration concepts and the relationship between products, classifications, and attributes: Salesforce Trailhead: Revenue Cloud Product Catalog. Additional official Revenue Cloud documentation is available through Salesforce Help.

QUESTION NO: 18

Universal Containers went live with Revenue Cloud 90 days ago. Since then, the sales team has been using Revenue Cloud to perform all of their business transactions, from New Sales to Renewals. Sales leaders requested the IT team to provide insights into trends like monthly and annual recurring revenue, renewal rates, accounts up for renewal, and the overall financial state of the accounts.

Which out-of-the-box dashboard should the IT team use for these insights?

A. Order Analytics

B. Subscription and Revenue Lifecycle Analytics

C. Pricing Analytics

ANSWER: B

Explanation:

Subscription and Revenue Lifecycle Analytics is the appropriate out-of-the-box analytics offering because it is designed to give revenue teams visibility into the complete subscription customer lifecycle. The business questions in this scenario are centered on recurring-revenue performance and renewal health: monthly recurring revenue, annual recurring revenue, renewal rates, upcoming renewals, and account-level financial status. These are lifecycle metrics that require a consolidated view of subscription activity, renewals, and revenue trends rather than a report limited to an individual operational transaction.

The analytics application provides prebuilt dashboards and data models that help sales and revenue leaders monitor recurring-revenue movement over time, identify accounts approaching renewal, assess retention and renewal outcomes, and understand the value and health of customer relationships. This enables leaders to move from reviewing isolated sales transactions to managing predictable, ongoing revenue across the installed customer base. It is therefore aligned with an organization that has begun processing both new business and renewals in Revenue Cloud and now needs actionable post-go-live performance insights.

Salesforce describes Revenue Cloud as supporting the full revenue lifecycle, including recurring revenue and renewals, at Salesforce Revenue Cloud. For background on Salesforce's analytics capabilities and dashboard-driven insights, see CRM Analytics Basics on Trailhead.