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Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q115-Q120):

NEW QUESTION # 115

Items are not appearing in the delivery task. What object needs to be assigned to the user for the items to be listed

- A. Shipment
- B. Product Transfer
- C. Product
- D. Retail Store KPI

Answer: A

Explanation:

Assigning the Shipment object to the user enables the listing of items in the delivery task, as this object tracks the movement of products from warehouses to retail locations.

NEW QUESTION # 116

Feedback from their Sales Agents about their current legacy system's quoting and order capture flows:

They often need to refer back to their training documentation for routine customer requests. They are able to handle the majority of customer requests themselves despite current challenges. Routine customer requests require many clicks and they want the new system to focus on user experience. One of the common MACD transactions is to increase the quantity of the assets.

What approach should a Consultant recommend for designing the quoting and order capture flows in Communications Cloud to alleviate the agents' feedback while minimizing implementation efforts?

- A. Leverage guided selling OmniScripts for common use cases, and the CPQ Cart for other use cases
- B. Build a custom CPQ Cart using FlexCards and LWC to align to the legacy system's UI
- C. Leverage the CPQ Cart for all cases to minimize the implementation effort
- D. Leverage OmniScripts for all use cases to minimize the training effort for the Sales Agents

Answer: A

Explanation:

Feedback from sales agents indicates:

Need fewer clicks

Need guided flows for routine transactions

Already comfortable handling most requests

Want reduced training effort

Salesforce recommends a hybrid UX approach:

✓ Use Guided Selling OmniScripts for common tasks

OmniScripts allow:

Streamlined clicks

Step-by-step guidance

Embedded rules

Lower training impact

Perfect for frequent MACD tasks (e.g., updating quantities)

✓ Use CPQ Cart for all remaining flexible or complex cases

CPQ Cart already supports full quoting, attribute changes, and line-level updates. Using it avoids unnecessary customizations.

Why not the others:

A (Custom LWC Cart) → High effort, not needed.

B (Use OmniScript for all) → Overkill; many use cases require standard Cart capabilities.

C (Use Cart for all) → Does not solve agent frustrations or reduce clicks/training.

NEW QUESTION # 117

Universal Connect (UC) offers residential high-speed Internet to its customers. UC has a commercial attribute called "Access Type" on the internet offer with two values, namely DSL and Fiber. UC has a requirement to model routers as technical products and offer either a DSL or a Fiber router based on the "Access Type" value.

What kind of decomposition relationship should a Consultant recommend to achieve this requirement?

- A. M:1
- B. 1:1
- C. M:M
- D. 1:M

Answer: D

Explanation:

The requirement is:

A single commercial product (Internet)

Has an attribute Access Type = DSL or Fiber

Must decompose into the appropriate router technical product (DSL Router OR Fiber Router) This is a classic 1:M decomposition pattern, where one commercial product instance may decompose into one of many possible technical product instances, based on rules or attributes.

Using a 1:M decomposition with conditional rules:

If Access Type = DSL → create DSL Router

If Access Type = Fiber → create Fiber Router

Why others are incorrect:

1:1 (B): does not allow attribute-based branching into different technical products.

M:M (C): used for many-to-many relationships - not applicable here.

M:1 (D): merges multiple commercial products into a single technical product - opposite of what is required.

NEW QUESTION # 118

Northern Trail Outfitters (NTO) has a 7-tier product hierarchy that they use to track products in their Enterprise Resource Planning (ERP) platform. Assuming this functionality is available in the Consumer Goods Cloud, what should a consultant at NTO determine which tier of data contains the information required to set up products in Consumer Goods Cloud INTO wishes to measure share-of-shelf?

- A. Which tier describes stock keeping units (SKU)?
- B. There is no need to ask a question choose level 7
- C. Which tier has the data you trust most?
- D. What tier has data describing the product with?

Answer: A

Explanation:

A consultant at NTO should determine which tier of data contains the information required to set up products in Consumer Goods Cloud by asking which tier describes stock keeping units (SKU). A SKU is a unique identifier for a product that can be scanned and tracked in inventory systems. SKU is the level of data that is needed to measure share of shelf, which is the percentage of space occupied by a product or brand on a shelf. Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 19.

NEW QUESTION # 119

ABC Telecom is using Communications Cloud for their enterprise customers. ABC Telecom has a requirement wherein assets must be synchronized to the assurance platform as soon as the sale or MACD order completes fulfillment for wholesale products. There are about 5,000 orders placed by each reseller throughout the day. There are hundreds of active reseller users present in the system. How should a Consultant recommend that ABC Telecom integrate Communications Cloud with their assurance platform?

- A. Use an on-demand data pull from Communications Cloud using the REST API from Service assurance
- B. Use a Bulk API connector via middleware
- C. Use Platform Events and GetAsset API
- D. Use Industries Order Management to inform the assurance platform as part of the orchestration plan

Answer: C

Explanation:

ABC Telecom requires that assets be synchronized to their assurance platform immediately after fulfillment, and they operate in a high-volume wholesale environment (5,000+ orders per reseller/day and hundreds of concurrent users). Salesforce recommends event-driven, near-real-time integration for high-scale fulfillment notifications.

Platform Events are Salesforce's native, scalable publish/subscribe mechanism designed for high throughput and low latency. When an order completes fulfillment, Communications Cloud can publish an event that external systems subscribe to. The assurance platform can then call the GetAsset API to retrieve the exact asset structure needed for assurance workflows.

This pattern is explicitly recommended in Salesforce high-throughput integration architectures because it:

Eliminates polling

Handles large transaction volume

Provides near-real-time sync

Decouples fulfillment from assurance systems

Scales horizontally across resellers

Option A (using OM orchestration) is synchronous and not optimal for high throughput.

Option B (on-demand REST pull) causes latency and excessive polling.

Option C (Bulk API) is batch-oriented, not real-time, and unsuitable for near-immediate updates.

NEW QUESTION # 120

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