

Free PDF Quiz Salesforce - AP-204 - Reliable Consumer Goods Cloud Accredited Professional Guide



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Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q10-Q15):

NEW QUESTION # 10

Which Action Plan Type should be selected when creating an Action Plan for Consumer Goods Cloud?

- A. Industries
- B. Visit Planning
- C. Visit Execution
- D. Assessment Task Plan

Answer: C

Explanation:

The Action Plan Type that should be selected when creating an Action Plan for Consumer Goods Cloud is Visit Execution. An Action Plan Type is a metadata record that defines the type and configuration of an action plan. An action plan is a set of tasks that

need to be completed for a specific purpose or goal. The Visit Execution Action Plan Type is designed for Consumer Goods Cloud users who need to create action plans for their store visits. A visit is an interaction between a field rep and a retail store. Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 25.

NEW QUESTION # 11

Which three Survey invitations are displayed in the In-Store Survey task during a visit?

- A. All Survey invitations targeted to a contact or user
- B. Survey invitations associated with the Store Primary Contact
- C. Survey invitations associated with the Retail Store
- D. All open Survey invitations
- E. Survey invitations associated with the visit

Answer: B,C,E

Explanation:

Survey invitations associated with the visit, the Retail Store, and the Store Primary Contact are three survey invitations that are displayed in the In-Store Survey task during a visit. These survey invitations are relevant to the context of the visit and can help users to collect feedback from the store staff or customers. Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 27.

NEW QUESTION # 12

Which methodology does Salesforce Maps offer to facilitate the addition of geocoordinates for each retail store location by an admin?

- A. Under geolocation in setting, enable the 'automate geocoordinate mapping to retail store' option.
- B. Set up a batch job through Salesforce Maps automation to read an address field and add geocoordinates to selected fields,
- C. Click on the individual retail store marker and copy/paste the coordinates from the tooltip to the corresponding retail store longitude and latitude fields.
- D. Create a new map layer containing the desired retail store locations and execute the 'add geocodes' mass action.

Answer: B

NEW QUESTION # 13

Infiwave offers Internet and Voice services to residential customers. In order to provision the services, a technician visits the customer location to install the modem, then provides the modem-related data over the phone, and after capturing the data the request is sent to the fulfillment system. Infiwave has identified that having the technicians provide the data over the phone is error prone.

Which two features should Infiwave use from Industries Order Management to support this functionality and to avoid errors during data capture?

- A. Implement a Callout Orchestration item to execute a request on the fulfillment system for activation
- B. Implement a Manual Orchestration item, assign it to the technician, and configure an OmniScript for the technician to capture the data
- C. Implement a Push Orchestration item, assign it to a technician, and configure an OmniScript for the technician to capture the data
- D. Implement a Milestone Orchestration item to execute a request on the fulfillment system for activation

Answer: B,C

Explanation:

Industries Order Management (OM) provides multiple orchestration item types to manage human tasks, system tasks, and external service calls. For field technician data capture, Salesforce recommends manual data capture orchestration items combined with OmniScripts, so technicians enter information directly instead of relaying it verbally-reducing errors and improving data quality. A Manual Orchestration Item (Option C) creates a human task assigned to a technician and pauses the orchestration until the technician completes the task. This is the exact pattern used when capturing installation details, device identifiers, serial numbers, modem MAC addresses, or activation parameters.

A Push Orchestration Item (Option A) is also applicable when a task must be automatically "pushed" to an external party (like a field technician mobile app). The Push item assigns the work and embeds the OmniScript UI, enabling the technician to directly enter data, ensuring accuracy and eliminating the error-prone phone call process. Options B and D (Milestone and Callout items) represent automated system tasks and do not support interactive technician data capture.

NEW QUESTION # 14

Which two standard fields on the Retail Store KPI object are required when doing an inventory check?

- A. Assessment Indicator Definition
- B. Custom Context
- C. Inventory Count
- D. KPI Type
- E. Retail Store Group

Answer: A,E

Explanation:

In Retail Store KPIs, you can define the assessment indicator definition that must be captured for a store group. Because the assessment indicator definition is associated with assessment task definition and store groups to stores, Retail Store KPIs are the link between a store and the tasks to be performed at a store. You can also define the expected values of an assessment indicator definition in Retail Store KPIs

NEW QUESTION # 15

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