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Salesforce Consumer Goods Cloud Accredited Professional Sample Questions

(Q78-Q83):

NEW QUESTION # 78

An ABC Telecom customer ordered an internet bundle along with a router in their first order. At a later date, the customer ordered another internet bundle. Their existing router supports all services.

What should be the scope of the technical product so that the decomposition process generates fulfillment request lines (FRL) based on the existing inventory item?

- A. Account Scope
- B. Order Item Scope
- C. Top Order Item Scope
- D. Downstream Order Item Scope

Answer: A

Explanation:

In Salesforce Industries Order Management, the scope of a technical product determines how decomposition looks for existing assets or inventory items. When a customer already owns a device (such as a router) and later orders a new service that can reuse the same hardware, the decomposition engine must search across the customer's inventory at the account level, not the original order item or the top-level order item.

Public Salesforce Order Management documentation explains that Account Scope is used when the fulfillment system needs to evaluate inventory or assets that the customer already owns—for example, routers, ONTs, set-top boxes, SIM cards, or any CPE device. By setting the technical product to Account Scope, the decomposition engine checks the customer's entire installed base and finds the matching item, allowing it to generate the correct Fulfillment Request Lines (FRLs) without creating duplicates.

Other options do not support the scenario:

Order Item Scope and Top Order Item Scope only look at items within the current order and would not detect previously fulfilled devices.

Downstream Order Item Scope evaluates child order items but still only within that transaction.

Thus, only Account Scope ensures that the decomposition process properly references existing inventory and reuses the router rather than provisioning a new one, which is exactly what the scenario requires.

NEW QUESTION # 79

Which statement is true about action plan templates?

- A. Action plan templates are ready to use after saving
- B. Action plan templates can have multiple orders and delivery tasks
- C. Action plan templates are not extensible through Apex
- D. Action plan templates can have multiple planogram, inventory and promotion checks

Answer: D

Explanation:

Action plan templates can have multiple planogram, inventory and promotion checks, which are predefined tasks that can be assigned to field reps to perform during their store visits. These tasks help to ensure compliance and optimize product placement and availability. Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 26-27.

NEW QUESTION # 80

How can admins review the performance of the Object Detection Model?

- A. By creating a Custom Object
- B. Through Einstein Bots
- C. Through Detected Objects
- D. By enabling Custom Object Detection

Answer: C

Explanation:

https://help.salesforce.com/s/articleView?id=sf.industries_einstein_object_detection_review_detected_objects.htm&type=5 Admins can review the performance of the Object Detection Model through Detected Objects, which are records that store the results of the

object detection process. Detected Objects contain information such as the confidence score, the number of detections, and the bounding box coordinates for each object in an image. Admins can use reports and dashboards to analyze the Detected Objects data and evaluate the accuracy and performance of the Object Detection Model. Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 24.

NEW QUESTION # 81

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

Answer: A,B

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 # 82

Which three dashboards are natively available with Tableau CRM for Consumer Goods Cloud?

- A. Category Insights
- B. Sales Rep Performance
- C. Store Insights
- D. Product Performance
- E. Inventory Performance

Answer: A,B,C

Explanation:

These dashboards provide comprehensive insights into various aspects of consumer goods operations, from category performance to individual sales rep and store analyses.

NEW QUESTION # 83

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