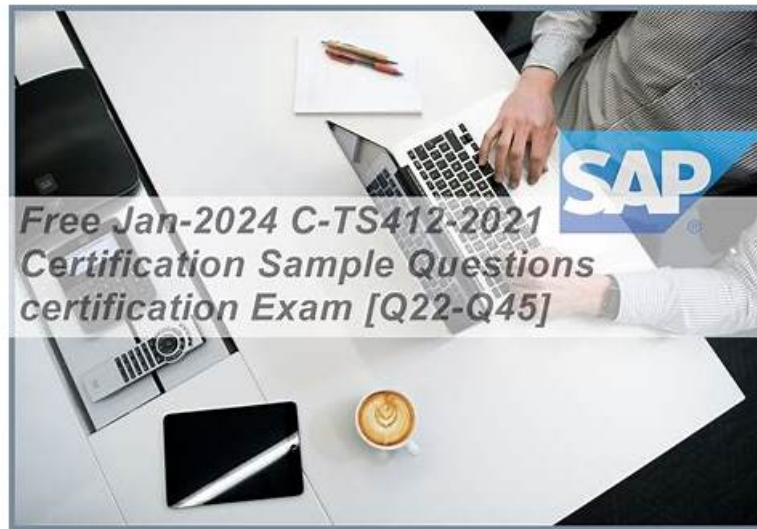


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Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q91-Q96):

NEW QUESTION # 91

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

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

Answer: B,D,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 # 92

United Telecom (UT) has finalized a design for launching sales and self-service capabilities through different channels to improve their customer experience.

Which two out-of-the-box capabilities should UT use to support customers through multiple channels on Communications Cloud?

- A. Custom APIs using LightningOut
- B. Cart-based APIs using OmniOut
- C. Digital Commerce APIs
- D. Digital Commerce SDK

Answer: C,D

Explanation:

Salesforce Communications Cloud (formerly Vlocity Communications) provides a set of out-of-the-box omnichannel capabilities specifically designed to support buying, managing, and modifying telecom services across web, mobile, partner portals, and agent-assisted channels. Public Salesforce documentation describes two major components that enable this: Digital Commerce APIs and the Digital Commerce SDK.

Digital Commerce APIs (Option A)

Salesforce provides a full suite of REST-based Digital Commerce APIs that expose CPQ functions such as:

Product discovery

Product configuration

Pricing and promotions

Cart creation and management

Order submission

These APIs are channel-agnostic and built for web portals, mobile apps, in-store kiosks, and agent desktops, making them ideal for United Telecom's requirement to support multiple sales and self-service channels. They leverage standardized product and pricing logic directly from the Enterprise Product Catalog, ensuring consistency across all channels.

Digital Commerce SDK (Option B)

The Digital Commerce SDK complements the APIs by providing reusable UI components, templates, and client-side tools to rapidly build modern commerce experiences. It supports Lightning, LWC, and headless storefronts, enabling companies to create branded, high-performing customer experiences with minimal custom code. This SDK allows UT to deliver responsive and consistent digital buying flows without building UI logic from scratch.

Options C (Cart-based APIs using OmniOut) and D (Custom APIs using LightningOut) involve custom or integration-heavy approaches that are not needed when out-of-the-box Digital Commerce capabilities already provide a complete omnichannel solution.

Therefore, the two correct out-of-the-box capabilities for multi-channel customer experience in Communications Cloud are A and B.

NEW QUESTION # 93

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. Retail Store KPI
- C. Product
- D. Product Transfer

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 # 94

A member of the Northern Trail Outfitters company has been tasked with setting up planograms for the field team. Which of the

following steps is required to ensure an assessment task of planogram check is available to the field?

- **A. The team member must upload an image of the planogram to the assessment task's related documents.**
- B. The team member must populate the custom context field on the assessment task.
- C. The team member must make sure Einstein Object Detection has been enabled.
- D. The team member must associate the In-Store Location to the Planogram for the functionality to work.

Answer: A

Explanation:

Uploading an image of the planogram is essential for enabling field teams to perform planogram checks, providing a visual reference for in-store product placement and arrangement.

NEW QUESTION # 95

Universal Containers (UC) is a Communications Service Provider using Communications Cloud. A member of UC's legacy system IT team has provided a Consultant with an extract of all of the existing products from the legacy system and asked the Consultant to migrate the data to Communications Cloud.

Which two questions should the Consultant ask in this scenario to clarify the data migration strategy?

- **A. Which of the provided products are still actively sold?**
- **B. Can we rationalize products to a smaller number?**
- C. Which of the provided products are inactive?
- D. Are there customer specific offerings?

Answer: A,B

Explanation:

When migrating product data into the Enterprise Product Catalog (EPC), Salesforce recommends product rationalization as a mandatory first step. Legacy systems often contain hundreds or thousands of products accumulated over years. Not all of them should be migrated into EPC.

Two critical questions a consultant must ask are:

A . "Can we rationalize products to a smaller number?"

EPC is designed for modular, reusable, and hierarchical product specifications. Many legacy products can be consolidated into a smaller, more efficient set using attributes, rules, and cardinality instead of copying fixed bundles. This drastically improves CPQ speed, product maintenance, and time-to-market.

B . "Which of the provided products are still actively sold?"

Salesforce advises migrating only active commercial offers, prerequisites, and required technical products. Inactive, obsolete, or sunset products add noise and complexity and should typically be excluded.

NEW QUESTION # 96

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