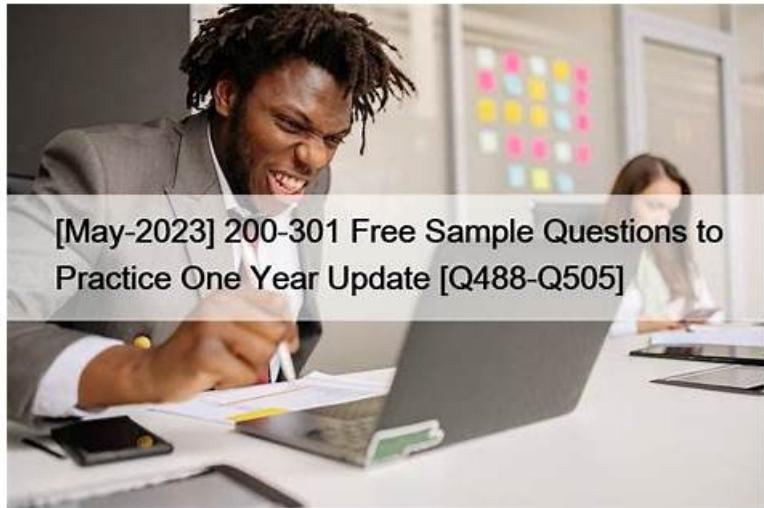


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Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q79-Q84):

NEW QUESTION # 79

Northern Trail Outfitters (NTO) has their Field Reps perform regular activities, including promotion and inventory activities, as well as check the function of their computer display units that are placed in stores, to help customers ensure the backpacks fit properly. What should be done to support NTO Field Reps to ensure they are able to capture these KPIs?

- A. Create an asset called 'Computer Display Unit' and capture KPI called 'Backpack fit properly' using an assessment task.
- B. Create an Asset record named 'Backpack Fit' for the Computer Display Units and link it to the Assessment Task via a lookup field.
- **C. Create an Assessment Task Record type called 'Backpack Fit' for the Computer Display Units to capture the KPIs.**
- D. Add 'Backpack Fit' for the Computer Display Units checkbox to the In-Store Survey Assessment Task.

Answer: C

Explanation:

This approach allows Field Reps to specifically assess and record the KPI related to the functionality of the Computer Display Unit and its effectiveness in assisting customers with backpack fitting.

NEW QUESTION # 80

A communications company wants to improve their quote-to-order journey experience. The journey has several steps, which include selecting products and services, and integration with the inventory system for device reservation. They want to create a modern, multi-channel experience.

What approach should a Consultant take during planning to ensure optimal development and time to market?

- A. Plan for three user stories running sequentially: UX Design first, Device Reservation API second, and Inventory System Integration last.
- B. Plan for three user stories running in parallel: UX Design, Device Reservation API, and Inventory System Integration. UX only requires the API information to be complete.
- C. UX experience is the most important. Fully design and validate the UX before designing the integration step.
- D. Knowing the exact data exchanged in integration is an input to the UX design. Detailed design of the integration step is required before UX design can start.

Answer: B

Explanation:

In Salesforce Industries (Vlocity) project methodology, an optimal quote-to-order implementation requires parallel workstreams, especially when designing multi-channel digital experiences that rely on backend APIs such as inventory reservation or device allocation. Public Salesforce implementation practices emphasize that UX design should begin early and only needs high-level API contracts, not full backend development, to progress. This is because modern telecom journeys-product selection, service configuration, device reservation, and inventory validation-depend on microservices exposed through TMF-style APIs or custom integration layers.

Salesforce recommends decomposing work into parallel user stories to accelerate time to market:

UX Design → Driven by user flows, wireframes, and component behavior

Device Reservation API → Defines the interface and payload shapes

Inventory System Integration → Implements backend orchestration

This approach enables the UX team to build using mocked or stubbed APIs, ensuring that design decisions aren't delayed while backend services are still being implemented. This directly aligns with option D, which reflects Salesforce's agile implementation strategy.

Options A and B incorrectly assume UX must wait for full integration design, which slows delivery. Option C suggests sequential workstreams, which Salesforce explicitly discourages due to increased cycle time.

Thus, D is the best match.

NEW QUESTION # 81

Which User persona manages day-to-day Retail Execution processes such as creating visits, creating tasks, and assigning visits to Field Representatives?

- A. Store Manager
- B. Sales Manager
- C. Divisional Manager
- D. Category Manager

Answer: B

Explanation:

A Sales Manager is the user persona that manages day-to-day Retail Execution processes such as creating visits, creating tasks, and assigning visits to Field Representatives. A Sales Manager is responsible for planning and overseeing the retail activities of a team of field reps, as well as analyzing and reporting on the performance and compliance of the retail stores in their territory. Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 18.

NEW QUESTION # 82

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

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

Answer: B,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 # 83

GreenTech, a Consumer Goods company wants to sell new products in a particular retail store. Which Tableau CRM dashboard should they use to find opportunities to sell new products in a retail store location?

- A. **White Space Analysis**
- B. Sales Rep Performance
- C. Sales Manager- Territory Performance
- D. Account Insight

Answer: A

Explanation:

White Space Analysis is a Tableau CRM dashboard that shows opportunities to sell new products in a retail store location. It analyzes the sales performance and product distribution across different stores and segments, and identifies gaps or white spaces where new products can be introduced or existing products can be expanded. Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 37.

NEW QUESTION # 84

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