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Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q105-Q110):

NEW QUESTION # 105

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

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 # 106

For an Enterprise Sales Management quoting journey for fixed-line products for an enterprise customer, United Telecom needs to have a feasibility check for the requested product for desired locations.

Which of the following features can meet the requirement?

- A. Location Based Feasibility
- B. Product Eligibility Rules
- C. Product Availability Rules
- D. Location Based Serviceability

Answer: A

Explanation:

Enterprise Sales Management (ESM) for B2B telecom includes Location-Based Feasibility (LBF), which checks whether a product (e.g., fiber, Ethernet access, MPLS, DIA) is technically feasible at a given customer location or site. This is a standard requirement in enterprise fixed-line quoting.

LBF provides:

Real-time or batch feasibility lookup

Integration with GIS, network inventory, or legacy feasibility engines

Support for multi-site enterprise quoting

Feasibility responses (yes/no/conditional)

Auto-blocking non-feasible service requests

Location-Based Serviceability (A) is used in B2C broadband/mass-market sales, not complex enterprise quoting. Product Availability (C) and Eligibility Rules (D) control catalog eligibility, pricing, or contract conditions, not technical feasibility.

NEW QUESTION # 107

A company is selling voice products to business customers. The other allows customers to select for rent or purchase up to 700 phone devices of various models. The product modeller intends to create a phone add-on product specification and add it as a child of the voice offer, with a cardinality that allows up to 700.

Which three statements are valid regarding the product model in this scenario?

- A. This type of modelling is not supported in EPC and modeller should follow a flat modelling technique.
- B. **Modelling children with large cardinalities can result in processing inefficiencies for MACD operations.**
- C. Since the product model uses out-of-the-box features from EPC, MACD operations and decomposition are guaranteed to work well.
- D. **Product model uses hierarchical modelling, which is natively supported in EPC.**
- E. **Product model uses out-of-the-box features from EPC. Decomposition may fail when the maximum number of phone instances are ordered.**

Answer: B,D,E

Explanation:

In Salesforce Industries Enterprise Product Catalog (EPC), hierarchical product modeling with child specifications and cardinalities is natively supported, which makes option E correct. Defining a voice offer with a "phone add-on" child product and a cardinality of up to 700 leverages standard EPC capabilities such as product specifications, child relationships, and cardinality rules.

However, Salesforce guidance for EPC and Industries CPQ warns that very large cardinalities on child products can introduce performance and processing challenges, especially in high-volume telecom scenarios. During MACD (Modify, Add, Change,

Disconnect) operations, every instance of the child product (each phone device) has to be evaluated, updated, and sometimes decomposed into order items or service orders. With hundreds of instances, this can lead to processing inefficiencies and long-running transactions, which supports statement A.

Additionally, although the model technically uses out-of-the-box features, extreme volumes (such as hundreds of children per parent) can stress the decomposition engine. Under heavy load or complex rule combinations, decomposition may time out or fail when the maximum number of instances are ordered, making C valid as well.

Option B is incorrect because EPC does support this pattern; flat-only modeling is not a requirement. Option D is incorrect because using OOTB features does not guarantee optimal MACD and decomposition behavior at very high instance volumes.

NEW QUESTION # 108

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 in parallel: UX Design, Device Reservation API, and Inventory System Integration. UX only requires the API information to be complete.
- B. Plan for three user stories running sequentially: UX Design first, Device Reservation API second, and Inventory System Integration last.
- 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: A

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 # 109

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

Answer: D

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 # 110

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