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

NEW QUESTION # 10

Universal Containers (UC) is rolling out a new offer, which must be fulfilled using Industries Order Management. During fulfillment, the orchestration must integrate with the provisioning system, which accepts a different payload for activation and deactivation of the service.

What is the recommended approach for designing the orchestration while minimizing unnecessary configurations?

- A. Create two Orchestration Plan Definitions, one having the Activation Orchestration item and the other with the Deactivation Orchestration item. Configure one scenario to map Activation to Add action and Deactivation to Disconnect action.
- B. Create one Orchestration Plan Definition with two Orchestration item definitions having mutually exclusive conditions on

the product action. Configure Scenario to include both Add and Disconnect actions.

- C. Create two Orchestration Plan Definitions, one having the Activation Orchestration item and the other with Deactivation Orchestration item. Set conditions on Orchestration items based on product action.
- D. Create two Orchestration Plan Definitions, one having the Activation Orchestration item and the other with Deactivation Orchestration item. Configure scenarios to map Activation to Add action and Deactivation to Delete action.

Answer: B

Explanation:

Salesforce best practice for Order Management is:

- ▶ Use a single Orchestration Plan Definition when the overall fulfillment flow is the same, but
- ▶ Use conditional Orchestration Items to handle differences (e.g., activation vs. deactivation).

In this case, the provisioning system needs different payloads for activation and deactivation, but the product is the same. Designing two separate orchestration plan definitions creates duplication, maintenance overhead, and inconsistent lifecycle behavior.

Instead:

Use one Orchestration Plan Definition.

Include two Orchestration Item Definitions, one for Activation and one for Deactivation.

Apply mutually exclusive conditions using Product Action = Add (activation) or Disconnect (deactivation).

Map both actions in one Scenario.

This achieves minimal configuration and full flexibility.

NEW QUESTION # 11

A consultant for Northern Trail Outfitters (NTO) has been asked to setup Tableau CRM for Consumer Goods Cloud to gain insights into factors that might affect store sales.

Which Einstein Discovery story should the consultant select to address this concern?

- A. Einstein Discovery story 'Promotion Management'
- B. Einstein Discovery story 'Minimize Out-of-Stock occurrences'
- C. Einstein Discovery story 'Maximize Store Sales'
- D. Einstein Discovery story 'Strategic Sales'

Answer: C

NEW QUESTION # 12

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

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

Answer: B

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 # 13

Universal Containers (UC) has asked a consultant to migrate all active customers before the go-live.

Which two options must the consultant consider for loading customer-related records?

- A. Contracts should be loaded before Accounts.
- B. Subscriptions should be loaded before Accounts.
- C. Business or Consumer Accounts should be loaded before Billing or Service Accounts.
- D. Premises should be loaded before Service Accounts.

Answer: C,D

Explanation:

For customer migration into Communications Cloud, Salesforce public documentation outlines a specific parent-child dependency order for customer-related data. The objective is to ensure that all parent records exist before loading child or dependent records (Billing Accounts, Service Accounts, Subscriptions, Assets).

(B) Business or Consumer Accounts should be loaded before Billing or Service Accounts. Accounts represent the parent customer entity. Billing Accounts and Service Accounts depend on the root customer account. Salesforce clearly emphasizes that Billing Accounts must have a parent Account, and Service Accounts must be tied to either the Billing Account or Consumer/Business Account. Therefore, loading Accounts before Billing/Service Accounts is mandatory.

(C) Premises should be loaded before Service Accounts

In Communications Cloud, Premises represent physical service locations. Service Accounts reference the PremiseId and cannot be created before the premise record exists. This dependency is frequently highlighted in Salesforce migration patterns, especially for broadband, fiber, and fixed-line providers.

Incorrect options:

A (Contracts before Accounts): Contracts depend on Accounts; Accounts must exist first.

D (Subscriptions before Accounts): Subscriptions require Accounts, Billing Accounts, and Service Accounts-therefore cannot be loaded first.

NEW QUESTION # 14

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

Answer: B,D

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 # 15

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