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Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q112-Q117):

NEW QUESTION # 112

Which KPIs can be derived using Planogram detection?

- A. Out of Stock, Share of Shelf, Brand Facings
- **B. Out of Stock, Share of Shelf, SKU Facings**
- C. Out of Stock, Shelf Size, Brand Facings
- D. Out of Stock, Shelf Size, SKU Facings

Answer: B

Explanation:

Out of Stock, Share of Shelf, and SKU Facings are three KPIs that can be derived using Planogram detection. A Planogram is a visual representation of how products should be arranged on a shelf. Planogram detection is a feature that uses Einstein Vision to compare the actual shelf image with the expected planogram image and calculate metrics such as:

Out of Stock, which measures the percentage of products that are missing from the shelf.

Share of Shelf, which measures the percentage of space occupied by a product or brand on a shelf.

SKU Facings, which measures the number of times a product SKU is visible on a shelf. Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 23-24.

NEW QUESTION # 113

ABC Telecom offers advanced B2B connectivity products to companies with multiple service accounts, hundreds of quotes, and an average of 1,000 line items per quote.

Which application suite supports this scenario?

- A. Subscriber Lifecycle Management
- **B. Enterprise Sales Management**
- C. Mobile Subscription Management
- D. Advertising Sales Management

Answer: B

Explanation:

In Salesforce Industries (formerly Vlocity), large-scale B2B quoting scenarios-especially those involving multiple service accounts, hundreds of simultaneous quotes, and high-volume line-item configurations-are supported by the Enterprise Sales Management (ESM) application suite. Public Salesforce Industries resources describe ESM as the solution specifically engineered for complex B2B sales cycles, high-volume quoting, and enterprise-level product configuration.

ESM extends the functionality of Industries CPQ to support "high-line-item quoting environments," allowing sales teams to manage thousands of products, hierarchical product bundles, account-specific pricing, and approval workflows. It is optimized for organizations selling advanced connectivity solutions, WAN, MPLS, SD-WAN, Dedicated Internet, and other enterprise-grade telecom services-exactly the type of offerings ABC Telecom delivers.

Salesforce's public feature descriptions highlight that ESM supports:

Large quoting volumes (hundreds of quotes per customer)

Complex commercial hierarchies (B2B enterprise accounts with multiple service locations) Scalable CPQ performance for 1,000+ line items Enterprise contract, pricing, and proposal workflows Multi-site, multi-service configuration Other choices do not fit:

Advertising Sales Management focuses on media/advertising inventory buys.

Mobile Subscription Management is for B2C mobile postpaid/prepaid subscriptions.

Subscriber Lifecycle Management manages consumer subscriber journeys, not enterprise B2B quoting.

Thus, for ABC Telecom's enterprise customer scenario with large, complex quotes, Enterprise Sales Management is the correct and Salesforce-aligned solution.

NEW QUESTION # 114

Universal Containers is using Communications Cloud for their B2B use cases. They have an integration with a legacy stack that will handle network provisioning and billing. As part of their Order Management process they have to send the customer data to the legacy app, which in turn provisions billing.

What should a Consultant recommend to make this callout easier to configure, easier to maintain, and performant?

- A. Model the customer data to Technical Products along with other Products and Services and create Decomposition relationships accordingly to send the right information within the callout tasks.
- B. Create a custom integration adapter to fetch the customer info and pass it to the payload that will be sent to the external application.
- C. Model the customer data as multi picklist attributes within the cart and create Decomposition relationships accordingly to send the right information within the callout tasks.
- **D. Model the customer data as fields on Order and pass the fields along with the other attributes to the payload.**

Answer: D

Explanation:

In Communications Cloud, integrations performed during Order Management-especially callouts for provisioning, billing, and customer synchronization-should use the Order object as the primary integration payload source. Salesforce's public Order Management design principles specify that customer data required for external provisioning should be modeled directly on the Order when the data is stable, required frequently, and does not belong to technical products.

This approach offers:

Simple configuration (fields on Order object rather than product attributes) High maintainability, because administrators can adjust mappings without changing product models or decomposition rules Performance efficiency, as Order-based callouts do not require deep decomposition navigation or attribute inheritance logic Clear separation of commercial vs. technical data, one of the core EPC principles Options C and D introduce unnecessary complexity. Customer data does not belong on Technical Products (C) nor should it be modeled as multi-picklist cart attributes (D), as these degrade performance and complicate decomposition. A custom adapter (A) adds code and contradicts Salesforce's declarative-first approach.

NEW QUESTION # 115

Which three standard components are available for Assessment Task record pages when configuring Consumer Goods Cloud app screens?

- A. Cart Review
- B. Promotion List
- C. Promotion Details
- D. Inventory Check
- E. In Store Products

Answer: B,C,D

Explanation:

These components provide comprehensive information about promotions and inventory, vital for effective retail execution.

NEW QUESTION # 116

United Telecom (UT) has initiated high-speed offerings on Communications Cloud after upgrading its network. Which out-of-the-box MACD process should UT consider when upgrading existing assets to high-speed offers for interested customers?

- A. Disconnect and new order
- B. Apply Promotion
- C. Modify order
- D. Change of Plan

Answer: D

Explanation:

In Communications Cloud, modifying an existing commercial service to a higher speed tier (or upgraded variant) is handled through the Change of Plan MACD process. Salesforce defines Change of Plan as the out-of-the-box MACD scenario used when an existing active subscription is upgraded, downgraded, or migrated to a different configuration within the same offer family.

High-speed upgrades typically involve the same commercial product family (e.g., "Internet") but with modified attributes such as speed tier, bandwidth profile, SLA level, etc. The Change of Plan MACD:

Reuses the existing asset

Captures the new configuration

Decomposes into new or modified technical actions

Avoids unnecessary disconnect/reconnect cycles

Preserves billing continuity

Minimizes order orchestration overhead

Options B (Disconnect & New Order) and C (Modify Order) are not correct: Disconnect/New Order is used only when replacing an entire product with a materially different offering, not speed upgrades. A Modify Order MACD adjusts non-plan attributes-not plan-tier changes. Option D (Apply Promotion) is irrelevant here.

Thus, Change of Plan is the correct MACD for upgrading customers to high-speed offers.

NEW QUESTION # 117

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