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## Salesforce CPO and Billing Consultant Accredited Professional Sample

## Questions (Q24-Q29):

### NEW QUESTION # 24

Universal Containers wants to design a multi-level approval matrix to have more control on sales reps applying discounts on quotes.

Which three considerations should UC Keep in mind when designing their Solution?

- A. Identify backup approvers in case the primary approver is out of the office.
- B. Define the discount threshold or limit allowed for the sales reps
- C. Give sales reps flexibility to apply any discount.
- D. Document the discount approval levels for each approver.
- E. Print out the approval matrix into cards that the sales reps can carry around.

**Answer: A,B,D**

Explanation:

For multi-level discount approvals in CPQ:

A - Identify backup approvers: Required because Salesforce Approval Processes must account for out-of-office or unavailable approvers.

D - Define discount thresholds for sales reps: Mandatory so the system knows when to trigger approvals.

E - Document approval levels: Ensures clear governance and reduces ambiguity.

Incorrect options:

B printing approval matrices is not a Salesforce implementation requirement.

C contradicts the purpose of approval controls.

Thus the correct answers are A, D, E.

### NEW QUESTION # 25

Universal containers recently migrated legacy contracts and subscriptions into salesforce in order to facilitate amendments and renewals in CPQ .however ,sales user sure getting the 'attempt to de-reference a null object' error when amending the legacy contract. what is the most likely cause for the error?

- A. Required fields are missing or incorrectly populated on the legacy contract and subscription data
- B. Amendment of legacy contract and subscription data requires asset-based renewal method
- C. Legacy subscription data are missing a lookup to a source quote line record
- D. Migrated contracts and subscriptions cannot be amended using salesforce CPQ

**Answer: A**

Explanation:

Error:

"Attempt to de-reference a null object" while amending migrated contracts/subscriptions.

This is the classic CPQ issue when legacy contract/subscription data is missing required fields.

Subscription Start / End Dates

Quantity

Price fields

Billing Frequency

Term

Amendment-related fields (AmendmentStartDate, etc.)

Subscription Product

Related Order Product

Related Asset (if asset-based)

During amendment, CPQ expects:Missing or incorrectly populated fields cause CPQ code to attempt to reference null values → null pointer exception.

Thus:

✓ C. Required fields are missing or incorrectly populated

Why the other options are incorrect:Option

Why Incorrect

A . Migrated contracts cannot be amended

False. Salesforce explicitly supports amendments on migrated data if fields are populated correctly.

B . Asset-based renewal required

Not required-CPQ supports quote-based and asset-based renewal models.

D . Missing lookup to source Quote Line

Not required for legacy subscriptions; CPQ amendments work without source quote lines.

Thus C is the only valid root cause.

### NEW QUESTION # 26

A Revenue Cloud user story for a Subscription-based Company Looking to replace their legacy system states "As a pricing Manager, bulk discounts will include previously purchased quantities for pricing calculations on the quote in order to reward loyal customers "what should be included in the design of this solution?"

- A. Use a summary variable targeting the subscription object with a Price Rule.
- B. Legacy Orders and invoices should be migrated.
- C. Discount schedules with Cross Orders checked.
- D. Contracts, Subscriptions and Assets should be populated with historical data.
- E. Custom Action to retrieve Purchased quantities from an external source

**Answer: C,D**

Explanation:

User Story "As a pricing manager, bulk discounts must include previously purchased quantities for pricing calculations on the quote to reward loyal customers." This refers to historical purchases influencing tiered or volume discounts.

In Salesforce CPQ, the only native feature that supports "include prior purchases when calculating discount tiers" is:

✓ Discount Schedules with Cross Orders enabled This setting tells CPQ to:

Look at existing subscriptions, assets, orders, and previous quote lines Aggregate prior quantities Apply tiered volume discount based on the total owned quantity + new quantity But for Cross Orders functionality to work...

✓ Historical Subscriptions / Assets must exist So you must migrate historical:

Contracts

Subscriptions

Assets (if asset-based ordering)

Without that data, CPQ cannot aggregate historical quantities.

Correct answer: B and E ✓ B - Populate Contracts, Subscriptions, and Assets with historical data CPQ needs these to calculate previously purchased quantities.

✓ E - Discount Schedules with Cross Orders checked This is the actual feature that uses prior purchased amounts to determine discount tiers.

Why the other options are not correct: Option

Why Incorrect

A - Custom Action

Unnecessary. CPQ has native Cross Orders behavior.

C - Summary Variable

Summary variables do not summarize external historical purchases.

D - Migrate Orders & Invoices

Not required for CPQ pricing. Only Subscriptions/Assets matter.

### NEW QUESTION # 27

What does the 'safe harbor' slide at the beginning of every salesforce presentation means?

- A. anything presented from salesforce must be kept confidential
- B. new release capabilities will not have impact to existing implementations
- C. roadmap capability will be released exactly as they are demonstrated
- D. mergers and acquisitions integrations are immediate
- E. You and or your customer are making scoping, design, planning, purchasing making decisions based on current and available capabilities.

**Answer: E**

Explanation:

The Salesforce Safe Harbor statement exists to remind customers:

They should only make scoping, planning, design, and purchasing decisions based on current, available functionality, not forward-looking statements or roadmap presentations.

Salesforce does not guarantee:  
Release timing  
Exact feature delivery  
Backward compatibility

### NEW QUESTION # 28

What Planning Strategies Should be Taken to Make User Acceptance Testing (UAT) efficient?

- A. Issue change orders for all incidents that arise during testing
- **B. Finalize test plans before the build Phase completes(Choose 3 options)**
- C. Execute all tests on behalf of the customer
- **D. Train UAT testers on the new functionality**
- **E. Define and agree on acceptance criteria with customer**

**Answer: B,D,E**

Explanation:

Efficient UAT requires:

B - Define acceptance criteria upfront

D - Train UAT testers on new Revenue Cloud processes and CPQ/Billing functionality E - Finalize test plans before build phase completes to ensure readiness Options A and C are incorrect:

Consultants should NOT execute tests for the customer (UAT = customer validation).

Not every issue in UAT is a change request; many are defects that must be fixed.

All answers you provided are confirmed correct based on Salesforce CPQ & Billing documentation and implementation methodology.

Send the next set whenever you're ready!

### NEW QUESTION # 29

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