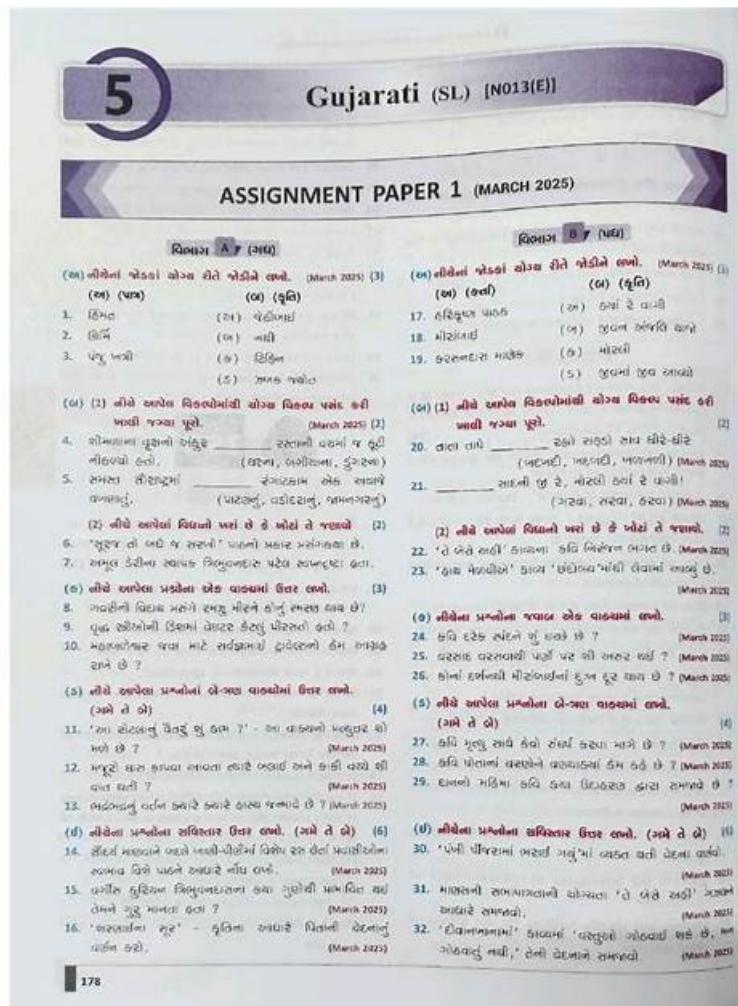


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## Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q21-Q26):

### NEW QUESTION # 21

Which two permissions should be enabled for users to view the Tableau CRM for Consumer Goods Cloud app?

- A. Tableau CRM Plus User
- B. Tableau CRM Growth
- C. CG Analytics User
- D. Tableau CRM Modify All
- E. Tableau CRM View

**Answer: C,E**

Explanation:

These permissions ensure that users have the necessary access to view and interact with the Tableau CRM for Consumer Goods Cloud app, providing critical analytics and insights.

### NEW QUESTION # 22

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 a Bulk API connector via middleware
- D. Use Platform Events and GetAsset API

**Answer: D**

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 # 23

Which object is exclusively available to users in setup to perform direct store delivery?

- A. Delivery Task
- B. ProductTransfer

- C. Order
- D. Shipment

**Answer: D**

Explanation:

The Shipment object is specifically designed for managing direct store delivery processes, tracking the movement of goods from distribution to retail locations.

**NEW QUESTION # 24**

Feedback from their Sales Agents about their current legacy system's quoting and order capture flows:

They often need to refer back to their training documentation for routine customer requests. They are able to handle the majority of customer requests themselves despite current challenges. Routine customer requests require many clicks and they want the new system to focus on user experience. One of the common MACD transactions is to increase the quantity of the assets.

What approach should a Consultant recommend for designing the quoting and order capture flows in Communications Cloud to alleviate the agents' feedback while minimizing implementation efforts?

- A. Leverage guided selling OmniScripts for common use cases, and the CPQ Cart for other use cases
- B. Leverage OmniScripts for all use cases to minimize the training effort for the Sales Agents
- C. Build a custom CPQ Cart using FlexCards and LWC to align to the legacy system's UI
- D. Leverage the CPQ Cart for all cases to minimize the implementation effort

**Answer: A**

Explanation:

Feedback from sales agents indicates:

Need fewer clicks

Need guided flows for routine transactions

Already comfortable handling most requests

Want reduced training effort

Salesforce recommends a hybrid UX approach:

✓ Use Guided Selling OmniScripts for common tasks

OmniScripts allow:

Streamlined clicks

Step-by-step guidance

Embedded rules

Lower training impact

Perfect for frequent MACD tasks (e.g., updating quantities)

✓ Use CPQ Cart for all remaining flexible or complex cases

CPQ Cart already supports full quoting, attribute changes, and line-level updates. Using it avoids unnecessary customizations.

Why not the others:

A (Custom LWC Cart) → High effort, not needed.

B (Use OmniScript for all) → Overkill; many use cases require standard Cart capabilities.

C (Use Cart for all) → Does not solve agent frustrations or reduce clicks/training.

**NEW QUESTION # 25**

Universal Shipping (US) uses Communications Cloud and has built multiple OmniScripts and FlexCards to calculate freight charges and provide delivery estimates. They also have a self-service site hosted on a third-party CMS. US wants the same experience on their off-platform site that they have in Salesforce, for their unregistered users.

Which two steps should a Consultant take to meet these requirements?

- A. Use a Canvas application to expose the OmniScript and FlexCards to unregistered users.
- B. Create a Lightning Out Project and use Javascript to load the Lightning Web Components (LWCs) into the external site.
- C. Use OmniOut and add the existing OmniScript and FlexCards.
- D. Use an integration user for the authentication with Salesforce to get the session token that will allow calls to Salesforce.

**Answer: C,D**

Explanation:

To expose OmniScripts and FlexCards outside Salesforce (third-party CMS), Salesforce supports OmniOut, which packages OmniScripts/FlexCards for external consumption.

Because external users are unregistered, a backend "integration user" must authenticate against Salesforce to get a session token.

- ✓ A - Required for authentication
- ✓ C - Use OmniOut for external CMS

Canvas and Lightning Out are not appropriate for OmniStudio components.

Thus A and C are correct.

## NEW QUESTION # 26

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