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Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q49-Q54):

NEW QUESTION # 49
A B2B telecommunications company uses Communications Cloud to sell technically complex products. Their operations team faced order fallouts due to incorrect configurations of the quotes. At the same time, their sales team said that it takes too much time to educate a new account executive due to the product's complexity, and even after studying, it doesn't prevent mistakes in the quotes. What two options need to be implemented to improve the current situation?

- A. Configure Advanced Rules to validate the quote configuration.
- B. Configure steps in the Order Fulfillment process to guide the product configuration.

- C. Implement the Guided Sales using OmniScripts.
- D. Create an order validation task in the Order Fulfillment process.

Answer: A,C

Explanation:
The company is facing:
Order fallouts → misconfigured services
High training effort for new sales reps
Complex product configurations
To solve this:
✔ B. Advanced Rules
Advanced Rules validate complex commercial configurations before the quote is finalized. They prevent invalid combinations or missing configurations, eliminating fallouts in Orders and Fulfillment.
✔ D. Guided Selling with OmniScripts
Guided selling wizards simplify journeys for sales reps by:
Reducing clicks
Hiding complexity
Asking only relevant questions
Auto-configuring offers
Reducing training time significantly
Why the others are wrong:
A: Order Fulfillment steps affect fulfillment, not quoting.
C: An "order validation task" fixes issues after quoting-too late and inefficient.

NEW QUESTION # 50
Sales Managers would like a map that shows which stores are running a promotion within their vicinity. Which solution meets their requirement and also involves the least amount of custom development?

- A. The nearby map component on the promotion records page
- B. An unmanaged package from the AppExchange modified to meet the requirements
- C. The map component added to the home page
- D. A visual mashup that displays the required map on the promotions page

Answer: A

Explanation:
The nearby map component on the promotion records page allows a user to see which stores are running a promotion within their vicinity. This solution meets the requirement and also involves the least amount of custom development, as it is a standard feature of Consumer Goods Cloud. Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 32.

NEW QUESTION # 51
Northern Trail Outfitters(NTO) places a high value on understanding how their end capes are performing. What should be recommended to NTO to ensure they can capture this data?

- A. Make a separate set of KPIs specifically for capturing the endcap In-Store Location
- B. Make In-Store Locations as a record page on the In-Store Location Object to capture the KPIs
- C. Make a Custom object for In-Store location on the Retail Store Object to capture KPIs
- D. Make In-Store locations as a record type on the Retail Store Object to capture the KPIs

Answer: A

Explanation:
Creating a distinct set of KPIs for endcap locations allows NTO to specifically track and analyze the performance of these areas, providing targeted insights.

NEW QUESTION # 52
Universal Communication is a digital cable leader across the United States. They have started using Communications Cloud for their

B2B use case. One of their new requirements is on One Time Charges (OTCs) that depend on multiple factors. Some of the factors are account related, while other factors are product related. They already use matrix-based pricing for their recurring price that depends on different sets of properties on Product and Account.

What approach should a Consultant take to implement OTC within the existing matrix-based recurring pricing model?

- A. Create OTCs as additional products with Prices and add those Products to the cart using a separate button that uses postCartItems.
- B. Create another matrix for OTCs and add all the attributes from Account and Product as input and Price as output.
- C. Add more columns within the existing matrix for recurring charges and calculate the OTCs using that matrix.
- D. Create an Apex class and hook code to calculate the prices and add as a step within the Pricing plan.

Answer: B

Explanation:
Salesforce Communications Cloud supports rich pricing models using Matrix-Based Pricing (MBP). Matrix-based pricing is the recommended method when pricing depends on multiple attributes from Account, Product, or other context properties.
For One-Time Charges (OTCs), Salesforce recommends separate pricing matrices, not combining OTC logic inside recurring matrices. OTCs often have different conditioning logic, different triggers, and different applicability rules than recurring charges.
Option B follows the supported pattern:
Define a new matrix for OTC pricing
Use relevant Account attributes (tier, segment, SLA level)
Use relevant Product attributes (speed, class of service, add-ons)
Output the appropriate OTC amount
Options A and C introduce unnecessary custom logic or create nonstandard product artifacts. Option D is incorrect because recurring pricing matrices must not be overloaded with unrelated OTC fields-Salesforce documentation recommends separating matrices by charge type.

NEW QUESTION # 53
GreenTech, a Consumer Goods company wants to sell new products in a particular retail store Which Tableau CRM dashboard should they use to find opportunities to sell new products in a retail store location

- A. Account Insight
- B. Sales Manager- Territory Performance
- C. Sales Rep Performance
- D. White Space Analysis

Answer: D

Explanation:
White Space Analysis is a Tableau CRM dashboard that shows opportunities to sell new products in a retail store location. It analyzes the sales performance and product distribution across different stores and segments, and identifies gaps or white spaces where new products can be introduced or existing products can be expanded. Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 37.

NEW QUESTION # 54
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