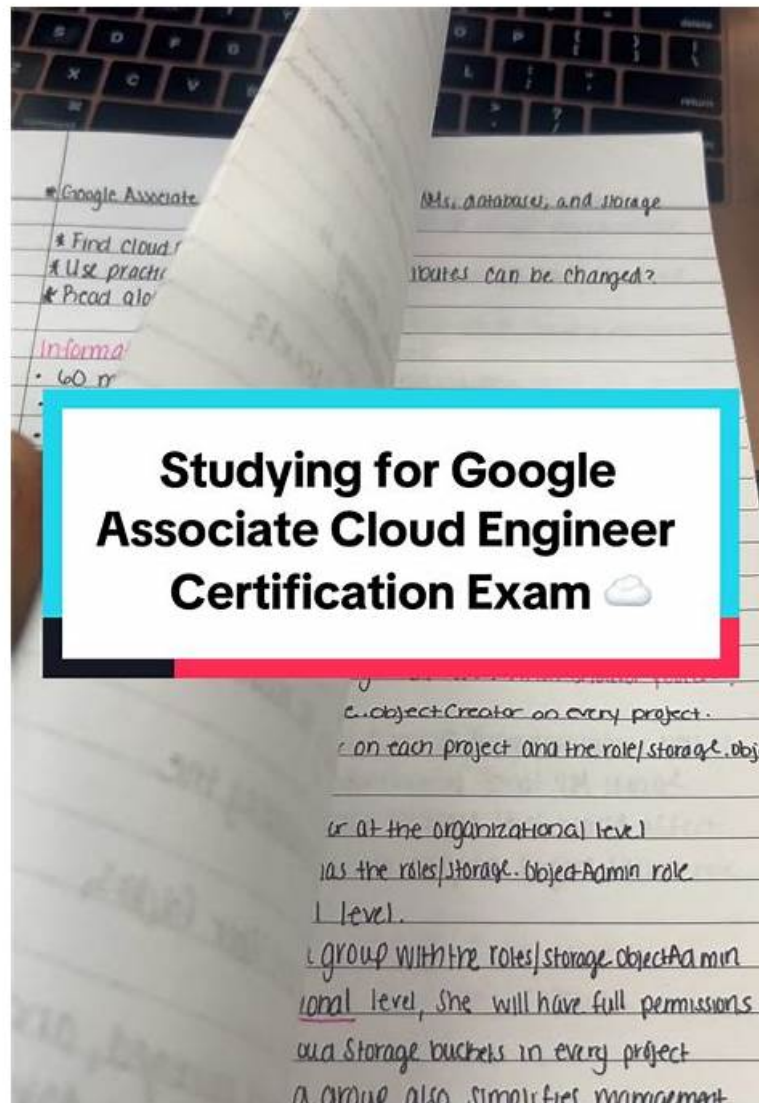# Test Consumer-Goods-Cloud-Accredited-Professional Answers | Consumer-Goods-Cloud-Accredited-Professional Download

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To become a Salesforce Consumer Goods Cloud Accredited Professional, candidates must pass a proctored exam. Consumer-Goods-Cloud-Accredited-Professional exam consists of 60 multiple-choice questions, and candidates have 90 minutes to complete it. To pass the exam, candidates must score at least 68%, and the exam fee is $200.

Salesforce Consumer Goods Cloud Accredited Professional exam covers a range of topics, including salesforce fundamentals, consumer goods cloud features and functionalities, retail execution, field sales management, and key account management. It is a comprehensive exam that tests the candidate's knowledge and skills in using the platform to solve real-world business problems. By passing Consumer-Goods-Cloud-Accredited-Professional Exam, professionals can demonstrate their ability to use Salesforce Consumer Goods Cloud to achieve business objectives and drive success in the consumer goods industry.

Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q16-Q21):

NEW QUESTION # 16
Sales Reps in the field are reporting that no surveys are available when they try to complete a visit survey on their mobile devices. What are two explanations for this?

- A. A related survey invitation has not been generated
- B. The rep is missing the Create Surveys permission
- C. The Salesforce admin has not created and activated a Salesforce survey
- D. A custom Assessment Task definition has not been created
- E. The Retail Execution Survey Lighting Flow has not been action

Answer: A,C

Explanation:
Two explanations for why no surveys are available when field reps try to complete a visit survey on their mobile devices are:
* The Salesforce admin has not created and activated a Salesforce survey. A Salesforce survey is a questionnaire that can be sent to customers or contacts to collect feedback. The admin needs to create and activate a survey before it can be used in an in-store survey task.
* A related survey invitation has not been generated. A survey invitation is an object that represents an invitation to take a survey. A survey invitation needs to be generated and associated with the visit, the retail store, or the store primary contact before it can be displayed in an in-store survey task. Verified References: [Salesforce Consumer Goods Cloud Implementation Guide], page 27.

NEW QUESTION # 17
A Company by the name of Northern Trail Outfitters(NTO) leverages top industry professionals to manage direct store delivery. How should a consultant explain the power of Consumer Goods Cloud's Einstein for CG- Visit Recommendations feature to NTO?

- A. Einstein for Consumer Goods Cloud is a great tool,but like all software Consumer Goods Cloud is a work in progress. Updates to resolve the functionality gaps of professionals aren't likely to occur until one of the three yearly releases.
- B. By adopting the Einstein for CG- Visit Recommendations with the consumer goods cloud, Professionals can focus on these work while having information served to them that will support them in being competitive
- C. By adopting the Einstein for CG - Visit Recommendations on the Consumer Goods Cloud the existing workforce can be terminated and replaced with more affordable lay workers to increase margins
- D. Consumer Goods Cloud Einstein for CG - Visit Recommendations feature is natively powered by market research data enabling comprises to target customers by leveraging big data and competitors performance

Answer: B

Explanation:
Einstein for CG- Visit Recommendations is a feature that uses artificial intelligence to suggest optimal store visits for field reps based on predefined rules and criteria. By adopting this feature with the consumer goods cloud, professionals can focus on their work while having information served to them that will support them in being competitive. For example, they can prioritize the most profitable or strategic stores, avoid unnecessary or redundant visits, and optimize their routes and schedules. Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 36.

NEW QUESTION # 18
United Telecom (UT) has finalized a design for launching sales and self-service capabilities through different channels to improve their customer experience.
Which two out-of-the-box capabilities should UT use to support customers through multiple channels on Communications Cloud?

- A. Digital Commerce APIs
- B. Digital Commerce SDK
- C. Custom APIs using LightningOut
- D. Cart-based APIs using OmniOut

Answer: A,B

Explanation:
Salesforce Communications Cloud (formerly Vlocity Communications) provides a set of out-of-the-box omnichannel capabilities specifically designed to support buying, managing, and modifying telecom services across web, mobile, partner portals, and agent-assisted channels. Public Salesforce documentation describes two major components that enable this: Digital Commerce APIs and the Digital Commerce SDK.
Digital Commerce APIs (Option A)
Salesforce provides a full suite of REST-based Digital Commerce APIs that expose CPQ functions such as:
Product discovery
Product configuration
Pricing and promotions
Cart creation and management
Order submission
These APIs are channel-agnostic and built for web portals, mobile apps, in-store kiosks, and agent desktops, making them ideal for United Telecom's requirement to support multiple sales and self-service channels. They leverage standardized product and pricing logic directly from the Enterprise Product Catalog, ensuring consistency across all channels.
Digital Commerce SDK (Option B)
The Digital Commerce SDK complements the APIs by providing reusable UI components, templates, and client-side tools to rapidly build modern commerce experiences. It supports Lightning, LWC, and headless storefronts, enabling companies to create branded, high-performing customer experiences with minimal custom code. This SDK allows UT to deliver responsive and consistent digital buying flows without building UI logic from scratch.
Options C (Cart-based APIs using OmniOut) and D (Custom APIs using LightningOut) involve custom or integration-heavy approaches that are not needed when out-of-the-box Digital Commerce capabilities already provide a complete omnichannel solution.
Therefore, the two correct out-of-the-box capabilities for multi-channel customer experience in Communications Cloud are A and B.

NEW QUESTION # 19
Universal Connect (UC) sells several mobile devices to its customers. UC has several attributes like color, storage, and screen size that are common across mobile devices. UC is looking for recommendations around efficiently modeling them using the SFI product catalog.
How should the Consultant model the product catalog to achieve UC's requirements?

- A. Create 'Base Offer Spec Type' Object type with all the attributes and associate mobile device offers with this object type.
- B. Create 'Mobile Offer Spec Type' Object type with the base attributes as Parent Object Type and associate mobile device offers with this object type and add additional attributes.
- C. Create 'Mobile Offer Spec Type' Object type with the common attributes and set the parent object type as 'Base Offer Spec Type'. Then, associate mobile device offers with 'Base Offer Spec Type' object type.
- D. Create 'Mobile Offer Spec Type' Object type with the common attributes and set the parent object type as 'Base Offer

Answer: D

Explanation:
Salesforce EPC provides Object Types to group products that share common attributes. For mobile devices that all share color, storage, screen size, the correct modeling approach is:
✔ Create a Mobile Offer Spec Type
Add all common attributes (color, storage, screen size).
Set parent = Base Offer Spec Type (standard hierarchy).
Associate mobile device products with this Object Type.
This ensures:
Attribute reuse
Cleaner catalog modeling
Easier maintenance
Declared inheritance from Base Offer Spec Type → Mobile Offer Spec Type → Device Offer Why others are incorrect:
A: Associates devices with Base Type instead of Mobile-specific type.
B: Suggests reversing hierarchy (incorrect structure).
D: Putting all attributes on Base Offer Spec Type violates specialization and bloats the base type.

NEW QUESTION # 20
A communications company wants to improve their quote-to-order journey experience. The journey has several steps, which include selecting products and services, and integration with the inventory system for device reservation. They want to create a modern, multi-channel experience.
What approach should a Consultant take during planning to ensure optimal development and time to market?

- A. Plan for three user stories running in parallel: UX Design, Device Reservation API, and Inventory System Integration. UX only requires the API information to be complete.
- B. UX experience is the most important. Fully design and validate the UX before designing the integration step.
- C. Knowing the exact data exchanged in integration is an input to the UX design. Detailed design of the integration step is required before UX design can start.
- D. Plan for three user stories running sequentially: UX Design first, Device Reservation API second, and Inventory System Integration last.

Answer: A

Explanation:
In Salesforce Industries (Vlocity) project methodology, an optimal quote-to-order implementation requires parallel workstreams, especially when designing multi-channel digital experiences that rely on backend APIs such as inventory reservation or device allocation. Public Salesforce implementation practices emphasize that UX design should begin early and only needs high-level API contracts, not full backend development, to progress. This is because modern telecom journeys-product selection, service configuration, device reservation, and inventory validation-depend on microservices exposed through TMF-style APIs or custom integration layers.
Salesforce recommends decomposing work into parallel user stories to accelerate time to market:
UX Design → Driven by user flows, wireframes, and component behavior
Device Reservation API → Defines the interface and payload shapes
Inventory System Integration → Implements backend orchestration
This approach enables the UX team to build using mocked or stubbed APIs, ensuring that design decisions aren't delayed while backend services are still being implemented. This directly aligns with option D, which reflects Salesforce's agile implementation strategy.
Options A and B incorrectly assume UX must wait for full integration design, which slows delivery. Option C suggests sequential workstreams, which Salesforce explicitly discourages due to increased cycle time.
Thus, D is the best match.

NEW QUESTION # 21
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