

Salesforce Consumer-Goods-Cloud-Accredited-Professional無料ダウンロード、Consumer-Goods-Cloud-Accredited-Professional専門知識内容



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Consumer-Goods-Cloud-Accredited-Professional専門知識内容、Consumer-Goods-Cloud-Accredited-Professional模擬解説集

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Salesforce Consumer Goods Cloud Accredited Professional 認定 Consumer-Goods-Cloud-Accredited-Professional 試験問題 (Q52-Q57):

質問 # 52

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

正解: B、E

解説:

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 Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 27.

質問 # 53

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

正解: B

解説:

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

質問 # 54

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

正解: C、D

解説:

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.

質問 # 55

Alpine, a Consumer Goods company, is launching a new division dedicated to fresh baked breads delivered to restaurants and groceries. In an effort to move product rapidly and pick up new clients they need to extend their current customer onboarding process to allow field reps to onboard new customers while on their daily route. Which option is a best practice to complete this requirement ?

- A. Use the Click2Create function to pull the Point of interest data from maps directly to the address fields and attached follow up case or lead to onboard the outlet on an onboarding journey
- B. Create an opportunity and use CPQ to send the restaurant manager an enticing quote
- C. Create a retail store record from the mobile app and use a workflow to send an email to the customer affair department
- D. Ask the potential customer to navigate to the Alpine website built on Commerce Cloud to place their first order. Use the Commerce Cloud to Consumer Goods Cloud connector to complete the order

正解: A

解説:

The Click2Create function is a feature of Consumer Goods Cloud that allows a field rep to create a new retail store record from the mobile app by tapping on a point of interest on a map. This function automatically fills in the address fields with the data from the map and also allows the field rep to attach a follow up case or lead to onboard the outlet on an onboarding journey. Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 34-35.

質問 # 56

Northern Trail Outfitters (NTO) has their Field Reps perform regular activities, including promotion and inventory activities, as well as check the function of their computer display units that are placed in stores, to help customers ensure the backpacks fit properly. What should be done to support NTO Field Reps to ensure they are able to capture these KPIs?

- A. Create an Asset record named 'Backpack Fit' for the Computer Display Units and link it to the Assessment Task via a lookup field.
- B. Create an asset called 'Computer Display Unit' and capture KPI called 'Backpack fit properly' using an assessment task.
- C. Add 'Backpack Fit' for the Computer Display Units checkbox to the In-Store Survey Assessment Task.
- D. Create an Assessment Task Record type called 'Backpack Fit' for the Computer Display Units to capture the KPIs.

正解: D

解説:

This approach allows Field Reps to specifically assess and record the KPI related to the functionality of the Computer Display Unit and its effectiveness in assisting customers with backpack fitting.

質問 #57

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