

# New Consumer-Goods-Cloud-Accredited-Professional Learning Materials - Latest Consumer-Goods-Cloud-Accredited-Professional Exam Camp

CONSUMER GOODS CLOUD  
ACCREDITED PROFESSIONAL



## EXAM GUIDE

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

### NEW QUESTION # 16

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 '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 'Mobile Offer Spec Type' 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 'Base Offer Spec Type' Object type with all the attributes and associate mobile device offers with this object type.

**Answer: A**

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 # 17

Which option can be performed by using salesforce Maps with Consumer Goods Cloud?

- A. View map images on mobile devices even when GPS is not enabled
- B. Update with Google Maps Static API on a single address
- C. Optimize visit sequence in real time automatically during a Field Rep's Day
- D. Create layers of Retail Stores

**Answer: C**

Explanation:

Salesforce Maps integrated with Consumer Goods Cloud allows the creation of layers of Retail Stores, aiding in geographical and spatial analysis for field operations.

### NEW QUESTION # 18

Northern Trail Outfitters (NTO) would like to know if the high value assets placed in stores are compliant. If not compliant, NTO would like a boolean value generated to trigger an action plan for correction. What is the recommended approach to meet the customer's requirement and limit the amount of custom code?

- A. Use a custom task with apex

- B. Use a custom task with flow
- C. Use a promotion check task with apex
- D. Use an inventory check task with flow

**Answer: B**

Explanation:

To meet the customer's requirement and limit the amount of custom code, NTO should use a custom task with flow. A custom task is a type of action plan task that can be defined and configured to suit specific business needs. A flow is a tool that automates a business process by collecting data and performing actions. By using a custom task with flow, NTO can create a task that captures the information related to the high value assets placed in stores, such as their location, condition, and compliance. The flow can then generate a boolean value based on the compliance criteria and trigger an action plan for correction if needed. Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 26.

#### NEW QUESTION # 19

Which are the two primary use cases for performing an in-store survey?

- A. Gathering feedback from customers, consumers shoppers, and staff
- B. Gathering data on promotions, inventory requirements and product quality
- C. Gathering point of sale data
- D. Saving time for the Field Rep [https://help.salesforce.com/s/articleView?id=sf.retail\\_concept\\_user\\_survey.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.retail_concept_user_survey.htm&type=5)
- E. Gathering data on inventory reconciliation

**Answer: A,B**

Explanation:

Two primary use cases for performing an in-store survey are:

\* Gathering feedback from customers, consumers, shoppers, and staff. An in-store survey can be used to collect feedback from various stakeholders who interact with the products or services offered by the consumer goods company. For example, an in-store survey can ask customers about their satisfaction, preferences, or suggestions; consumers about their awareness, perception, or loyalty; shoppers about their behavior, motivation, or barriers; and staff about their challenges, needs, or opinions.

\* Gathering data on promotions, inventory requirements and product quality. An in-store survey can be used to collect data on various aspects of the product performance and availability in the retail store.

For example, an in-store survey can ask about the compliance, effectiveness, or impact of promotions; the demand, supply, or replenishment of inventory; and the condition, quality, or issues of products

#### NEW QUESTION # 20

United Telecom (UT) has initiated high-speed offerings on Communications Cloud after upgrading its network.

Which out-of-the-box MACD process should UT consider when upgrading existing assets to high-speed offers for interested customers?

- A. Disconnect and new order
- B. Modify order
- C. Change of Plan
- D. Apply Promotion

**Answer: C**

Explanation:

In Communications Cloud, modifying an existing commercial service to a higher speed tier (or upgraded variant) is handled through the Change of Plan MACD process. Salesforce defines Change of Plan as the out-of-the-box MACD scenario used when an existing active subscription is upgraded, downgraded, or migrated to a different configuration within the same offer family.

High-speed upgrades typically involve the same commercial product family (e.g., "Internet") but with modified attributes such as speed tier, bandwidth profile, SLA level, etc. The Change of Plan MACD:

Reuses the existing asset

Captures the new configuration

Decomposes into new or modified technical actions

Avoids unnecessary disconnect/reconnect cycles

Preserves billing continuity

Minimizes order orchestration overhead

Options B (Disconnect & New Order) and C (Modify Order) are not correct: Disconnect/New Order is used only when replacing an entire product with a materially different offering, not speed upgrades. A Modify Order MACD adjusts non-plan attributes-not plan-tier changes. Option D (Apply Promotion) is irrelevant here.

Thus, Change of Plan is the correct MACD for upgrading customers to high-speed offers.

## NEW QUESTION # 21

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