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Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q79-Q84):

NEW QUESTION # 79

Universal Connect (UC) offers business TV services to its customers. As part of the offerings, UC requires the business TV's attribute to be changed to "Gold" if an account's SLA field value is "Gold".

What solution should a Consultant recommend to achieve this requirement?

- A. Attribute Rules

- B. Context Rules
- **C. Advanced Rules**
- D. Compatibility Rules

Answer: C

Explanation:

To achieve the requirement of automatically changing a product attribute (Business TV Attribute) to specific value ("Gold") based on a field on the Customer Account (SLA = "Gold"), the Consultant should recommend Advanced Rules.

Advanced Rules (Product Configuration): In Salesforce Industries (Communications Cloud) CPQ, Advanced Rules are the comprehensive framework used to handle complex logic that requires evaluating data from related objects (like the Account or Quote) to trigger actions on the Product line items in the cart.

Entity Filters: Advanced Rules utilize Entity Filters to evaluate the "If" condition. The Entity Filter can be configured to look up the Account record associated with the order and check if the SLA__c field equals 'Gold'.

Rule Actions: Once the condition is met, the Advanced Rule triggers a Configuration Action. This action can be defined to "Set Attribute" (or Assign) the value 'Gold' to the specific attribute on the Business TV product.

Why other options are incorrect:

Attribute Rules (D): While "Attribute Rules" (or Product Attribute Rules) handle logic regarding attributes, they are typically used for intra-product dependencies (e.g., "If Color is Red, then Size cannot be Small" or "Set Default to X"). They do not natively support reaching out to the Account object to read a field without the broader Advanced Rule/Entity Filter wrapper.

Context Rules (A): These are primarily used for Eligibility, Pricing, and Promotions (determining if a product appears or which price list applies). They are not typically used to set configuration attribute values on the line item itself.

Compatibility Rules (C): These are used to validate if products can exist together (Requires/Excludes), not to set attribute values.

This pattern allows for "Auto-Configuration" of the product based on the customer's profile, ensuring the sold service aligns with the customer's contractual Service Level Agreement (SLA) without manual agent intervention.

NEW QUESTION # 80

Acme Technologies is a Tier-1 provider selling fixed line Internet and TV services. In order to optimize the shipping of modems and set-top boxes (STBs), they are requesting a single call to the shipping fulfillment system, which combines all devices that need to be sent to the customer. They also want to ensure optimal performance and avoid unnecessary use of storage since they have a large customer base.

Which decomposition pattern fits their requirements?

- A. Decompose modem and STB products into distinct Customer Facing Service (CFS) technical products using 1:1 decomposition pattern. Set Scope field on the modem and STB products to 'Downstream Order Item'.
- B. Decompose modem and STB products into distinct Customer Facing Service (CFS) technical products using 1:1 decomposition pattern. Set Scope field on the CFS technical product to 'Downstream Order Item'.
- C. Decompose modem and STB products into one Customer Facing Service (CFS) using M:1 decomposition pattern. Set Scope field on the technical product definition to 'Account'.
- **D. Decompose modem and STB products into one Customer Facing Service (CFS) technical product using M:1 decomposition pattern. Set Scope field on the modem and STB products to 'Account'.**

Answer: D

NEW QUESTION # 81

Which of the following represent the three ways of performing a promotion check during an in-store visit?

- A. Unit Promotion, Product Category, and Product Coupons
- B. Clearance Promotion, Volume Promotion, and Product Coupons
- **C. General Promotion, Individual Product, and Product Category**
- D. Individual product, Product Coupons, and Volume Promotion

Answer: C

Explanation:

A promotion check is a type of action plan task that allows a field rep to verify if a promotion is running correctly at a retail store.

There are three ways of performing a promotion check during an in-store visit:

General Promotion, which checks if any promotion is running at the store, regardless of the product or category involved.

Individual Product, which checks if a specific product is part of a promotion at the store.

Product Category, which checks if a group of products that belong to the same category are part of a promotion at the store.
Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 27-28.

NEW QUESTION # 82

How can an Account Manager visualize store visits in their territory for the day by their current status?

- A. By creating a Map Layer using retail store search filters by status and color code the markers by status
- B. By creating a map layer using accounts as a base object and color code the markers by status
- **C. By creating a map layer using visits as the base object and color code the markers by status**
- D. By creating a map layer using retail store as the base object and represent the markers by shape

Answer: C

Explanation:

To visualize store visits in their territory for the day by their current status, an Account Manager can create a map layer using visits as the base object and color code the markers by status. A map layer is a visual representation of data on a map that can be filtered and customized. A visit is an object that represents a scheduled or unscheduled interaction between a field rep and a retail store. The status of a visit indicates whether it is planned, in progress, completed, or canceled. Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 34.

NEW QUESTION # 83

Universal Containers (UC) is using Communications Cloud and would like to introduce a limited-time offer to their customers. The offer will be available on UC's website through DC APIs and once claimed, will give customers a 10% discount for three months. Which two options should a Consultant configure to meet this requirement?

- **A. Promotion**
- **B. Time Plan**
- C. Discount
- D. Offering

Answer: A,B

Explanation:

The requirement is to introduce a limited-time offer that is available on the website (digital channel/DC APIs) and, once claimed, grants a 10% discount for three months.

This is the definition of a Promotion that uses a Time Plan to define the duration of the discount.

Promotion (A):

In Salesforce Industries CPQ, a Promotion is the container entity used to define a marketing offer that modifies the price of a product (in this case, a 10% discount).

The Promotion entity is what is typically exposed to digital channels (like the website via DC APIs) for customers to claim or qualify for. The search results confirm that Promotions are used to "apply temporary changes to product pricing, bundles, and product structure".

Time Plan (B):

The Time Plan is a sub-feature of Promotions (or Price Lists) that defines the duration for which the commercial change (the 10% discount) is active.

The requirement states the discount is only for "three months." A Time Plan is specifically configured to start the discount upon activation and automatically end it after the defined period (3 months), ensuring the billing system correctly handles the price change back to the original rate.

D (Discount) is a result of the configuration, not the feature itself. The discount value (10%) is defined within the promotion.

C (Offering) is a synonym often used for a product or bundle, but it does not specify the limited-time discount mechanism required.

NEW QUESTION # 84

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