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Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q17-Q22):

NEW QUESTION # 17

Universal Containers is using Communications Cloud for their B2B use cases. They have an integration with a legacy stack that will handle network provisioning and billing. As part of their Order Management process they have to send the customer data to the legacy app, which in turn provisions billing.

What should a Consultant recommend to make this callout easier to configure, easier to maintain, and performant?

- A. Create a custom integration adapter to fetch the customer info and pass it to the payload that will be sent to the external application.
- B. Model the customer data as multi picklist attributes within the cart and create Decomposition relationships accordingly to send the right information within the callout tasks.
- C. Model the customer data to Technical Products along with other Products and Services and create Decomposition relationships accordingly to send the right information within the callout tasks.
- D. Model the customer data as fields on Order and pass the fields along with the other attributes to the payload.

Answer: D

Explanation:

In Communications Cloud, integrations performed during Order Management-especially callouts for provisioning, billing, and customer synchronization-should use the Order object as the primary integration payload source. Salesforce's public Order Management design principles specify that customer data required for external provisioning should be modeled directly on the Order when the data is stable, required frequently, and does not belong to technical products.

This approach offers:

Simple configuration (fields on Order object rather than product attributes) High maintainability, because administrators can adjust mappings without changing product models or decomposition rules Performance efficiency, as Order-based callouts do not require deep decomposition navigation or attribute inheritance logic Clear separation of commercial vs. technical data, one of the core EPC principles Options C and D introduce unnecessary complexity. Customer data does not belong on Technical Products (C) nor should it be modeled as multi-picklist cart attributes (D), as these degrade performance and complicate decomposition. A custom adapter (A) adds code and contradicts Salesforce's declarative-first approach.

NEW QUESTION # 18

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

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 # 19

A company is selling voice products to business customers. The other allows customers to select for rent or purchase up to 700 phone devices of various models. The product modeller intends to create a phone add-on product specification and add it as a child of the voice offer, with a cardinality that allows up to 700.

Which three statements are valid regarding the product model in this scenario?

- A. Modelling children with large cardinalities can result in processing inefficiencies for MACD operations.
- B. Since the product model uses out-of-the-box features from EPC, MACD operations and decomposition are guaranteed to work well.
- C. Product model uses out-of-the-box features from EPC. Decomposition may fail when the maximum number of phone instances are ordered.
- D. Product model uses hierarchical modelling, which is natively supported in EPC.

- E. This type of modelling is not supported in EPC and modeller should follow a flat modelling technique.

Answer: A,C,D

Explanation:

In Salesforce Industries Enterprise Product Catalog (EPC), hierarchical product modeling with child specifications and cardinalities is natively supported, which makes option E correct. Defining a voice offer with a "phone add-on" child product and a cardinality of up to 700 leverages standard EPC capabilities such as product specifications, child relationships, and cardinality rules.

However, Salesforce guidance for EPC and Industries CPQ warns that very large cardinalities on child products can introduce performance and processing challenges, especially in high-volume telecom scenarios. During MACD (Modify, Add, Change, Disconnect) operations, every instance of the child product (each phone device) has to be evaluated, updated, and sometimes decomposed into order items or service orders. With hundreds of instances, this can lead to processing inefficiencies and long-running transactions, which supports statement A.

Additionally, although the model technically uses out-of-the-box features, extreme volumes (such as hundreds of children per parent) can stress the decomposition engine. Under heavy load or complex rule combinations, decomposition may time out or fail when the maximum number of instances are ordered, making C valid as well.

Option B is incorrect because EPC does support this pattern; flat-only modeling is not a requirement. Option D is incorrect because using OOTB features does not guarantee optimal MACD and decomposition behavior at very high instance volumes.

NEW QUESTION # 20

Which three Consumer Goods Cloud(CGC) objects are linked to the product2 object in the CGC data model?

- A. Delivery Product
- **B. Assessment Task Product**
- **C. Promotion Product**
- D. Store Product
- **E. Assortment Product**

Answer: B,C,E

Explanation:

In the Consumer Goods Cloud data model, several objects are linked to the Product2 object. These include Assortment Product, Assessment Task Product, and Promotion Product. This linkage is essential for comprehensive product management within the Consumer Goods Cloud.

NEW QUESTION # 21

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

Answer: B

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 # 22

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