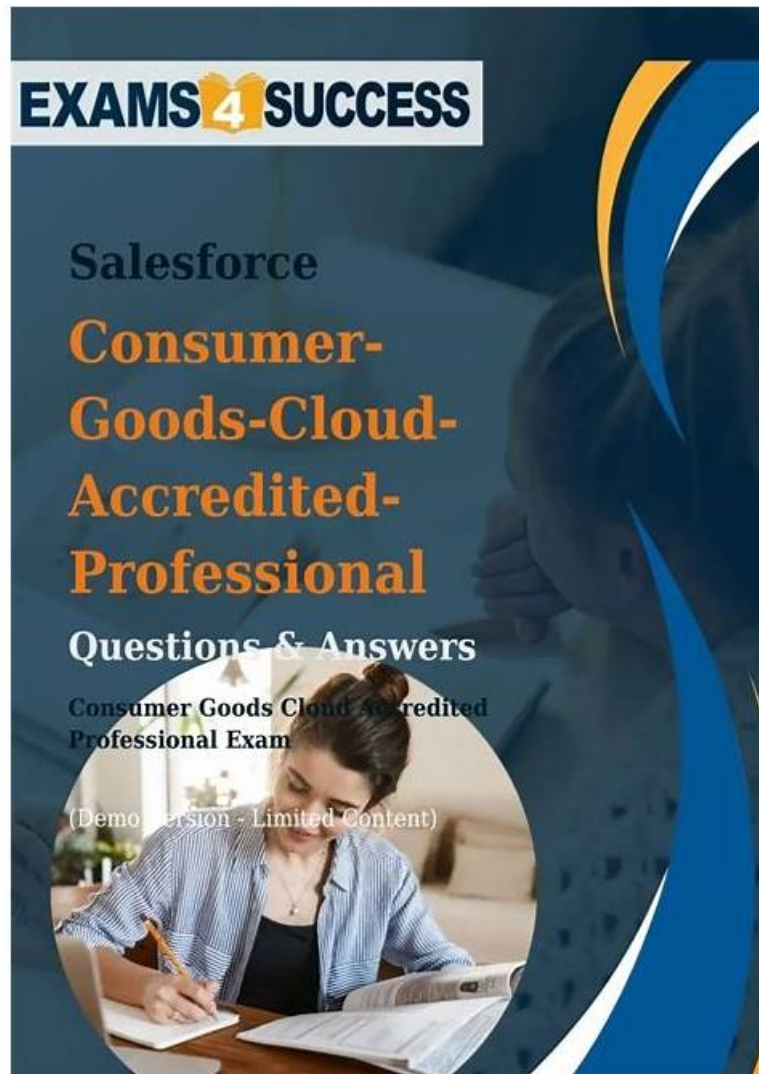


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Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q41-Q46):

NEW QUESTION # 41

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

Answer: B

Explanation:

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.

NEW QUESTION # 42

Field Reps would like to monitor the team messages throughout the day while completing tasks. Which solution provides the optimal user experience while using a tablet?

- A. Extend every Consumer Goods Cloud mobile page to add a link to navigate to Chatter
- B. Create a quick action to create a note addressed to a team member
- C. Display a notification for every message that a team member sends while the Field Rep is on the app
- **D. Extend the visit List by leveraging the two column layout where one column is the visit list and the second is a messages**

Answer: D

Explanation:

https://help.salesforce.com/s/articleView?id=sf.cg_concept_admin_notification_tasks.htm&type=5

NEW QUESTION # 43

How can a merchandiser perform a check-in to log the arrival time and geo coordinates for an inventory-check appointment?

- A. Check-in through standard location picker Lightning Web Component in Salesforce Mobile App
- **B. Check-in through Salesforce Mobile App**
- C. Check-in through Einstein Vision
- D. Check-in through Salesforce Maps on mobile

Answer: B

NEW QUESTION # 44

ABC Telecom has a requirement to allow their customers to upgrade or downgrade plans from an unlimited plan to a limited plan or from two play packs to three play packs and vice versa.

Which three are key offerings provided by the change of plan feature in Communications Cloud?

- **A. Service Continuity**
- B. Customers can choose from all plans in the price book.

- C. Supported by Digital Commerce APIs
- D. Moving to/out from the bundled offer
- E. History of Subscription Updates and Traceability

Answer: A,C,D

Explanation:

The "Change of Plan" feature in Salesforce Communications Cloud (often accessed via Digital Commerce APIs or the Cart) is designed to handle the complex logic of modifying an existing customer's service portfolio. The three key offerings/capabilities are: Supported by Digital Commerce APIs (A): Salesforce provides specific Digital Commerce (DC) APIs (e.g., getChangeOfPlanOffers or generateChangeOfPlan) that allow this complex logic to be exposed on self-service portals. This enables customers to view eligible upgrade/downgrade paths and execute the change without agent assistance, calculating pro-rated costs in real-time.

Moving to/out from the bundled offer (B): The feature is sophisticated enough to handle structural changes in the product hierarchy. It can take a standalone asset and move it into a bundle (e.g., moving a standalone internet line into a "Triple Play" bundle) or unbundle a service, maintaining the integrity of the commercial and technical data throughout the transition.

Service Continuity (E): A critical requirement in Telecom is that the "Change of Plan" (Commercial Change) does not accidentally disconnect the underlying technical service (Technical Change) unless intended. The Change of Plan feature ensures Service Continuity by preserving the link to the existing Technical Products (RFS) and Assets, ensuring that a customer upgrading their billing plan doesn't suffer a service outage during the provisioning process.

Why C and D are incorrect:

D (Customers can choose from all plans...): This is incorrect. The Change of Plan feature specifically uses Eligibility and Context Rules to filter the catalog. A customer on a Fiber plan cannot "choose" a legacy Copper plan if rules forbid it. They only see eligible target paths, not all plans.

C (History...): While Salesforce tracks field history and asset history, "Traceability" is a platform characteristic, whereas Service Continuity and Bundle manipulation are specific functional offerings of the Change of Plan logic engine.

NEW QUESTION # 45

Alpine, a Consumer Goods company, is sending new product introduction samples to outlets via their distributors who are using Alpine's field execution app. How can Alpine keep track of the inventory of the samples in the field?

- A. By assigning the asset to a custom task type and make the distributors enter the delivered quality
- B. By creating delivery tasks for the distributors and monitor their on hand inventory for the sample Product's Stock Keeping Unit (SKU).
- C. By creating delivery tasks for the distributors and track the shipping document status
- D. By creating a report for store locations to monitor the on hand inventory

Answer: B

NEW QUESTION # 46

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