

AP-204 - Consumer Goods Cloud Accredited Professional–Reliable Exam Collection Pdf

CONSUMER GOODS CLOUD
ACCREDITED PROFESSIONAL



EXAM GUIDE

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Salesforce AP-204 Exam Syllabus Topics:

Section	Weight	Objectives
		- Core platform configuration
Platform	10%	1. User interface and navigation 2. Application setup and customization

		- Security and access
		1. Data visibility and sharing rules 2. User roles and permissions
Data Setup	36%	- Consumer Goods Cloud data model
		1. Object relationships and data structure 2. Retail store and account data setup 3. Product hierarchy configuration 4. Assortments and catalog management
		- Reporting and KPIs
Analytics	6%	1. Dashboard and report setup 2. Performance measurement and tracking
		- System connectivity
Integrations	6%	1. Integration with ERP and external systems 2. API and data synchronization
		- Territory and route management
Visit Planning	6%	1. Route planning and scheduling 2. Territory setup and assignment 3. Visit frequency and prioritization
		- Automation and validation
		1. Validation rules and business logic 2. Flows and process automation
Visit Execution	36%	- In-store process management
		1. Visit and task configuration 2. Order capture and asset management 3. Surveys and assessments

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New Study AP-204 Questions - AP-204 Actual Exam

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Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q84-Q89):

NEW QUESTION # 84

A communications company wants to improve their quote-to-order journey experience. The journey has several steps, which include selecting products and services, and integration with the inventory system for device reservation. They want to create a modern, multi-channel experience.

What approach should a Consultant take during planning to ensure optimal development and time to market?

- A. Knowing the exact data exchanged in integration is an input to the UX design. Detailed design of the integration step is

required before UX design can start.

- B. Plan for three user stories running in parallel: UX Design, Device Reservation API, and Inventory System Integration. UX only requires the API information to be complete.
- C. UX experience is the most important. Fully design and validate the UX before designing the integration step.
- D. Plan for three user stories running sequentially: UX Design first, Device Reservation API second, and Inventory System Integration last.

Answer: B

Explanation:

In Salesforce Industries (Vlocity) project methodology, an optimal quote-to-order implementation requires parallel workstreams, especially when designing multi-channel digital experiences that rely on backend APIs such as inventory reservation or device allocation. Public Salesforce implementation practices emphasize that UX design should begin early and only needs high-level API contracts, not full backend development, to progress. This is because modern telecom journeys-product selection, service configuration, device reservation, and inventory validation-depend on microservices exposed through TMF-style APIs or custom integration layers.

Salesforce recommends decomposing work into parallel user stories to accelerate time to market:

UX Design → Driven by user flows, wireframes, and component behavior

Device Reservation API → Defines the interface and payload shapes

Inventory System Integration → Implements backend orchestration

This approach enables the UX team to build using mocked or stubbed APIs, ensuring that design decisions aren't delayed while backend services are still being implemented. This directly aligns with option D, which reflects Salesforce's agile implementation strategy.

Options A and B incorrectly assume UX must wait for full integration design, which slows delivery. Option C suggests sequential workstreams, which Salesforce explicitly discourages due to increased cycle time.

Thus, D is the best match.

NEW QUESTION # 85

Which object is exclusively available to users in setup to perform direct store delivery?

- A. Order
- B. ProductTransfer
- C. Shipment
- D. Delivery Task

Answer: C

Explanation:

The Shipment object is specifically designed for managing direct store delivery processes, tracking the movement of goods from distribution to retail locations.

NEW QUESTION # 86

Universal Connect (UC) offers only Internet service. However, they plan on extending their offering to include TV services for their existing customers. Fulfillment of Internet and TV orders will only require customers to activate one access line.

A Consultant plans on mapping Internet and TV products to the same technical product for the access line using decomposition, but there is a common attribute called "Installation Type" on the Internet and TV offer.

What will the Consultant see as a result if the customer orders Internet and TV together?

- A. An error at design time; an error will be returned while configuring the decomposition relationships because of the duplicate attributes.
- B. No errors will be returned; the value for "Installation Type" on the technical product will be set to the most recently modified attribute.
- C. An error at run time; no value will be assigned to the attribute "Installation Type" on the technical product.
- D. No errors will be returned; the "Installation Type" will be copied as empty/null after decomposition on the technical product.

Answer: B

Explanation:

In Salesforce Communications Cloud, when multiple commercial offers decompose into the same technical product, the system performs attribute mapping during decomposition using the configured Commercial-to-Technical Product relationships. Public Industries documentation explains that when two or more commercial products share an attribute with the same target technical product attribute, the system does not throw an error automatically. Instead, Communications Cloud uses a "last write wins" behavior during value assignment.

In this scenario, both the Internet and TV commercial offers have the same attribute "Installation Type", and both map to the same attribute on the shared technical product (access line). When a customer orders Internet + TV together, the decomposition engine executes sequentially. The attribute mapping is processed for the Internet offer first (or whichever is configured first in the order). Next, the TV offer decomposes and updates the same attribute on the same technical product instance.

Because no conflict-handling mechanism is defined out of the box, and no mutual-exclusivity rules are enforced by default, the value from the last processed offer simply overwrites the earlier one. This is expected behavior in native EPC + OM decomposition when two attributes of identical name and mapping collide.

Therefore:

No design-time error occurs → eliminating option B.

No runtime decomposition error occurs → eliminating option D.

The attribute is not set to null → eliminating option C.

The system instead sets the technical product's Installation Type to whichever product's value was processed most recently.

NEW QUESTION # 87

United Telecom has completed the high-level design (HLD) phase and has information about the objects involved, data volumes, and file requirements.

Which three steps should a Consultant take to assess the storage needs on Communications Cloud?

- A. Identify the storage needs between data storage and file storage
- B. Analyze an external data storage system for more cost-effective data storage
- C. Assess the archiving strategy and determine how storage will be cleared through archiving
- D. Calculate the file and data storage required based on required data volume and file attachment requirements
- E. Analyze the storage usage for the existing legacy platform

Answer: A,C,D

Explanation:

During the High-Level Design (HLD) phase of a Communications Cloud implementation, Salesforce strongly recommends performing a storage assessment to ensure that data storage, file storage, and archival processes align with expected volumes. Public Salesforce architecture and data management guidance outlines three key tasks:

(A) Identify storage needs between data storage and file storage

Salesforce divides storage into Data Storage (records such as Accounts, Orders, Order Items, Subscriptions, Assets) and File Storage (documents, attachments, proofs, device images). A consultant must distinguish which objects consume which category because each impacts licensing and cost differently.

(D) Assess archiving strategy

Salesforce recommends establishing an archiving plan early to manage growth of high-volume objects (Orders, Order Items, Fulfillment Requests, Assets). Communications Cloud generates large order orchestration records, so storage must account for how data will be archived, purged, or externalized. This directly reduces storage consumption and improves performance.

(E) Calculate storage based on expected volumes and file requirements

Using volume estimates from HLD (records per month, attachment sizes, expected number of orders, subscriptions, assets), the consultant can calculate projected consumption for both data and file storage. This is standard planning guidance for Communications Cloud projects.

Options B and C are not part of Salesforce's required steps for determining org storage needs. Analyzing legacy storage (B) is helpful but not required for Salesforce storage estimation. Considering an external storage system (C) is optional and not part of Salesforce's recommended baseline steps.

NEW QUESTION # 88

Which of the following are supported KPI Type values for Retail Store KPI records?

- A. Units
- B. Promotion
- C. Price
- D. Facing

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