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Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q112-Q117):

NEW QUESTION # 112

Universal Containers (UC) is a Communications Service Provider using Communications Cloud. UC plans to migrate their B2C customers and their customers' services into Communications Cloud. UC has configured the products in the Enterprise Product Catalog.

Which entities must be migrated, and in which sequence, to accomplish this migration?

- A. Users, Contacts, Consumer Accounts, Billing Accounts, Service Accounts, Subscriptions, Assets
- B. Users, Consumer Accounts, Billing Accounts, Service Accounts, Contact, Asset Line Items, Assets
- C. Users, Consumer Accounts, Billing Accounts, Service Accounts, Contacts, Assets
- D. Users, Person Accounts, Billing Accounts, Service Accounts, Contacts, Assets

Answer: A

Explanation:

In Salesforce Communications Cloud, the B2C customer model follows a structured, layered hierarchy designed to support ordering, billing, service management, and asset lifecycle handling. When migrating existing B2C customers into Communications Cloud, Salesforce's public architecture guidance specifies a top-down data dependency sequence to ensure that parent records exist before child records referencing them are inserted.

The migration sequence begins with Users, since many operational objects (orders, cases, ownership, provisioning workflows) require an active user as the record owner or last modified by. Next, Contacts are required for each B2C customer because Communications Cloud uses Contacts associated with a Consumer Account to represent the individual subscriber. Although Person Accounts are supported in some Salesforce products, Communications Cloud standard data model for B2C uses Consumer Accounts + Contacts, which aligns with option A-not C.

Once contacts are created, Consumer Accounts must be migrated so that customer identity, householding, service relationships, and billing mappings can be referenced. With accounts in place, Billing Accounts are imported next to link financial agreements, billing preferences, and invoicing relationships.

Service Accounts follow, serving as the service location or logical container for active telecom services. Only after these parent entities are established can Subscriptions be migrated, as they represent the commercial products the customer is consuming. Finally, Assets are migrated, representing the technical products or devices (routers, SIMs, set-top boxes) associated with active subscriptions and services.

Options B, C, and D omit Subscriptions, which are essential for B2C migration into Communications Cloud. Option C incorrectly uses Person Accounts, which does not match the Communications Cloud standard B2C data model.

NEW QUESTION # 113

ABC Cloud is using Communications Cloud's Order Management for provisioning and activations of services. As part of the integration with ERP, the ERP order identifiers are required to be saved in the synchronous response in the SFI order record for reference and troubleshooting purposes. A Consultant has started their design using existing Vlocity Process Libraries.

What solution should the Consultant propose to save the ERP order identifiers back to the Salesforce order record?

- A. Configure GET ERP Order Callout task straight after the callout task that creates an order in ERP. Enhance the out-of-the-box integration adapter to process GET response from ERP and save returned ERP order identifier to SFI order record.
- B. Configure integration procedure in conjunction with Auto Task to perform CREATE order in ERP and process response to save returned ERP order identifiers using Load DataRaptor.
- C. Enhance OOTB integration adapter to process CREATE response from ERP and save returned ERP order identifier to SFI order record.
- D. **Configure the Response DataRaptor Bundle to process CREATE response from ERP and save returned ERP order identifier to SFI order record.**

Answer: D

Explanation:

For integrations where the provisioning/ERP system returns an external order ID in a synchronous response, Salesforce recommends using the Response DataRaptor Bundle of the Integration Procedure or Process Library.

The Process Library already includes patterns for handling:

Create Order callouts

Handling synchronous responses

Mapping response fields into Salesforce objects (e.g., SFI Order, Fulfillment records) You simply extend the Response DataRaptor to:

Extract ERP Order Identifier from the response payload.

Save it onto the corresponding Salesforce Order record for audit and troubleshooting.

Why other options are incorrect:

B: Auto Tasks are for async flows; the requirement is synchronous.

C: Enhancing the OOTB adapter is not recommended-declarative DR bundles should be used.

D: Creating a separate GET callout is unnecessary because the identifier is returned in the synchronous CREATE response.

Thus, A is the Salesforce-recommended approach.

NEW QUESTION # 114

Which Statement is accurate regarding Action Plan Templates?

- A. They can be associated with Assessment Task Definitions and Component Tasks
- **B. They can be Cloned**
- C. They can be deleted
- D. They cannot be setup in the mobile application

Answer: B

Explanation:

Action Plan Templates in Consumer Goods Cloud can be cloned, enabling users to replicate and modify templates for various purposes and scenarios.

NEW QUESTION # 115

Universal Containers wants to include product A every time they sell bundle B. Users can opt out this product if they want but cannot take a quantity of more than 1 per bundle.

How should a Consultant configure the product in the system?

- **A. Configure the cardinality Min as 0, Max 1 and default as 1**
- B. Configure the cardinality Min as 1, Max 1 and default as 1
- C. Add a Recommend rule for product A when bundle B is added
- D. Add an Auto Add rule to include product A with bundle B

Answer: A

Explanation:

The requirement is:

Product A should be included by default (default=1)

User can remove it (Min=0)

They cannot increase quantity beyond 1 (Max=1)

This exactly aligns with cardinality settings:

Min = 0 (optional)

Max = 1 (only one allowed)

Default = 1 (pre-included)

Auto Add (A) does not allow opt-out.

Recommend Rule (C) only suggests the product - does not auto-include.

NEW QUESTION # 116

A Company by the name of Northern Trail Outfitters(NTO) leverages top industry professionals to manage direct store delivery.

How should a consultant explain the power of Consumer Goods Cloud's Einstein for CG- Visit Recommendations feature to NTO?

- A. Einstein for Consumer Goods Cloud is a great tool, but like all software Consumer Goods Cloud is a work in progress. Updates to resolve the functionality gaps of professionals aren't likely to occur until one of the three yearly releases.
- B. By adopting the Einstein for CG- Visit Recommendations with the consumer goods cloud, Professionals can focus on these work while having information served to them that will support them in being competitive
- C. Consumer Goods Cloud Einstein for CG - Visit Recommendations feature is natively powered by market research data enabling comprises to target customers by leveraging big data and competitors performance
- D. By adopting the Einstein for CG - Visit Recommendations on the Consumer Goods Cloud the existing workforce can be terminated and replaced with more affordable lay workers to increase margins

Answer: B

Explanation:

Einstein for CG- Visit Recommendations is a feature that uses artificial intelligence to suggest optimal store visits for field reps based on predefined rules and criteria. By adopting this feature with the consumer goods cloud, professionals can focus on their work while having information served to them that will support them in being competitive. For example, they can prioritize the most profitable or strategic stores, avoid unnecessary or redundant visits, and optimize their routes and schedules. Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 36.

NEW QUESTION # 117

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