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Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q115-Q120):

NEW QUESTION # 115

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. 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.
- B. Create a custom integration adapter to fetch the customer info and pass it to the payload that will be sent to the external application.
- C. 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.

- **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 # 116

Which statement is correct about Consumer Goods- Einstein Visit Recommendations?

- A. Visit Recommendations can be created using the Next Best Action Strategy
- B. Visit Recommendations automatically take into consideration already created visits for the store
- C. Visit Recommendations are automatically generated by recent case activities
- **D. Visit Recommendations rules consider the store operating hours**

Answer: D

Explanation:

Einstein Visit Recommendations take into account factors like store operating hours to ensure that suggested visits are feasible and practical.

NEW QUESTION # 117

Feedback from their Sales Agents about their current legacy system's quoting and order capture flows:

They often need to refer back to their training documentation for routine customer requests They are able to handle the majority of customer requests themselves despite current challenges Routine customer requests require many clicks and they want the new system to focus on user experience One of the common MACD transactions is to increase the quantity of the assets.

What approach should a Consultant recommend for designing the quoting and order capture flows in Communications Cloud to alleviate the agents' feedback while minimizing implementation efforts?

- A. Leverage the CPQ Cart for all cases to minimize the implementation effort
- B. Leverage OmniScripts for all use cases to minimize the training effort for the Sales Agents
- **C. Leverage guided selling OmniScripts for common use cases, and the CPQ Cart for other use cases**
- D. Build a custom CPQ Cart using FlexCards and LWC to align to the legacy system's UI

Answer: C

Explanation:

Feedback from sales agents indicates:

Need fewer clicks

Need guided flows for routine transactions

Already comfortable handling most requests

Want reduced training effort

Salesforce recommends a hybrid UX approach:

✓ Use Guided Selling OmniScripts for common tasks

OmniScripts allow:

Streamlined clicks

Step-by-step guidance

Embedded rules

Lower training impact

Perfect for frequent MACD tasks (e.g., updating quantities)

✓ Use CPQ Cart for all remaining flexible or complex cases

CPQ Cart already supports full quoting, attribute changes, and line-level updates. Using it avoids unnecessary customizations.

Why not the others:

A (Custom LWC Cart) → High effort, not needed.

B (Use OmniScript for all) → Overkill; many use cases require standard Cart capabilities.

C (Use Cart for all) → Does not solve agent frustrations or reduce clicks/training.

NEW QUESTION # 118

Universal Containers (UC) is a Communications Service Provider using Communications Cloud. A member of UC's legacy system IT team has provided a Consultant with an extract of all of the existing products from the legacy system and asked the Consultant to migrate the data to Communications Cloud.

Which two questions should the Consultant ask in this scenario to clarify the data migration strategy?

- A. Which of the provided products are inactive?
- **B. Can we rationalize products to a smaller number?**
- **C. Which of the provided products are still actively sold?**
- D. Are there customer specific offerings?

Answer: B,C

Explanation:

When migrating product data into the Enterprise Product Catalog (EPC), Salesforce recommends product rationalization as a mandatory first step. Legacy systems often contain hundreds or thousands of products accumulated over years. Not all of them should be migrated into EPC.

Two critical questions a consultant must ask are:

A. "Can we rationalize products to a smaller number?"

EPC is designed for modular, reusable, and hierarchical product specifications. Many legacy products can be consolidated into a smaller, more efficient set using attributes, rules, and cardinality instead of copying fixed bundles. This drastically improves CPQ speed, product maintenance, and time-to-market.

B. "Which of the provided products are still actively sold?"

Salesforce advises migrating only active commercial offers, prerequisites, and required technical products. Inactive, obsolete, or sunset products add noise and complexity and should typically be excluded.

NEW QUESTION # 119

A Field Sales Manager is trying to determine which stores have a decline in Retail Execution KPIs and therefore need attention.

Which Tableau CRM for Consumer Goods Cloud dashboard can provide the required data?

- A. Product Performance Dashboard
- **B. Store Performance Dashboard**
- C. Lost Visit Store Performance Dashboard
- D. Team Performance Dashboard

Answer: B

Explanation:

The Tableau CRM for Consumer Goods Cloud dashboard that can provide the required data for a Field Sales Manager to determine which stores have a decline in Retail Execution KPIs and therefore need attention is the Store Performance Dashboard.

The Store Performance Dashboard shows the performance and compliance of the retail stores in relation to their KPIs and promotions. The dashboard allows users to filter and analyze the data by various dimensions, such as store group, store location, product category, or visit date. The dashboard also displays metrics such as store compliance score, store revenue, store visits, and promotion compliance score. By using this dashboard, a Field Sales Manager can identify which stores are underperforming or non-compliant and take appropriate actions to improve their performance. Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 37.

NEW QUESTION # 120

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