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

NEW QUESTION # 17

United Telecom (UT) has finalized a design for launching sales and self-service capabilities through different channels to improve their customer experience.

Which two out-of-the-box capabilities should UT use to support customers through multiple channels on Communications Cloud?

- A. Cart-based APIs using OmniOut
- B. Custom APIs using LightningOut
- C. Digital Commerce APIs
- D. Digital Commerce SDK

Answer: C,D

Explanation:

Salesforce Communications Cloud (formerly Vlocity Communications) provides a set of out-of-the-box omnichannel capabilities specifically designed to support buying, managing, and modifying telecom services across web, mobile, partner portals, and agent-assisted channels. Public Salesforce documentation describes two major components that enable this: Digital Commerce APIs and the Digital Commerce SDK.

Digital Commerce APIs (Option A)

Salesforce provides a full suite of REST-based Digital Commerce APIs that expose CPQ functions such as:

Product discovery

Product configuration

Pricing and promotions

Cart creation and management

Order submission

These APIs are channel-agnostic and built for web portals, mobile apps, in-store kiosks, and agent desktops, making them ideal for United Telecom's requirement to support multiple sales and self-service channels. They leverage standardized product and pricing logic directly from the Enterprise Product Catalog, ensuring consistency across all channels.

Digital Commerce SDK (Option B)

The Digital Commerce SDK complements the APIs by providing reusable UI components, templates, and client-side tools to rapidly build modern commerce experiences. It supports Lightning, LWC, and headless storefronts, enabling companies to create branded, high-performing customer experiences with minimal custom code. This SDK allows UT to deliver responsive and consistent digital buying flows without building UI logic from scratch.

Options C (Cart-based APIs using OmniOut) and D (Custom APIs using LightningOut) involve custom or integration-heavy approaches that are not needed when out-of-the-box Digital Commerce capabilities already provide a complete omnichannel solution.

Therefore, the two correct out-of-the-box capabilities for multi-channel customer experience in Communications Cloud are A and B.

NEW QUESTION # 18

ABC Telecom offers advanced B2B connectivity products to companies with multiple service accounts, hundreds of quotes, and an average of 1,000 line items per quote.

Which application suite supports this scenario?

- A. Enterprise Sales Management
- B. Mobile Subscription Management
- C. Advertising Sales Management
- D. Subscriber Lifecycle Management

Answer: A

Explanation:

In Salesforce Industries (formerly Vlocity), large-scale B2B quoting scenarios-especially those involving multiple service accounts, hundreds of simultaneous quotes, and high-volume line-item configurations-are supported by the Enterprise Sales Management (ESM) application suite. Public Salesforce Industries resources describe ESM as the solution specifically engineered for complex B2B sales cycles, high-volume quoting, and enterprise-level product configuration.

ESM extends the functionality of Industries CPQ to support "high-line-item quoting environments," allowing sales teams to manage thousands of products, hierarchical product bundles, account-specific pricing, and approval workflows. It is optimized for organizations selling advanced connectivity solutions, WAN, MPLS, SD-WAN, Dedicated Internet, and other enterprise-grade telecom services-exactly the type of offerings ABC Telecom delivers.

Salesforce's public feature descriptions highlight that ESM supports:

Large quoting volumes (hundreds of quotes per customer)

Complex commercial hierarchies (B2B enterprise accounts with multiple service locations) Scalable CPQ performance for 1,000+ line items Enterprise contract, pricing, and proposal workflows Multi-site, multi-service configuration Other choices do not fit:

Advertising Sales Management focuses on media/advertising inventory buys.

Mobile Subscription Management is for B2C mobile postpaid/prepaid subscriptions.

Subscriber Lifecycle Management manages consumer subscriber journeys, not enterprise B2B quoting.

Thus, for ABC Telecom's enterprise customer scenario with large, complex quotes, Enterprise Sales Management is the correct and Salesforce-aligned solution.

NEW QUESTION # 19

Northern Trail Outfitters (NTO) has a 7-tier product hierarchy that they use to track products in their Enterprise Resource Planning (ERP) platform. Assuming this functionality is available in the Consumer Goods Cloud, what should a consultant at NTO determine which tier of data contains the information required to set up products in Consumer Goods Cloud INTO wishes to measure share-of-shelf?

- A. What tier has data describing the product with?
- B. Which tier describes stock keeping units (SKL)?
- C. There is no need to ask a question choose level 7
- D. Which tier has the data you trust most?

Answer: B

NEW QUESTION # 20

Universal Connect (UC) offers business internet to its customers. UC has two requirements: their business internet offers must be by region to provide competitive prices in each region, and customers must be able to see pricing before adding the product to the Industries CPQ cart.

What are two ways a consultant can meet the business requirements?

- A. Create multiple Price List Entries associated with Context Rules per region.
- B. Create Promotions associated with Context Rules per region.
- C. Add an Attribute to define the region on the business internet offers and use the Attribute-based Pricing Matrix.
- D. Create a Base Price List and Multiple Child Price Lists associated with Context Rules per region.

Answer: A,D

Explanation:

To meet the requirements of offering regional pricing and ensuring customers can see the correct price before adding the product to the cart (i.e., while browsing the catalog), the solution must rely on Context Rules that evaluate the customer's profile (Region) prior

to product configuration.

B . Create a Base Price List and Multiple Child Price Lists associated with Context Rules per region:

In Salesforce Industries (Communications Cloud) CPQ, Price Lists are the primary container for prices. You can create specific price lists for each region (e.g., "New York Price List," "Texas Price List") and use Context Rules to automatically assign the correct price list to the user's session based on their Account or Quote details (Region).

Because the Price List is selected before the product is viewed, the catalog automatically displays the price entries from that specific regional list, satisfying the visibility requirement.

D . Create multiple Price List Entries associated with Context Rules per region:

Alternatively, you can use a single global Price List but create multiple Price List Entries (PLEs) for the same "Business Internet" product (e.g., one entry for \$50, another for \$60).

You can apply Context Rules directly to these Price List Entries. When the catalog renders, the system evaluates the rules against the customer's context (Region) and filters the entries, showing only the one valid for that region.

This allows for granular control at the product price level without necessarily duplicating entire price lists.

Why A is incorrect: Attribute-based Pricing Matrices are typically used for calculating prices based on product attributes that a user selects during configuration (e.g., Speed, Color). Since the requirement is to see the price before adding to the cart (pre-configuration), and Region is a context of the customer not a feature they configure on the product, Context Rules (B & D) are the correct architectural choice.

NEW QUESTION # 21

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

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

Answer: B,C,D

NEW QUESTION # 22

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