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CONSUMER GOODS CLOUD  
ACCREDITED PROFESSIONAL



## EXAM GUIDE

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### Table of Contents

ABOUT THE CONSUMER GOODS CLOUD ACCREDITED PROFESSIONAL	2
AUDIENCE DESCRIPTION	2
PURPOSE OF THIS EXAM GUIDE	3
ABOUT THE EXAM	3
RECOMMENDED TRAINING AND REFERENCES	4
EXAM OUTLINE	4
EXAM CANDIDATE CODE OF CONDUCT	4
MAINTAINING YOUR ACCREDITED PROFESSIONAL STATUS	5

1

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## Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q47-Q52):

### NEW QUESTION # 47

For what two reasons would the standard record pages for tasks of type "Other" be visible instead of the KPI component

- A. The record page Custom Task KPI Component has not been assigned to the concerned user profile
- B. If related object is a custom object it will always display the standard record page
- C. Salesforce Mobile App always displays the standard record pages
- D. The related object record page has not been configured to include Custom task KPI Component in Lightning And Builder
- E. Lightning App Builder does not support configuration of the standard record pages to include the KPI component

**Answer: A,D**

### NEW QUESTION # 48

Universal Containers sells B2B products, including service plans (Basic, Standard, Premium), that customers can modify during a MACD order. The commercial product representing these service offerings is a single product with an attribute used to model the three service plans. There is a requirement to identify the existing plan during the orchestration plan.

What option should a Consultant recommend to identify the existing plan?

- A. The commercial product should store both the existing and new values of the service plan in the Change order.
- B. Order management can retrieve the value from the Inventory Items object.
- C. Order Management can make a callout to retrieve the latest service plan from the downstream system.
- D. Custom objects can be created to capture the specific use case requirements.

**Answer: B**

Explanation:

In Communications Cloud, during a MACD (Modify/Add/Change/Disconnect) order, Order Management must determine which service plan the customer currently has. For asset-based ordering, Salesforce stores the current state of a service in the Inventory Items object. This includes all attribute values associated with the existing commercial product instance.

Because the commercial product is modeled with a plan attribute (Basic, Standard, Premium), the active value is part of the customer's Inventory Item record.

During MACD decomposition, Order Management retrieves the current state of the service-including all attribute values-from the Inventory Item. This allows the orchestration plan to compare:

"Existing value" (from Inventory Items)

vs.

"New value" (from the Change Order)

This is core to Salesforce's "Inventory-Driven MACD" design.

Option A is incorrect because the Change Order only stores the new values-Order Management must pull the existing value from Inventory.

Option C (custom objects) is unnecessary and not recommended.

Option D (callout to downstream system) defeats the purpose of asset-based ordering and introduces latency.

### NEW QUESTION # 49

Universal Containers (UC) is a Communications Service Provider using Communications Cloud. UC markets their DSL Internet service with two speed tiers - 5 Mbps and 50 Mbps. Five Mbps uses the ADSL technology, which requires Copper Pair, and 50 Mbps uses the VDSL technology, which requires Bonded Copper Pair.

How should a Consultant model this service end-to-end?

- A. Model the DSL Internet Service as a commercial product, 5 Mbps and 50 Mbps as attributes of that product, ADSL and VDSL and Copper Pair and Bonded Copper Pair as technical products. Model direct decomposition between the technical product to technical products.

- B. Model the DSL Internet service as a commercial product, 5 Mbps and 50 Mbps as attributes of that product, ADSL and VDSL as a Customer Facing Service (CFS), and Copper Pair and Bonded Copper Pair as a Resource Facing Service (RFS). Model multi-level decomposition between the commercial product to CFS to RFS.
- C. Model the DSL Internet service as a technical product, 5 Mbps and 50 Mbps as attributes of that product, ADSL and VDSL as a Customer Facing Service (CFS), and Copper Pair and Bonded Copper Pair as a Resource Facing Service (RFS). Model multi-level decomposition between the technical product to CFS to RFS.
- D. Model the DSL Internet Service as a commercial product, 5 Mbps and 50 Mbps as fields of that product, ADSL and VDSL as a Customer Facing Service (CFS), and Copper Pair and Bonded Copper Pair as a Resource Facing Service (RFS). Model multi-level decomposition between the commercial product to CFS to RFS.

**Answer: B**

Explanation:

In Communications Cloud, the correct end-to-end modeling pattern is:

Commercial Product → DSL Internet

Attributes → Speed (5 Mbps, 50 Mbps) and derived Technology (ADSL, VDSL) Customer Facing Services (CFS): ADSL CFS, VDSL CFS Resource Facing Services (RFS): Copper Pair, Bonded Copper Pair Multi-level decomposition: Commercial → CFS → RFS This follows the standard Salesforce service modeling approach where CFS represents logical service layers, and RFS represents physical resources required to deliver the service.

#### NEW QUESTION # 50

A consultant for Northern Trail Outfitters (NTO) has been asked to setup Tableau CRM for Consumer Goods Cloud to gain insights into factors that might affect store sales.

Which Einstein Discovery story should the consultant select to address this concern?

- A. Einstein Discovery story 'Maximize Store Sales'
- B. Einstein Discovery story 'Strategic Sales'
- C. Einstein Discovery story 'Minimize Out-of-Stock occurrences'
- D. Einstein Discovery story 'Promotion Management'

**Answer: A**

#### NEW QUESTION # 51

ABC Telecom wishes to offer certain offers to retain its outgoing customers. They would like to give pricing adjustments across the catalog. They also want their agents to have the ability to give runtime adjustments and wish to have the approval process defined around the same.

Which feature should the Consultant suggest to address the above requirements?

- A. Promotions
- B. Discounts
- C. Customizations using CPQ Hooks
- D. Adjustments using Context rules

**Answer: B**

Explanation:

In Salesforce Industries (formerly Vlocity) environments-especially relevant for Telecom, Media, and Energy-scenarios involving runtime price changes, agent-driven adjustments, and approval workflows are handled through Discounts, not Promotions or Context Rules. Discounts are specifically designed to allow flexible, rule-driven, and approval-controlled adjustments across the catalog, making them ideal when a company wants to equip call-center or retention agents with the ability to negotiate offers with outgoing customers.

Salesforce's public guidance explains that Discounts support both manual and automated application methods. Administrators can enable runtime/manual discounts, specify discount types (percentage or fixed amount), and attach approval rules via the Industries Pricing Compliance framework. These can be targeted across the entire product catalog, specific product hierarchies, or only selected offers. This aligns perfectly with ABC Telecom's requirement to apply pricing adjustments across the catalog and allow agents to make on-the-spot price changes.

While Promotions are useful for predefined marketing offers, they do not support agent-driven runtime flexibility. Context Rules automate pricing logic but do not provide agent-level manual control. CPQ Hooks require custom development and are not intended for business-driven discounting workflows.

Therefore, Discounts are the recommended and Salesforce-aligned feature for agent-controlled runtime adjustments, catalog-wide applicability, and approval process integration, exactly matching the needs of a telecom retention team.

## NEW QUESTION # 52

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