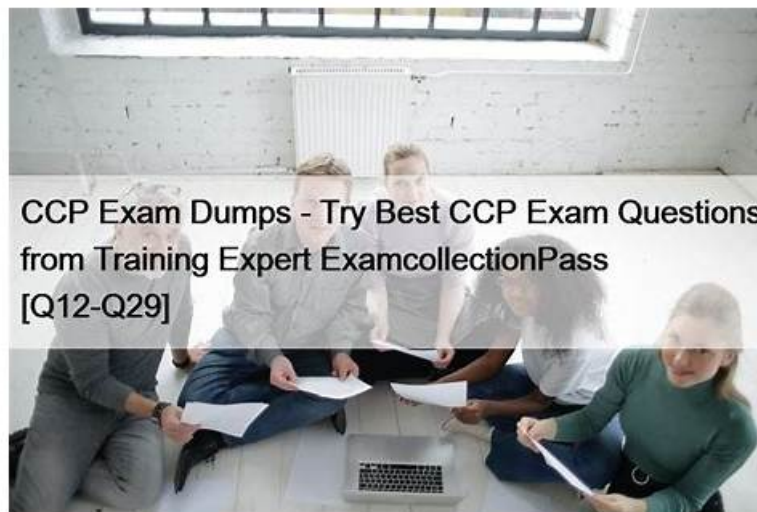


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Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q88-Q93):

NEW QUESTION # 88

An ABC Telecom customer ordered an internet bundle along with a router in their first order. At a later date, the customer ordered another internet bundle. Their existing router supports all services.

What should be the scope of the technical product so that the decomposition process generates fulfillment request lines (FRL) based on the existing inventory item?

- A. Top Order Item Scope
- B. Account Scope

- C. Order Item Scope
- D. Downstream Order Item Scope

Answer: B

Explanation:

In Salesforce Industries Order Management, the scope of a technical product determines how decomposition looks for existing assets or inventory items. When a customer already owns a device (such as a router) and later orders a new service that can reuse the same hardware, the decomposition engine must search across the customer's inventory at the account level, not the original order item or the top-level order item.

Public Salesforce Order Management documentation explains that Account Scope is used when the fulfillment system needs to evaluate inventory or assets that the customer already owns—for example, routers, ONTs, set-top boxes, SIM cards, or any CPE device. By setting the technical product to Account Scope, the decomposition engine checks the customer's entire installed base and finds the matching item, allowing it to generate the correct Fulfillment Request Lines (FRLs) without creating duplicates.

Other options do not support the scenario:

Order Item Scope and Top Order Item Scope only look at items within the current order and would not detect previously fulfilled devices.

Downstream Order Item Scope evaluates child order items but still only within that transaction.

Thus, only Account Scope ensures that the decomposition process properly references existing inventory and reuses the router rather than provisioning a new one, which is exactly what the scenario requires.

NEW QUESTION # 89

For an Enterprise Sales Management quoting journey for fixed-line products for an enterprise customer, United Telecom needs to have a feasibility check for the requested product for desired locations.

Which of the following features can meet the requirement?

- A. Location Based Feasibility
- B. Product Eligibility Rules
- C. Location Based Serviceability
- D. Product Availability Rules

Answer: A

Explanation:

Enterprise Sales Management (ESM) for B2B telecom includes Location-Based Feasibility (LBF), which checks whether a product (e.g., fiber, Ethernet access, MPLS, DIA) is technically feasible at a given customer location or site. This is a standard requirement in enterprise fixed-line quoting.

LBF provides:

Real-time or batch feasibility lookup

Integration with GIS, network inventory, or legacy feasibility engines

Support for multi-site enterprise quoting

Feasibility responses (yes/no/conditional)

Auto-blocking non-feasible service requests

Location-Based Serviceability (A) is used in B2C broadband/mass-market sales, not complex enterprise quoting. Product Availability (C) and Eligibility Rules (D) control catalog eligibility, pricing, or contract conditions, not technical feasibility.

NEW QUESTION # 90

A company is selling voice products to business customers. The other allows customers to select for rent or purchase up to 700 phone devices of various models. The product modeller intends to create a phone add-on product specification and add it as a child of the voice offer, with a cardinality that allows up to 700.

Which three statements are valid regarding the product model in this scenario?

- A. Product model uses hierarchical modelling, which is natively supported in EPC.
- B. Product model uses out-of-the-box features from EPC. Decomposition may fail when the maximum number of phone instances are ordered.
- C. Since the product model uses out-of-the-box features from EPC, MACD operations and decomposition are guaranteed to work well.
- D. Modelling children with large cardinalities can result in processing inefficiencies for MACD operations.
- E. This type of modelling is not supported in EPC and modeller should follow a flat modelling technique.

Answer: A,B,D

Explanation:

In Salesforce Industries Enterprise Product Catalog (EPC), hierarchical product modeling with child specifications and cardinalities is natively supported, which makes option E correct. Defining a voice offer with a "phone add-on" child product and a cardinality of up to 700 leverages standard EPC capabilities such as product specifications, child relationships, and cardinality rules.

However, Salesforce guidance for EPC and Industries CPQ warns that very large cardinalities on child products can introduce performance and processing challenges, especially in high-volume telecom scenarios. During MACD (Modify, Add, Change, Disconnect) operations, every instance of the child product (each phone device) has to be evaluated, updated, and sometimes decomposed into order items or service orders. With hundreds of instances, this can lead to processing inefficiencies and long-running transactions, which supports statement A.

Additionally, although the model technically uses out-of-the-box features, extreme volumes (such as hundreds of children per parent) can stress the decomposition engine. Under heavy load or complex rule combinations, decomposition may time out or fail when the maximum number of instances are ordered, making C valid as well.

Option B is incorrect because EPC does support this pattern; flat-only modeling is not a requirement. Option D is incorrect because using OOTB features does not guarantee optimal MACD and decomposition behavior at very high instance volumes.

NEW QUESTION # 91

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. Enhance OOTB integration adapter to process CREATE 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. Configure the Response DataRaptor Bundle to process CREATE response from ERP and save returned ERP order identifier to SFI order record.**
- D. 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.

Answer: C

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 # 92

Universal Communication is a digital cable leader across the United States. They have started using Communications Cloud for their B2B use case. One of their new requirements is on One Time Charges (OTCs) that depend on multiple factors. Some of the factors are account related, while other factors are product related. They already use matrix-based pricing for their recurring price that depends on different sets of properties on Product and Account.

What approach should a Consultant take to implement OTC within the existing matrix-based recurring pricing model?

- A. Add more columns within the existing matrix for recurring charges and calculate the OTCs using that matrix.
- B. Create OTCs as additional products with Prices and add those Products to the cart using a separate button that uses

postCartItems.

- C. Create an Apex class and hook code to calculate the prices and add as a step within the Pricing plan.
- **D. Create another matrix for OTCs and add all the attributes from Account and Product as input and Price as output.**

Answer: D

Explanation:

Salesforce Communications Cloud supports rich pricing models using Matrix-Based Pricing (MBP). Matrix-based pricing is the recommended method when pricing depends on multiple attributes from Account, Product, or other context properties.

For One-Time Charges (OTCs), Salesforce recommends separate pricing matrices, not combining OTC logic inside recurring matrices. OTCs often have different conditioning logic, different triggers, and different applicability rules than recurring charges.

Option B follows the supported pattern:

Define a new matrix for OTC pricing

Use relevant Account attributes (tier, segment, SLA level)

Use relevant Product attributes (speed, class of service, add-ons)

Output the appropriate OTC amount

Options A and C introduce unnecessary custom logic or create nonstandard product artifacts. Option D is incorrect because recurring pricing matrices must not be overloaded with unrelated OTC fields-Salesforce documentation recommends separating matrices by charge type.

NEW QUESTION # 93

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