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## Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q119-Q124):

### NEW QUESTION # 119

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. Model the customer data as fields on Order and pass the fields along with the other attributes to the payload.**
- 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. Create a custom integration adapter to fetch the customer info and pass it to the payload that will be sent to the external application.

**Answer: B**

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 # 120

Field Reps would like to monitor the team messages throughout the day while completing tasks. Which solution provides the optimal user experience while using a tablet?

- A. Extend every Consumer Goods Cloud mobile page to add a link to navigate to Chatter
- **B. Extend the visit List by leveraging the two column layout where one column is the visit list and the second is a messages**
- C. Display a notification for every message that a team member sends while the Field Rep is on the app
- D. Create a quick action to create a note addressed to a team member

**Answer: B**

Explanation:

[https://help.salesforce.com/s/articleView?id=sf.cg\\_concept\\_admin\\_notification\\_tasks.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.cg_concept_admin_notification_tasks.htm&type=5)

### NEW QUESTION # 121

Assuming an inventory check Retail Store KPI record is configured at a product level, what is the next step required for that Retail Store KPI to become linked to a Retail Store?

- A. The product needs to be linked to a Retail Store.
- **B. The product needs to be linked to an Assortment.**
- C. The product needs to be linked to a Product Category.
- D. The product needs to be linked to a Promotion.

**Answer: B**

### NEW QUESTION # 122

Which two of the following allows a Consumer Goods Cloud user to review the vision detection accuracy?

- A. Model Metrics
- B. Planogram Metrics
- C. Shelf Metrics
- D. Goods Metrics
- E. Object Metrics

**Answer: A,C**

Explanation:

Shelf Metrics allow a user to review the vision detection accuracy by comparing the actual shelf image with the expected planogram image. Model Metrics allow a user to review the vision detection accuracy by showing the confidence score and the number of detections for each object in the shelf image. Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 23-24.

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### NEW QUESTION # 123

Universal Containers (UC) is a Communications Service Provider using Communications Cloud. They have completed testing the data migration by successfully loading the full data set into a Full Copy sandbox with no errors. They are now ready for the load into production.

What are two actions a Consultant should recommend once the load is completed in production?

- A. Validate that the resulting volumes in production match expectations, and spot check records for individual correctness.
- B. Analyze and resolve any errors that were encountered and perform an additional data load for any failed records.
- C. Inform the business that the data migration is complete as any potential errors were resolved in development and testing.
- D. Raise a Salesforce support case to retrieve a data load report to summarize the data load.

**Answer: A,B**

Explanation:

Once a production data load is completed in Communications Cloud, Salesforce's public data-migration and go-live readiness recommendations emphasize two mandatory activities: (1) remediation of failed records, and (2) validation of loaded data. These activities ensure that production contains a complete, accurate, and trusted data set before the system is opened to business users.

Option B - Analyze and resolve any errors and re-load failed records

Even if a full-data migration completed successfully in a Full Copy sandbox, the production environment may still produce new failures due to data differences, unexpected validation rules, org-specific automation, or sequence dependencies. Salesforce migration best practices require analyzing the error logs generated by Data Loader, Bulk API, or middleware, correcting failed data, and performing targeted reloads. No migration is considered complete until every failed record has been addressed. This is a standard post-migration requirement in Communications Cloud given the volume and interdependencies between Accounts, Subscriptions, Service Accounts, Billing Accounts, Premises, Assets, Orders, and Fulfillment objects.

Option D - Validate volumes and spot-check correctness

After the load finishes, the consultant must validate that record counts in production exactly match expected totals from source systems, including number of Accounts, Billing Accounts, Service Accounts, Subscriptions, Premises, and Assets. Salesforce also recommends targeted spot checks—opening individual customer records, ensuring relationships are correct, asset hierarchies are intact, and subscription data is consistent. This ensures data integrity before cutover and user access.

Incorrect options:

A - Salesforce does not provide a data load report via support case; all logs come from the tools used during migration.

C - You cannot assume "all errors were resolved earlier." Every production load must be validated, and new issues frequently occur during the final cutover.

Therefore, the correct post-production-load actions are B and D.

### NEW QUESTION # 124

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