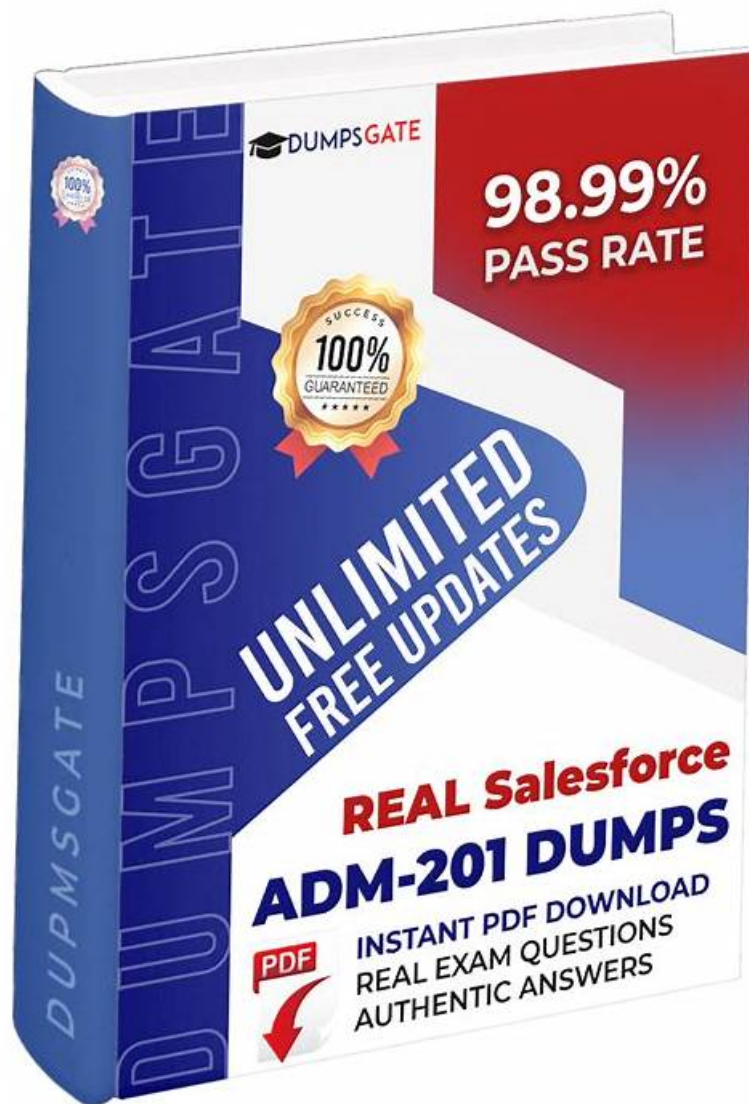


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Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q75-Q80):

NEW QUESTION # 75

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. Create an Apex class and hook code to calculate the prices and add as a step within the Pricing plan.
- B. Add more columns within the existing matrix for recurring charges and calculate the OTCs using that matrix.
- C. Create OTCs as additional products with Prices and add those Products to the cart using a separate button that uses postCartItems.
- **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 # 76

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

Answer: A

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 # 77

A communications company wants to improve their quote-to-order journey experience. The journey has several steps, which include selecting products and services, and integration with the inventory system for device reservation. They want to create a modern, multi-channel experience.

What approach should a Consultant take during planning to ensure optimal development and time to market?

- A. UX experience is the most important. Fully design and validate the UX before designing the integration step.
- B. Plan for three user stories running sequentially: UX Design first, Device Reservation API second, and Inventory System Integration last.
- C. Knowing the exact data exchanged in integration is an input to the UX design. Detailed design of the integration step is required before UX design can start.
- **D. Plan for three user stories running in parallel: UX Design, Device Reservation API, and Inventory System Integration. UX only requires the API information to be complete.**

Answer: D

Explanation:

In Salesforce Industries (Vlocity) project methodology, an optimal quote-to-order implementation requires parallel workstreams, especially when designing multi-channel digital experiences that rely on backend APIs such as inventory reservation or device allocation. Public Salesforce implementation practices emphasize that UX design should begin early and only needs high-level API contracts, not full backend development, to progress. This is because modern telecom journeys-product selection, service configuration, device reservation, and inventory validation-depend on microservices exposed through TMF-style APIs or custom integration layers.

Salesforce recommends decomposing work into parallel user stories to accelerate time to market:

UX Design → Driven by user flows, wireframes, and component behavior

Device Reservation API → Defines the interface and payload shapes

Inventory System Integration → Implements backend orchestration

This approach enables the UX team to build using mocked or stubbed APIs, ensuring that design decisions aren't delayed while backend services are still being implemented. This directly aligns with option D, which reflects Salesforce's agile implementation strategy.

Options A and B incorrectly assume UX must wait for full integration design, which slows delivery. Option C suggests sequential workstreams, which Salesforce explicitly discourages due to increased cycle time.

Thus, D is the best match.

NEW QUESTION # 78

Items are not appearing in the delivery task. What object needs to be assigned to the user for the items to be listed

- A. Product Transfer
- B. Product
- **C. Shipment**
- D. Retail Store KPI

Answer: C

Explanation:

Assigning the Shipment object to the user enables the listing of items in the delivery task, as this object tracks the movement of products from warehouses to retail locations.

NEW QUESTION # 79

Universal Containers (UC) has asked a consultant to migrate all active customers before the go-live.

Which two options must the consultant consider for loading customer-related records?

- A. Subscriptions should be loaded before Accounts.
- **B. Premises should be loaded before Service Accounts.**
- **C. Business or Consumer Accounts should be loaded before Billing or Service Accounts.**
- D. Contracts should be loaded before Accounts.

Answer: B,C

Explanation:

For customer migration into Communications Cloud, Salesforce public documentation outlines a specific parent-child dependency order for customer-related data. The objective is to ensure that all parent records exist before loading child or dependent records (Billing Accounts, Service Accounts, Subscriptions, Assets).

(B) Business or Consumer Accounts should be loaded before Billing or Service Accounts. Accounts represent the parent customer entity. Billing Accounts and Service Accounts depend on the root customer account. Salesforce clearly emphasizes that Billing Accounts must have a parent Account, and Service Accounts must be tied to either the Billing Account or Consumer/Business Account. Therefore, loading Accounts before Billing/Service Accounts is mandatory.

(C) Premises should be loaded before Service Accounts

In Communications Cloud, Premises represent physical service locations. Service Accounts reference the PremiseId and cannot be created before the premise record exists. This dependency is frequently highlighted in Salesforce migration patterns, especially for broadband, fiber, and fixed-line providers.

Incorrect options:

A (Contracts before Accounts): Contracts depend on Accounts; Accounts must exist first.

D (Subscriptions before Accounts): Subscriptions require Accounts, Billing Accounts, and Service Accounts-therefore cannot be loaded first.

NEW QUESTION # 80

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