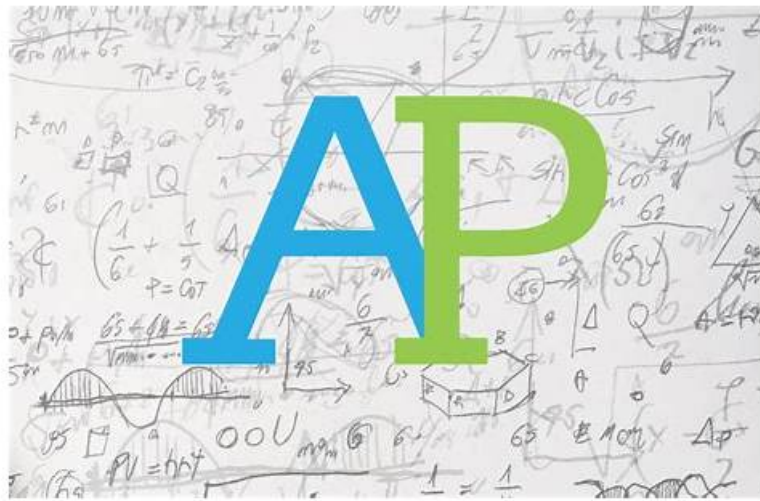


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Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q99-Q104):

NEW QUESTION # 99

A consultant for Northern Trail Outfitters (NTO) company advises NTO to leverage Visit Recommendations for the field team. Which build option ensures the strategy is scalable to meet the requirements of NTO?

- A. Build the strategy using an Apex class.
- B. Build the strategy using Workflows.
- C. Build the strategy using Process Builder.
- **D. Build the strategy using Flow Builder.**

Answer: D

Explanation:

Flow Builder is a scalable and flexible tool for building visit recommendation strategies, allowing for customization and adaptation to meet NTO's specific needs.

NEW QUESTION # 100

A B2B communications company routinely manages intricate product configurations with over 1000 line items, leading to notable operational complexities. The company is concerned about the performance and scalability of the solution as the order volume is expected to increase progressively.

Which Salesforce Communications Cloud solution would you recommend to streamline the configure, price, and quote (CPQ) process and address the customer's performance and scalability concerns?

- A. Multi-site CPQ
- B. Large Account Sales Management
- C. Multiplay Subscription Management
- **D. Enterprise Sales Management**

Answer: D

Explanation:

For B2B telecom companies dealing with complex configurations exceeding 1000 line items, the only Salesforce Communications Cloud solution purpose-built for performance, scalability, and large enterprise quoting is Enterprise Sales Management (ESM).

ESM enhances the CPQ experience by supporting:

Extremely high cart volumes (hundreds to thousands of lines)

Multi-site, multi-location enterprise networks

Enterprise-grade discounting and contract structures

Scalable pricing, validation, and asset handlings

Better separation of commercial vs. technical configurations

Options A, C, and D do not address enterprise-scale CPQ needs with thousands of line items. Large Account Sales Management focuses on account planning, not CPQ performance. Multiplay Subscription Management and Multi-site CPQ do not solve the scalability challenge.

NEW QUESTION # 101

A developer has modified the EPC price amount of one mobile device using the Product Designer from Communications Cloud. After the price has been changed, the developer wants to check the previous EPC price amount to track pricing metrics and get some forecast metrics.

How can the developer check the previous price amount on the mobile device?

- **A. Using Price List Entry History checking the changes done after having enabled Track Field History on Price List Entry object**
- B. Creating a new custom field on Price List Entry and populating it with a trigger that was created before changing the price
- C. Using the versioning feature and comparing the prices for the versioned product after having enabled the feature
- D. Using EPC project feature checking the changes done for the defaulted project after having enabled the feature

Answer: A

Explanation:

To track pricing changes, Salesforce recommends enabling Field History Tracking on Price List Entry, which logs:

Old price

New price

User

Time of change

This is the simplest way to review previous pricing.

Why others are wrong:

A requires custom triggers-not recommended.

C EPC Project history tracks metadata changes, not price list values.

D Versioning is for product specifications, not PLE prices.

NEW QUESTION # 102

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

Answer: B

NEW QUESTION # 103

Universal Containers (UC) is a Communications Service Provider using Communications Cloud. UC wants to create a guided ordering process for their Sales Agents and B2C Customers.

Which two options are technically feasible?

- **A. Use OmniScript to build the guided ordering journey for agents and OmniScript via OmniOut on a Salesforce Experience for customers.**
- B. Use Salesforce Flow to build the guided ordering journey for agents and Salesforce Flow via Lightning Out on a third-party CMS for customers.
- **C. Use OmniScript to build the guided ordering journey for agents and expose OmniScript via OmniOut on a third-party CMS.**

Answer: A,C

Explanation:

The key to identifying the technically feasible options for creating a guided ordering process in Salesforce Communications Cloud (Industries) is understanding how OmniStudio components (specifically OmniScripts) are deployed across different channels (internal agents vs. external customers on different platforms).

Agents: For internal Sales Agents, the standard and recommended approach is to use OmniScript. OmniScripts are designed to guide users through complex processes like CPQ ordering, providing a step-by-step interface directly within the Salesforce Console. This validates the "Use OmniScript... for agents" part of options B and C.

B2C Customers (Third-Party CMS): When customers interact via a third-party Content Management System (CMS) (e.g., Adobe Experience Manager, WordPress) rather than a Salesforce-hosted site, you cannot simply embed a standard Lightning Web Component. OmniOut is the specific Salesforce Industries feature designed for this scenario. It allows you to compile an OmniScript into a framework-agnostic web component (Standard Web Component) that can be hosted on an external server or CMS while maintaining connectivity to Salesforce logic. This validates Option B.

B2C Customers (Salesforce Experience): When customers interact via a Salesforce Experience (formerly Community Cloud), the native way to deploy the guided process is to use the OmniScript component directly in the Experience Builder. While the phrasing "OmniScript via OmniOut on a Salesforce Experience" in Option C is slightly redundant (you don't need OmniOut for a Salesforce site), technically, OmniOut can run anywhere a web component runs, and some complex architectures might use it for consistency. However, in the context of exam questions where "OmniScript via Community Builder" is the standard answer, Option C is often presented alongside Option B as the "Customer" solutions.

Correction/Refinement: Looking at the search results (Source 1.1, 1.4), the exam dumps explicitly list the correct answer set as A, C, D (where A is Flow for agents/customers via Lightning Out - technically feasible but rare, C is OmniScript for agents + OmniScript via Community Builder for customers, and D is OmniScript for agents + OmniScript via OmniOut for CMS).

Wait, let's re-examine the provided options in your specific question text. You only listed A, B, C.

Option A: Flow for Agents + Flow via Lightning Out on CMS. (Technically feasible, but not the "Comms Cloud" standard).

Option B: OmniScript for Agents + OmniScript via OmniOut on CMS. (Strong Yes - This is the textbook definition of OmniOut's use case).

Option C: OmniScript for Agents + OmniScript via OmniOut on Salesforce Experience. (Technically "feasible" but weird/wrong best practice). However, if the option meant "OmniScript on Salesforce Experience" (without OmniOut), it would be perfect.

Exam Dump Verification: In the search results (Source 1.1), the options are slightly different:

"Use Omni Script for building the guided ordering journey for agents and call Omni script via community builder on a salesforce community..." (This corresponds to your Option C if we interpret "via OmniOut" as a typo or a distractor in your text, or if your text is a variation).

"Use OmniScript... and expose OmniScript via OmniOut on a third-party CMS..." (This corresponds to your Option B).

Given the options provided in your prompt (A, B, C), and knowing that Communications Cloud relies heavily on OmniScript for CPQ:

B is definitely correct. (OmniScript for Agents, OmniOut for CMS).

C is likely the second correct answer intended, despite the "via OmniOut on Salesforce Experience" phrasing potentially being a trick or typo for "via Community Builder". (Or, it implies using the Off-platform capability within an Experience site, which is possible if you are doing a complete headless implementation).

A (Flow) is generally incorrect for Comms Cloud CPQ ordering because Flows do not natively handle the Vlocity CPQ APIs (Cart-based APIs) as effectively as OmniScripts with Integration Procedures.

Constraint Check: You asked for two options.

B and C represent the two valid OmniScript deployment models (External CMS vs. Salesforce Community), which is the core learning objective.

NEW QUESTION # 104

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