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1.1.1 Market equilibrium occurs when the ...

- A supply and the demand are not equal.
- B supply is more than the demand.
- C market supply is equal to the market demand.
- D demand is lower than the supply.

1.1.2 The following is NOT a component of selling:

- A Management is sales-volume oriented.
- B The emphasis is on the consumer's needs.
- C The focus is on the seller's needs.
- D The emphasis is on the agricultural product.

1.1.3 An operational production plan in a business plan focuses on the ...

- A number and type of employees.
- B recruitment of suitable personnel.
- C summary of the enterprise details.
- D monitoring of performance and ensuring quality control.

1.1.4 The descriptions below address opportunities that could be realised through the SWOT analysis.

- (i) New markets opening to increase sales
- (ii) New technologies to improve efficiency of the business
- (iii) Limited resources to farm effectively
- (iv) Access to a grant from government

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Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q52-Q57):

NEW QUESTION # 52

A large Tier-1 telco with 20 million subscribers needs to move all of their customer data from a legacy system onto Communications Cloud. The team has discovered it could take a long time to migrate all the data over.

Which approach should the fulfillment designer recommend as the migration strategy to ensure that the company is able to process all the orders uninterrupted through the Salesforce platform during migration?

- A. Partition the data into logical blocks and run the migration in multiple stages over time, allowing for on-demand migration while the staged migration occurs.
- B. Disable the production system during off peak hours and migrate the data from the old system to the new system until all data has been migrated. Ensure that both the new and old system are online during peak hours.
- C. Migrate data on-demand as orders are raised through the Salesforce interface and implement a bulk migration strategy.
- D. Partition the data into logical blocks and run the migration in multiple stages over time, allowing for on-demand migration and direct requests of non-migrated data to the legacy system.

Answer: A

Explanation:

For a Tier-1 Telco with a massive data volume (20 million subscribers), a "Big Bang" migration (shutting down and moving everything at once) is impossible due to the required downtime and risk. The Consultant must recommend a Hybrid Migration Strategy that ensures business continuity.

Staged/Partitioned Migration (The "Bulk" Strategy):

To handle the 20 million records, the data must be partitioned into logical blocks (e.g., by Region, Billing Cycle, or Account Status). These blocks are migrated in multiple stages (batches) over time in the background. This minimizes system load and allows for validation at each stage.

This aligns with the prompt's requirement to address the "long time to migrate." On-Demand / Just-In-Time (JIT) Migration (The "Continuity" Strategy):

The critical requirement is to process orders "uninterrupted through the Salesforce platform".

If a customer whose data has not yet been migrated calls to place an order, the system cannot tell them to wait.

Instead, the system must perform an On-Demand (Just-In-Time) migration for that specific customer record immediately, bringing their asset data into Salesforce so the order can be captured and processed within Salesforce.

Why other options are incorrect:

A (Disable production): Impossible for a Tier-1 Telco; downtime for 20M records would be unacceptable.

B (Direct requests to legacy): This violates the requirement to process orders through the Salesforce platform. Relying on the legacy system for active orders creates a "split brain" scenario and prevents Salesforce from becoming the system of record.

C (Migrate on-demand...): While partially correct, Option D is the better architectural answer because it explicitly defines the Partitioning/Staging strategy required to manage the bulk volume, whereas C is less specific about how the background migration is handled.

NEW QUESTION # 53

Which of the following have promotions associated with them using the Consumer Goods Cloud Data Model?

- A. Promotion Product, Retail Store KPI, Delivery Task and in Store Location
- B. Promotion Channel, Retail Store KPI, Retail Visit KPI and Delivery Task
- C. Promotion Channel, Retail Visit KPI, Assessment Task Definition and in Store Location
- D. **Promotion Product, Promotion Channel, Retail Store KPI, and Retail Visit KPI (Promotion Product, Promotion Product Categories, Promotion Channel)**

Answer: D

Explanation:

Promotion Product, Promotion Channel, Retail Store KPI, and Retail Visit KPI are four objects that have promotions associated with them using the Consumer Goods Cloud Data Model. These objects help users to define, execute, and measure promotions in retail stores. They are:

Promotion Product, which represents a product that is part of a promotion.

Promotion Channel, which represents a channel or segment where a promotion is applicable.

Retail Store KPI, which represents a key performance indicator that measures how well a retail store is performing against a specific promotion goal or target.

Retail Visit KPI, which represents a key performance indicator that measures how well a field rep executed a promotion during a store visit. Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 30-31.

NEW QUESTION # 54

Which Three actions should a System Admin perform to set up a survey assessment task in the Consumer Goods Cloud?

- A. **Create a Survey record using Salesforce survey application**
- B. **Define an Assessment Task Definition of type 'In-Store Survey'**
- C. Create a Retail Store KPI record of 'Survey Type'
- D. Generate survey invitations for the retail store 'Primary Contact'.
- E. **Define Assessment Indicator Definition to capture within survey**

Answer: A,B,E

Explanation:

These steps enable the setup of survey assessment tasks in Consumer Goods Cloud, ensuring the surveys are well-defined and integrated with retail store activities.

NEW QUESTION # 55

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

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

QUES

NEW QUESTION # 56

United Telecom (UT) has finalized a design for launching sales and self-service capabilities through different channels to improve their customer experience.

Which two out-of-the-box capabilities should UT use to support customers through multiple channels on Communications Cloud?

- A. Digital Commerce APIs
- B. Cart-based APIs using OmniOut
- C. Custom APIs using LightningOut
- D. Digital Commerce SDK

Answer: A,D

Explanation:

Salesforce Communications Cloud (formerly Vlocity Communications) provides a set of out-of-the-box omnichannel capabilities specifically designed to support buying, managing, and modifying telecom services across web, mobile, partner portals, and agent-assisted channels. Public Salesforce documentation describes two major components that enable this: Digital Commerce APIs and the Digital Commerce SDK.

Digital Commerce APIs (Option A)

Salesforce provides a full suite of REST-based Digital Commerce APIs that expose CPQ functions such as:

Product discovery

Product configuration

Pricing and promotions

Cart creation and management

Order submission

These APIs are channel-agnostic and built for web portals, mobile apps, in-store kiosks, and agent desktops, making them ideal for United Telecom's requirement to support multiple sales and self-service channels. They leverage standardized product and pricing logic directly from the Enterprise Product Catalog, ensuring consistency across all channels.

Digital Commerce SDK (Option B)

The Digital Commerce SDK complements the APIs by providing reusable UI components, templates, and client-side tools to rapidly build modern commerce experiences. It supports Lightning, LWC, and headless storefronts, enabling companies to create branded, high-performing customer experiences with minimal custom code. This SDK allows UT to deliver responsive and consistent digital buying flows without building UI logic from scratch.

Options C (Cart-based APIs using OmniOut) and D (Custom APIs using LightningOut) involve custom or integration-heavy approaches that are not needed when out-of-the-box Digital Commerce capabilities already provide a complete omnichannel solution.

Therefore, the two correct out-of-the-box capabilities for multi-channel customer experience in Communications Cloud are A and B.

NEW QUESTION # 57

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