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Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q115-Q120):

NEW QUESTION # 115

Sales Managers would like a map that shows which stores are running a promotion within their vicinity. Which solution meets their requirement and also involves the least amount of custom development?

- A. An unmanaged package from the AppExchange modified to meet the requirements
- B. The map component added to the home page
- C. A visual mashup that displays the required map on the promotions page
- **D. The nearby map component on the promotion records page**

Answer: D

Explanation:

The nearby map component on the promotion records page allows a user to see which stores are running a promotion within their vicinity. This solution meets the requirement and also involves the least amount of custom development, as it is a standard feature of Consumer Goods Cloud. Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 32.

NEW QUESTION # 116

Universal Connect (UC) offers business internet to its customers. UC has two requirements: their business internet offers must be by region to provide competitive prices in each region, and customers must be able to see pricing before adding the product to the Industries CPQ cart.

What are two ways a consultant can meet the business requirements?

- **A. Create a Base Price List and Multiple Child Price Lists associated with Context Rules per region.**
- B. Create Promotions associated with Context Rules per region.
- **C. Create multiple Price List Entries associated with Context Rules per region.**
- D. Add an Attribute to define the region on the business internet offers and use the Attribute-based Pricing Matrix.

Answer: A,C

Explanation:

To meet the requirements of offering regional pricing and ensuring customers can see the correct price before adding the product to the cart (i.e., while browsing the catalog), the solution must rely on Context Rules that evaluate the customer's profile (Region) prior to product configuration.

B. Create a Base Price List and Multiple Child Price Lists associated with Context Rules per region:

In Salesforce Industries (Communications Cloud) CPQ, Price Lists are the primary container for prices. You can create specific price lists for each region (e.g., "New York Price List," "Texas Price List") and use Context Rules to automatically assign the correct price list to the user's session based on their Account or Quote details (Region).

Because the Price List is selected before the product is viewed, the catalog automatically displays the price entries from that specific regional list, satisfying the visibility requirement.

D. Create multiple Price List Entries associated with Context Rules per region:

Alternatively, you can use a single global Price List but create multiple Price List Entries (PLEs) for the same "Business Internet" product (e.g., one entry for \$50, another for \$60).

You can apply Context Rules directly to these Price List Entries. When the catalog renders, the system evaluates the rules against the customer's context (Region) and filters the entries, showing only the one valid for that region.

This allows for granular control at the product price level without necessarily duplicating entire price lists.

Why A is incorrect: Attribute-based Pricing Matrices are typically used for calculating prices based on product attributes that a user selects during configuration (e.g., Speed, Color). Since the requirement is to see the price before adding to the cart (pre-configuration), and Region is a context of the customer not a feature they configure on the product, Context Rules (B & D) are the correct architectural choice.

NEW QUESTION # 117

Northern Trail Outfitters wishes to use Tableau CRM as part of their Consumer Goods Cloud rollout. What data is required to support successful creation of the app?

- A. Promotions must be created and associated to retail store locations
- B. Retail Visit KPIs must be created
- C. Retail Store KPIs must be created
- **D. Products must be associated to retail stores**

Answer: D

Explanation:

A data requirement to support successful creation of the Tableau CRM app for Consumer Goods Cloud is that products must be associated to retail stores. This is because the Tableau CRM app analyzes the sales performance and product distribution across different stores and segments, and identifies opportunities and gaps for product placement and availability. Without associating products to retail stores, the app cannot provide accurate and meaningful insights. Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 37.

NEW QUESTION # 118

With which object is the promotion object directly associated?

- **A. Products**
- B. Retail Store
- C. Retail Store Group
- D. Promotion Channel

Answer: A

Explanation:

The Promotion object is directly associated with the Promotion Channel, which links promotional activities to specific channels and locations for execution.

NEW QUESTION # 119

ABC Telecom has a requirement to allow their customers to upgrade or downgrade plans from an unlimited plan to a limited plan or from two play packs to three play packs and vice versa.

Which three are key offerings provided by the change of plan feature in Communications Cloud?

- **A. Supported by Digital Commerce APIs**
- **B. Service Continuity**
- **C. Moving to/out from the bundled offer**
- D. History of Subscription Updates and Traceability
- E. Customers can choose from all plans in the price book.

Answer: A,B,C

Explanation:

The "Change of Plan" feature in Salesforce Communications Cloud (often accessed via Digital Commerce APIs or the Cart) is designed to handle the complex logic of modifying an existing customer's service portfolio. The three key offerings/capabilities are: Supported by Digital Commerce APIs (A): Salesforce provides specific Digital Commerce (DC) APIs (e.g., `getChangeOfPlanOffers` or `generateChangeOfPlan`) that allow this complex logic to be exposed on self-service portals. This enables customers to view eligible upgrade/downgrade paths and execute the change without agent assistance, calculating pro-rated costs in real-time.

Moving to/out from the bundled offer (B): The feature is sophisticated enough to handle structural changes in the product hierarchy. It can take a standalone asset and move it into a bundle (e.g., moving a standalone internet line into a "Triple Play" bundle) or unbundle a service, maintaining the integrity of the commercial and technical data throughout the transition.

Service Continuity (E): A critical requirement in Telecom is that the "Change of Plan" (Commercial Change) does not accidentally disconnect the underlying technical service (Technical Change) unless intended. The Change of Plan feature ensures Service Continuity by preserving the link to the existing Technical Products (RFS) and Assets, ensuring that a customer upgrading their billing plan doesn't suffer a service outage during the provisioning process.

Why C and D are incorrect:

D (Customers can choose from all plans...): This is incorrect. The Change of Plan feature specifically uses Eligibility and Context Rules to filter the catalog. A customer on a Fiber plan cannot "choose" a legacy Copper plan if rules forbid it. They only see eligible target paths, not all plans.

C (History...): While Salesforce tracks field history and asset history, "Traceability" is a platform characteristic, whereas Service Continuity and Bundle manipulation are specific functional offerings of the Change of Plan logic engine.

