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Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q123-Q128):

NEW QUESTION # 123

Which step is required to link an Action Plan to a Visit record?

- A. Create an Action Plan based on the template where the template owners are the Sales Reps.
- B. Activate the Action Plan.
- C. Activate the Visit to generate Action Plan Tasks.
- D. Create an Action Plan Template by specifying Visit' as the target object and publish it.

Answer: D

Explanation:

To link an Action Plan to a Visit record, the first step is to create an Action Plan Template by specifying Visit' as the target object

and publish it. An Action Plan Template is a template that defines the tasks and steps for an action plan. An action plan is a set of tasks that need to be completed for a specific purpose or goal. A visit is an object that represents a scheduled or unscheduled interaction between a field rep and a retail store. By specifying Visit as the target object, the Action Plan Template can be linked to any visit record that matches the criteria defined in the template. By publishing the template, the Action Plan Template becomes available for use. Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 25.

NEW QUESTION # 124

Universal Containers is using Communications Cloud Order Management and just onboarded their enterprise sellers and regional champions from various regions. After adding these sellers, the volume of orders has gone up considerably and orchestration is failing because the number of Apex jobs queued is exceeding the maximum allowed. What should a Consultant suggest to mitigate the orchestration errors?

- A. Raise a support case to increase the limit of Apex jobs.
- B. Optimize the number of orchestration auto tasks and use manual tasks.
- C. Create an Apex class that splits the orders into multiple orders and submit them asynchronously.
- **D. Enable Platform Events processing for orchestration.**

Answer: D

Explanation:

In Salesforce Communications Cloud Order Management, orchestration steps execute through Apex-based orchestration jobs. When order volume rises sharply—as happens when additional sellers or regional teams begin submitting orders—the system may hit Salesforce's platform limit for queued Apex jobs (50 × number of licensed Salesforce users). Once this limit is reached, orchestration fails.

Salesforce's official scalability recommendation is to enable Platform Events for Orchestration. This switches Order Management from synchronous Apex-queue processing to asynchronous, event-driven orchestration, which drastically reduces reliance on Apex jobs. Platform Events allow OM to process far more concurrent orchestration steps without hitting queue limits and provide better throughput and resilience for enterprise-scale flows.

Options A and B are incorrect because Salesforce does not increase Apex job limits, and splitting orders is not a best-practice. Option D reduces automation and violates OM design principles.

NEW QUESTION # 125

Universal Containers (UC) is implementing Communications Cloud. One of the KPIs for their digital transformation is to reduce time-to-market for new products and product changes since it currently takes them three months end-to-end to launch a new product.

Which two actions will help measure product time-to-market in Communications Cloud?

- **A. Leverage the EPC Project functionality to track the product related configurations**
- **B. Create a Salesforce Report on the EPC Project object to track the product time-to-market**
- C. Create a Product Time-To-Market app from a template in CRM Analytics to track the product time-to-market
- D. Create a Salesforce Report on the Product object to track the product time-to-market

Answer: A,B

Explanation:

Salesforce Communications Cloud includes the Enterprise Product Catalog (EPC), which provides a structured and measurable approach to product lifecycle management. To track and measure time-to-market, Salesforce recommends leveraging the EPC Project framework, which is specifically designed to manage, bundle, and monitor product-related changes—from initial design through testing and deployment.

Option A: Leverage the EPC Project functionality

EPC Projects act as containers for all product modifications, including Product Specifications, Pricing, Rules, Attributes, and Versions. They include timestamps for creation, modification, approval, and deployment. Public Salesforce EPC guidance highlights Projects as the recommended mechanism for governance, visibility, and tracking across the product lifecycle. EPC Projects therefore provide the primary dataset required to calculate time-to-market (TTM).

Option C: Create a Salesforce Report on the EPC Project object

Because EPC Project records store metadata about the start, modification, and completion dates of product work, Salesforce Reports on the EPC Project object allow UC to measure cycle times directly. Using reporting tools, UC can track KPIs such as:

Time from Project creation to approval

Time from design to activation

TTM per product type or product launch initiative

Delays in approval or deployment

Why not B or D?

B (CRM Analytics template) - Salesforce does not provide a predefined "Product Time-To-Market" app template specific to EPC, and TTM cannot be measured solely from analytics without EPC Project metadata.

D (Reporting on Product object) - Product records themselves do not reflect lifecycle timestamps or governance workflows, so they cannot measure TTM accurately.

NEW QUESTION # 126

GreenTech, a Consumer Goods company wants to sell new products in a particular retail store. Which Tableau CRM dashboard should they use to find opportunities to sell new products in a retail store location?

- A. Sales Manager- Territory Performance
- B. Sales Rep Performance
- C. White Space Analysis
- D. Account Insight

Answer: C

Explanation:

White Space Analysis is a Tableau CRM dashboard that shows opportunities to sell new products in a retail store location. It analyzes the sales performance and product distribution across different stores and segments, and identifies gaps or white spaces where new products can be introduced or existing products can be expanded. Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 37.

NEW QUESTION # 127

Universal Containers (UC) is rolling out a new offer, which must be fulfilled using Industries Order Management. During fulfillment, the orchestration must integrate with the provisioning system, which accepts a different payload for activation and deactivation of the service.

What is the recommended approach for designing the orchestration while minimizing unnecessary configurations?

- A. Create one Orchestration Plan Definition with two Orchestration item definitions having mutually exclusive conditions on the product action. Configure Scenario to include both Add and Disconnect actions.
- B. Create two Orchestration Plan Definitions, one having the Activation Orchestration item and the other with the Deactivation Orchestration item. Configure one scenario to map Activation to Add action and Deactivation to Disconnect action.
- C. Create two Orchestration Plan Definitions, one having the Activation Orchestration item and the other with Deactivation Orchestration item. Set conditions on Orchestration items based on product action.
- D. Create two Orchestration Plan Definitions, one having the Activation Orchestration item and the other with Deactivation Orchestration item. Configure scenarios to map Activation to Add action and Deactivation to Delete action.

Answer: A

Explanation:

Salesforce best practice for Order Management is:

- ▶ Use a single Orchestration Plan Definition when the overall fulfillment flow is the same, but
- ▶ Use conditional Orchestration Items to handle differences (e.g., activation vs. deactivation).

In this case, the provisioning system needs different payloads for activation and deactivation, but the product is the same. Designing two separate orchestration plan definitions creates duplication, maintenance overhead, and inconsistent lifecycle behavior.

Instead:

Use one Orchestration Plan Definition.

Include two Orchestration Item Definitions, one for Activation and one for Deactivation.

Apply mutually exclusive conditions using Product Action = Add (activation) or Disconnect (deactivation).

Map both actions in one Scenario.

This achieves minimal configuration and full flexibility.

NEW QUESTION # 128

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