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Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q31-Q36):

NEW QUESTION # 31

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

Answer: D

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 # 32

Alpine, a Consumer Goods company, is sending new product introduction samples to outlets via their distributors who are using Alpine's field execution app. How can Alpine keep track of the inventory of the samples in the field?

- A. By creating a report for store locations to monitor the on hand inventory
- B. By creating delivery tasks for the distributors and track the shipping document status
- **C. By creating delivery tasks for the distributors and monitor their on hand inventory for the sample Product's Stock Keeping Unit (SKU).**
- D. By assigning the asset to a custom task type and make the distributors enter the delivered quality

Answer: C

NEW QUESTION # 33

ABC Telecom wishes to offer certain offers to retain its outgoing customers. They would like to give pricing adjustments across the catalog. They also want their agents to have the ability to give runtime adjustments and wish to have the approval process defined around the same.

Which feature should the Consultant suggest to address the above requirements?

- A. Adjustments using Context rules
- B. Customizations using CPQ Hooks
- **C. Discounts**
- D. Promotions

Answer: C

Explanation:

In Salesforce Industries (formerly Vlocity) environments-especially relevant for Telecom, Media, and Energy-scenarios involving runtime price changes, agent-driven adjustments, and approval workflows are handled through Discounts, not Promotions or Context Rules. Discounts are specifically designed to allow flexible, rule-driven, and approval-controlled adjustments across the catalog, making them ideal when a company wants to equip call-center or retention agents with the ability to negotiate offers with outgoing customers.

Salesforce's public guidance explains that Discounts support both manual and automated application methods. Administrators can enable runtime/manual discounts, specify discount types (percentage or fixed amount), and attach approval rules via the Industries Pricing Compliance framework. These can be targeted across the entire product catalog, specific product hierarchies, or only selected offers. This aligns perfectly with ABC Telecom's requirement to apply pricing adjustments across the catalog and allow agents to make on-the-spot price changes.

While Promotions are useful for predefined marketing offers, they do not support agent-driven runtime flexibility. Context Rules automate pricing logic but do not provide agent-level manual control. CPQ Hooks require custom development and are not intended for business-driven discounting workflows.

Therefore, Discounts are the recommended and Salesforce-aligned feature for agent-controlled runtime adjustments, catalog-wide applicability, and approval process integration, exactly matching the needs of a telecom retention team.

NEW QUESTION # 34

Which permission set allows end-users to leverage the Einstein Visit Recommendation feature in Consumer Goods Cloud?

- A. Action Plans
- B. Tableau CRM Plus Admin
- C. Lightning Direct Store Delivery
- **D. Tableau CRM Plus User**
- E. Retail Execution Lightning Plus

Answer: D

NEW QUESTION # 35

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

Answer: A,C,D

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.

NEW QUESTION # 36

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These concepts are discussed in more detail in later sections, Consumer-Goods-Cloud-Accredited-Professional A return to some of the ground rules introduced by the mainframe, particularly multitier architectures.

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