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The CGCAP certification is ideal for professionals working in the consumer goods industry, including sales managers, account managers, marketers, and business analysts. Salesforce Consumer Goods Cloud Accredited Professional certification validates the knowledge and skills required to utilize Salesforce's Consumer Goods Cloud platform to its fullest potential. With this certification, professionals can demonstrate their expertise and enhance their career prospects by showcasing their knowledge of the platform and its capabilities.

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Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q79-Q84):

NEW QUESTION # 79

Which two standard capabilities are available when executing a promotion check in the field?

- A. Marking the promotion as complete
- B. Changing the discounts on the products included in the promotion
- C. Changing the promotion planning dates
- D. **Viewing which products are included in the protection**
- E. Taking a photo of the promotion

Answer: D,E

NEW QUESTION # 80

Which two standard capabilities are available when executing a promotion check in the field?

- A. Marking the promotion as complete
- B. Changing the discounts on the products included in the promotion
- C. Changing the promotion planning dates
- D. **Viewing which products are included in the protection**
- E. **Taking a photo of the promotion**

Answer: D,E

Explanation:

A promotion check is a type of action plan task that allows a field rep to verify if a promotion is running correctly at a retail store. When executing a promotion check in the field, two standard capabilities are available: viewing which products are included in the promotion and taking a photo of the promotion. These capabilities help to ensure compliance and capture evidence of promotional execution. Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 27-28.

NEW QUESTION # 81

Northern Trail Outfitters (NTO) would like to know if the high value assets placed in stores are compliant. If not compliant, NTO would like a boolean value generated to trigger an action plan for correction. What is the recommended approach to meet the customer's requirement and limit the amount of custom code?

- A. **Use a custom task with flow**
- B. Use an inventory check task with flow
- C. Use a custom task with apex
- D. Use a promotion check task with apex

Answer: A

Explanation:

To meet the customer's requirement and limit the amount of custom code, NTO should use a custom task with flow. A custom task is a type of action plan task that can be defined and configured to suit specific business needs. A flow is a tool that automates a business process by collecting data and performing actions. By using a custom task with flow, NTO can create a task that captures the information related to the high value assets placed in stores, such as their location, condition, and compliance. The flow can then generate a boolean value based on the compliance criteria and trigger an action plan for correction if needed. Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 26.

NEW QUESTION # 82

A Consultant must migrate Communications Cloud Data from one customized Salesforce Org to another Salesforce Org.

What are two key considerations before migration and preparing the target instance to receive or import Communications Cloud data?

- A. **Requires matching metadata to be established in the new target org.**
- B. **All required data points and fields from the source org are captured in the target org.**
- C. Run data validation in parallel to the ongoing migration.
- D. Test migration data in a production environment.

Answer: A,B

Explanation:

Before migrating Communications Cloud data to a new org, Salesforce documentation stresses two critical readiness steps:
A . Ensuring all required fields and data points exist in the target org Communications Cloud relies on a complex data model (EPC, Order Mgmt, Pricing, Attributes, EPC Projects, Fulfillment records). The target org must have all necessary fields and object configurations before importing data.

D . Metadata must match before migration

Migration cannot succeed unless product specs, attributes, price lists, technical product models, decomposition mappings, and orchestration metadata exist in the target org.

Metadata alignment is the #1 prerequisite for moving Communications Cloud data.

Incorrect options:

B: Running validation during migration is risky and not recommended.

C: Testing in production is strictly prohibited.

NEW QUESTION # 83

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

Answer: A

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 ($50 \times$ 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 # 84

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