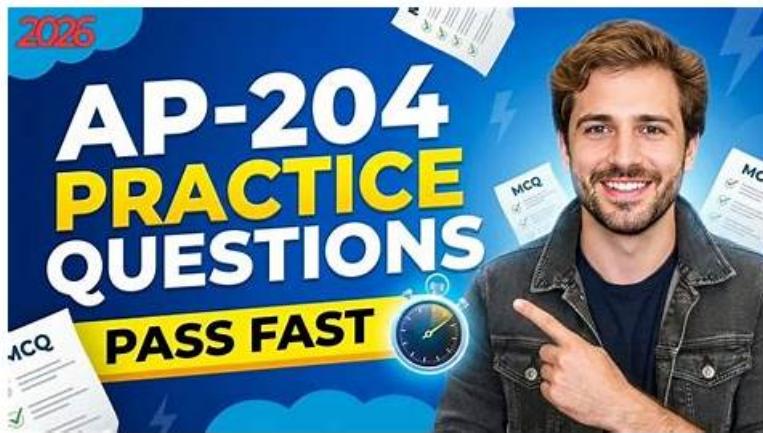


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Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q64-Q69):

NEW QUESTION # 64

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

Answer: A

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 # 65

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

Answer: B

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 # 66

An Organization wants to maintain data related to the line items and assets in custom objects under the line items (Object 'A') and assets (Object Name 'B').

What will ensure the data is saved under assets during assetization and can be leveraged for MACD Orders?

- A. Use Object Mapper to Map the line item object from A to B.
- B. Use Field Mapper to map fields from Object A to B and another mapping from Object B to A.
- C. Write an APEX Hook Class during Checkout and AssetToOrder for creating the records as a post step on the API.
- D. Use Object Mapper to map the line item object from A to B and another mapping from Object B to A.

Answer: D

Explanation:

This scenario involves managing the lifecycle of data stored in custom child objects (Object A attached to Order Items, and Object B attached to Assets). To ensure data integrity throughout the full commercial cycle-Sale (Assetization) and Change (MACD)-a bidirectional mapping strategy is required using the Custom Object Map feature (referred to as Object Mapper in the options).

Assetization (Order to Asset Flow):

When an order is completed, the system runs the "Assetize" process.

To move data from the custom object under the Order Item (Object A) to the custom object under the Asset (Object B), you must define a Source-to-Destination mapping.

This is the A \rightarrow B mapping. Without this, the custom data entered during the sale would be lost and not stored on the customer's asset record.

MACD / Asset-Based Ordering (Asset to Order Flow):

When a customer requests a Move, Add, Change, or Delete (MACD), the system creates a new Order/Quote by reading the existing Asset data.

To ensure the new "Change Order" includes the current details from the Asset (Object B) back onto the line items (Object A) for the agent to view or modify, the system requires a reverse mapping.

This is the B \rightarrow A mapping.

Why other options fail:

Option A (Apex Hook): While feasible for complex edge cases, using Apex is not the best practice when a declarative configuration tool (Object Maps) exists for this exact purpose. It increases maintenance debt.

Option B (Map A to B only): This handles the initial sale but fails during MACD. When the customer tries to change their service later, the data from Object B would not copy back to the new order, leading to data loss or errors.

Option C (Field Mapper): Field Mappers are typically used for mapping specific fields on the primary objects (e.g., OrderLineItem.Description to Asset.Description). For mapping entire related child objects, the Object Map mechanism is the correct architectural component.

NEW QUESTION # 67

Which two permissions should be enabled for users to view the Tableau CRM for Consumer Goods Cloud app?

- A. Tableau CRM View
- B. Tableau CRM Growth
- C. Tableau CRM Plus User
- D. CG Analytics User
- E. Tableau CRM Modify All

Answer: A,D

Explanation:

These permissions ensure that users have the necessary access to view and interact with the Tableau CRM for Consumer Goods Cloud app, providing critical analytics and insights.

NEW QUESTION # 68

Which User persona manages day-to-day Retail Execution processes such as creating visits, creating tasks, and assigning visits to Field Representatives?

- A. Store Manager
- B. Category Manager
- C. Divisional Manager
- D. Sales Manager

Answer: D

Explanation:

A Sales Manager is the user persona that manages day-to-day Retail Execution processes such as creating visits, creating tasks, and assigning visits to Field Representatives. A Sales Manager is responsible for planning and overseeing the retail activities of a team of field reps, as well as analyzing and reporting on the performance and compliance of the retail stores in their territory. Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 18.

NEW QUESTION # 69

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