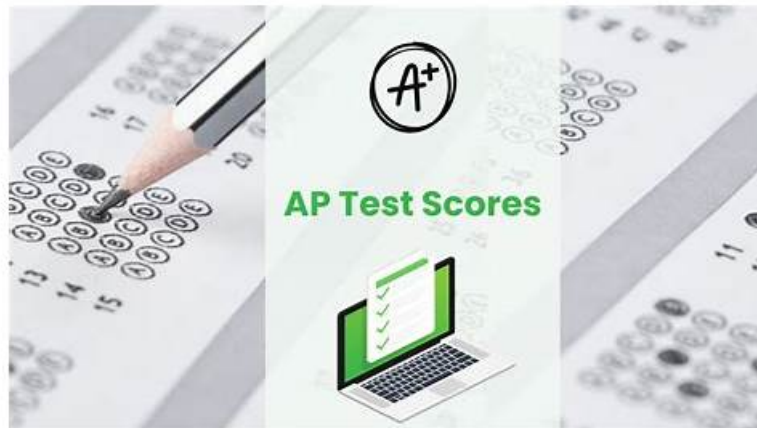


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Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q21-Q26):

NEW QUESTION # 21

ABC Telecom is using Communications Cloud for their enterprise customers. ABC Telecom has a requirement wherein assets must be synchronized to the assurance platform as soon as the sale or MACD order completes fulfillment for wholesale products. There are about 5,000 orders placed by each reseller throughout the day. There are hundreds of active reseller users present in the system. How should a Consultant recommend that ABC Telecom integrate Communications Cloud with their assurance platform?

- A. Use an on-demand data pull from Communications Cloud using the REST API from Service assurance
- B. Use Industries Order Management to inform the assurance platform as part of the orchestration plan
- C. Use Platform Events and GetAsset API
- D. Use a Bulk API connector via middleware

Answer: C

Explanation:

ABC Telecom requires that assets be synchronized to their assurance platform immediately after fulfillment, and they operate in a high-volume wholesale environment (5,000+ orders per reseller/day and hundreds of concurrent users). Salesforce recommends event-driven, near-real-time integration for high-scale fulfillment notifications.

Platform Events are Salesforce's native, scalable publish/subscribe mechanism designed for high throughput and low latency. When an order completes fulfillment, Communications Cloud can publish an event that external systems subscribe to. The assurance platform can then call the GetAsset API to retrieve the exact asset structure needed for assurance workflows.

This pattern is explicitly recommended in Salesforce high-throughput integration architectures because it:

Eliminates polling

Handles large transaction volume

Provides near-real-time sync

Decouples fulfillment from assurance systems

Scales horizontally across resellers

Option A (using OM orchestration) is synchronous and not optimal for high throughput.

Option B (on-demand REST pull) causes latency and excessive polling.

Option C (Bulk API) is batch-oriented, not real-time, and unsuitable for near-immediate updates.

NEW QUESTION # 22

For what two reasons would the standard record pages for tasks of type "Other" be visible instead of the KPI component

- A. The related object record page has not been configured to include Custom task KPI Component in Lightning And Builder
- B. If related object is a custom object it will always display the standard record page
- C. Salesforce Mobile App always displays the standard record pages
- D. Lightning App Builder does not support configuration of the standard record pages to include the KPI component
- E. The record page Custom Task KPI Component has not been assigned to the concerned user profile

Answer: A,E

NEW QUESTION # 23

A company is selling voice products to business customers. The other allows customers to select for rent or purchase up to 700 phone devices of various models. The product modeller intends to create a phone add-on product specification and add it as a child of the voice offer, with a cardinality that allows up to 700.

Which three statements are valid regarding the product model in this scenario?

- A. Modelling children with large cardinalities can result in processing inefficiencies for MACD operations.
- B. Product model uses out-of-the-box features from EPC. Decomposition may fail when the maximum number of phone instances are ordered.
- C. This type of modelling is not supported in EPC and modeller should follow a flat modelling technique.
- D. Product model uses hierarchical modelling, which is natively supported in EPC.
- E. Since the product model uses out-of-the-box features from EPC, MACD operations and decomposition are guaranteed to work well.

Answer: A,B,D

Explanation:

In Salesforce Industries Enterprise Product Catalog (EPC), hierarchical product modeling with child specifications and cardinalities is natively supported, which makes option E correct. Defining a voice offer with a "phone add-on" child product and a cardinality of up to 700 leverages standard EPC capabilities such as product specifications, child relationships, and cardinality rules.

However, Salesforce guidance for EPC and Industries CPQ warns that very large cardinalities on child products can introduce performance and processing challenges, especially in high-volume telecom scenarios. During MACD (Modify, Add, Change, Disconnect) operations, every instance of the child product (each phone device) has to be evaluated, updated, and sometimes decomposed into order items or service orders. With hundreds of instances, this can lead to processing inefficiencies and long-running transactions, which supports statement A.

Additionally, although the model technically uses out-of-the-box features, extreme volumes (such as hundreds of children per parent) can stress the decomposition engine. Under heavy load or complex rule combinations, decomposition may time out or fail when the maximum number of instances are ordered, making C valid as well.

Option B is incorrect because EPC does support this pattern; flat-only modeling is not a requirement. Option D is incorrect because using OOTB features does not guarantee optimal MACD and decomposition behavior at very high instance volumes.

NEW QUESTION # 24

Northern Trail Outfitters (NTO) has their Field Reps perform regular activities, including promotion and inventory activities, as well as check the function of their computer display units that are placed in stores, to help customers ensure the backpacks fit properly. What should be done to support NTO Field Reps to ensure they are able to capture these KPIs?

- A. Create an asset called 'Computer Display Unit' and capture KPI called 'Backpack fit properly' using an assessment task.
- **B. Create an Assessment Task Record type called 'Backpack Fit' for the Computer Display Units to capture the KPIs.**
- C. Create an Asset record named 'Backpack Fit' for the Computer Display Units and link it to the Assessment Task via a lookup field.
- D. Add 'Backpack Fit' for the Computer Display Units checkbox to the In-Store Survey Assessment Task.

Answer: B

Explanation:

This approach allows Field Reps to specifically assess and record the KPI related to the functionality of the Computer Display Unit and its effectiveness in assisting customers with backpack fitting.

NEW QUESTION # 25

Which Three actions should a System Admin perform to set up a survey assessment task in the Consumer Goods Cloud?

- **A. Define an Assessment Task Definition of type 'In-Store Survey'**
- B. Generate survey invitations for the retail store 'Primary Contact'.
- **C. Create a Survey record using Salesforce survey application**
- D. Create a Retail Store KPI record of 'Survey Type'
- **E. Define Assessment Indicator Definition to capture within survey**

Answer: A,C,E

Explanation:

These steps enable the setup of survey assessment tasks in Consumer Goods Cloud, ensuring the surveys are well-defined and integrated with retail store activities.

NEW QUESTION # 26

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