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Free PDF Quiz 2026 Fantastic AP-204: Consumer Goods Cloud Accredited Professional Real Dumps

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Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q74-Q79):

NEW QUESTION # 74

Sales Managers would like a map that shows which stores are running a promotion within their vicinity. Which solution meets their requirement and also involves the least amount of custom development?

- A. The nearby map component on the promotion records page
- B. A visual mashup that displays the required map on the promotions page
- C. The map component added to the home page
- D. An unmanaged package from the AppExchange modified to meet the requirements

Answer: A

Explanation:
The nearby map component on the promotion records page allows a user to see which stores are running a promotion within their vicinity. This solution meets the requirement and also involves the least amount of custom development, as it is a standard feature of Consumer Goods Cloud. Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 32.

NEW QUESTION # 75

Universal Containers (UC) has asked a consultant to migrate all active customers before the go-live.
Which two options must the consultant consider for loading customer-related records?

- A. Contracts should be loaded before Accounts.
- B. Business or Consumer Accounts should be loaded before Billing or Service Accounts.
- C. Premises should be loaded before Service Accounts.
- D. Subscriptions should be loaded before Accounts.

Answer: B,C

Explanation:
For customer migration into Communications Cloud, Salesforce public documentation outlines a specific parent-child dependency order for customer-related data. The objective is to ensure that all parent records exist before loading child or dependent records (Billing Accounts, Service Accounts, Subscriptions, Assets).
(B) Business or Consumer Accounts should be loaded before Billing or Service Accounts Accounts represent the parent customer entity. Billing Accounts and Service Accounts depend on the root customer account. Salesforce clearly emphasizes that Billing Accounts must have a parent Account, and Service Accounts must be tied to either the Billing Account or Consumer/Business Account. Therefore, loading Accounts before Billing/Service Accounts is mandatory.
(C) Premises should be loaded before Service Accounts
In Communications Cloud, Premises represent physical service locations. Service Accounts reference the PremiseId and cannot be created before the premise record exists. This dependency is frequently highlighted in Salesforce migration patterns, especially for broadband, fiber, and fixed-line providers.
Incorrect options:
A (Contracts before Accounts): Contracts depend on Accounts; Accounts must exist first.
D (Subscriptions before Accounts): Subscriptions require Accounts, Billing Accounts, and Service Accounts-therefore cannot be loaded first.

NEW QUESTION # 76

Universal Containers (UC) is a Communications Service Provider using Communications Cloud. UC wants to create a guided ordering process for their Sales Agents and B2C Customers.
Which two options are technically feasible?

- A. Use OmniScript to build the guided ordering journey for agents and expose OmniScript via OmniOut on a third-party CMS.
- B. Use Salesforce Flow to build the guided ordering journey for agents and Salesforce Flow via Lightning Out on a third-party CMS for customers.
- C. Use OmniScript to build the guided ordering journey for agents and OmniScript via OmniOut on a Salesforce Experience for customers.

Answer: A,C

Explanation:
The key to identifying the technically feasible options for creating a guided ordering process in Salesforce Communications Cloud

(Industries) is understanding how OmniStudio components (specifically OmniScripts) are deployed across different channels (internal agents vs. external customers on different platforms).

Agents: For internal Sales Agents, the standard and recommended approach is to use OmniScript. OmniScripts are designed to guide users through complex processes like CPQ ordering, providing a step-by-step interface directly within the Salesforce Console. This validates the "Use OmniScript... for agents" part of options B and C.

B2C Customers (Third-Party CMS): When customers interact via a third-party Content Management System (CMS) (e.g., Adobe Experience Manager, WordPress) rather than a Salesforce-hosted site, you cannot simply embed a standard Lightning Web Component. OmniOut is the specific Salesforce Industries feature designed for this scenario. It allows you to compile an OmniScript into a framework-agnostic web component (Standard Web Component) that can be hosted on an external server or CMS while maintaining connectivity to Salesforce logic. This validates Option B.

B2C Customers (Salesforce Experience): When customers interact via a Salesforce Experience (formerly Community Cloud), the native way to deploy the guided process is to use the OmniScript component directly in the Experience Builder. While the phrasing "OmniScript via OmniOut on a Salesforce Experience" in Option C is slightly redundant (you don't need OmniOut for a Salesforce site), technically, OmniOut can run anywhere a web component runs, and some complex architectures might use it for consistency. However, in the context of exam questions where "OmniScript via Community Builder" is the standard answer, Option C is often presented alongside Option B as the "Customer" solutions.

Correction/Refinement: Looking at the search results (Source 1.1, 1.4), the exam dumps explicitly list the correct answer set as A, C, D (where A is Flow for agents/customers via Lightning Out - technically feasible but rare, C is OmniScript for agents + OmniScript via Community Builder for customers, and D is OmniScript for agents + OmniScript via OmniOut for CMS).

Wait, let's re-examine the provided options in your specific question text. You only listed A, B, C.

Option A: Flow for Agents + Flow via Lightning Out on CMS. (Technically feasible, but not the "Comms Cloud" standard).

Option B: OmniScript for Agents + OmniScript via OmniOut on CMS. (Strong Yes - This is the textbook definition of OmniOut's use case).

Option C: OmniScript for Agents + OmniScript via OmniOut on Salesforce Experience. (Technically "feasible" but weird/wrong best practice). However, if the option meant "OmniScript on Salesforce Experience" (without OmniOut), it would be perfect.

Exam Dump Verification: In the search results (Source 1.1), the options are slightly different:

"Use Omni Script for building the guided ordering journey for agents and call Omni script via community builder on a salesforce community..." (This corresponds to your Option C if we interpret "via OmniOut" as a typo or a distractor in your text, or if your text is a variation).

"Use OmniScript... and expose OmniScript via OmniOut on a third-party CMS..." (This corresponds to your Option B).

Given the options provided in your prompt (A, B, C), and knowing that Communications Cloud relies heavily on OmniScript for CPQ:

B is definitely correct. (OmniScript for Agents, OmniOut for CMS).

C is likely the second correct answer intended, despite the "via OmniOut on Salesforce Experience" phrasing potentially being a trick or typo for "via Community Builder". (Or, it implies using the Off-platform capability within an Experience site, which is possible if you are doing a complete headless implementation).

A (Flow) is generally incorrect for Comms Cloud CPQ ordering because Flows do not natively handle the Vlocity CPQ APIs (Cart-based APIs) as effectively as OmniScripts with Integration Procedures.

Constraint Check: You asked for two options.

B and C represent the two valid OmniScript deployment models (External CMS vs. Salesforce Community), which is the core learning objective.

NEW QUESTION # 77

Universal Containers is using Communications Cloud for their B2B use cases. They have an integration with a legacy stack that will handle network provisioning and billing. As part of their Order Management process they have to send the customer data to the legacy app, which in turn provisions billing.

What should a Consultant recommend to make this callout easier to configure, easier to maintain, and performant?

- A. Model the customer data to Technical Products along with other Products and Services and create Decomposition relationships accordingly to send the right information within the callout tasks.
- B. Create a custom integration adapter to fetch the customer info and pass it to the payload that will be sent to the external application.
- C. Model the customer data as multi picklist attributes within the cart and create Decomposition relationships accordingly to send the right information within the callout tasks.
- D. Model the customer data as fields on Order and pass the fields along with the other attributes to the payload.

Answer: D

Explanation:

In Communications Cloud, integrations performed during Order Management-especially callouts for provisioning, billing, and

customer synchronization-should use the Order object as the primary integration payload source. Salesforce's public Order Management design principles specify that customer data required for external provisioning should be modeled directly on the Order when the data is stable, required frequently, and does not belong to technical products.

This approach offers:

Simple configuration (fields on Order object rather than product attributes) High maintainability, because administrators can adjust mappings without changing product models or decomposition rules Performance efficiency, as Order-based callouts do not require deep decomposition navigation or attribute inheritance logic Clear separation of commercial vs. technical data, one of the core EPC principles Options C and D introduce unnecessary complexity. Customer data does not belong on Technical Products (C) nor should it be modeled as multi-picklist cart attributes (D), as these degrade performance and complicate decomposition. A custom adapter (A) adds code and contradicts Salesforce's declarative-first approach.

NEW QUESTION # 78

A communications company wants to improve their quote-to-order journey experience. The journey has several steps, which include selecting products and services, and integration with the inventory system for device reservation. They want to create a modern, multi-channel experience.

What approach should a Consultant take during planning to ensure optimal development and time to market?

- A. Plan for three user stories running in parallel: UX Design, Device Reservation API, and Inventory System Integration. UX only requires the API information to be complete.
- B. UX experience is the most important. Fully design and validate the UX before designing the integration step.
- C. Plan for three user stories running sequentially: UX Design first, Device Reservation API second, and Inventory System Integration last.
- D. Knowing the exact data exchanged in integration is an input to the UX design. Detailed design of the integration step is required before UX design can start.

Answer: A

Explanation:

In Salesforce Industries (Vlocity) project methodology, an optimal quote-to-order implementation requires parallel workstreams, especially when designing multi-channel digital experiences that rely on backend APIs such as inventory reservation or device allocation. Public Salesforce implementation practices emphasize that UX design should begin early and only needs high-level API contracts, not full backend development, to progress. This is because modern telecom journeys-product selection, service configuration, device reservation, and inventory validation-depend on microservices exposed through TMF-style APIs or custom integration layers.

Salesforce recommends decomposing work into parallel user stories to accelerate time to market:

UX Design → Driven by user flows, wireframes, and component behavior

Device Reservation API → Defines the interface and payload shapes

Inventory System Integration → Implements backend orchestration

This approach enables the UX team to build using mocked or stubbed APIs, ensuring that design decisions aren't delayed while backend services are still being implemented. This directly aligns with option D, which reflects Salesforce's agile implementation strategy.

Options A and B incorrectly assume UX must wait for full integration design, which slows delivery. Option C suggests sequential workstreams, which Salesforce explicitly discourages due to increased cycle time.

Thus, D is the best match.

NEW QUESTION # 79

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