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Salesforce Consumer Goods Cloud Accredited Professional Exam is a certification program designed to test the skills and knowledge of professionals working in the consumer goods industry. Consumer-Goods-Cloud-Accredited-Professional exam covers a range of topics related to Salesforce's Consumer Goods Cloud, including sales management, account planning, and retail execution. The program is aimed at individuals who are looking to demonstrate their expertise in using Salesforce's Consumer Goods Cloud to improve business outcomes for consumer goods companies.

The Salesforce Consumer Goods Cloud Accredited Professional certification exam covers various topics related to consumer goods, such as account and contact management, order management, pricing, promotions, and trade promotions. It also covers topics related to Salesforce's Consumer Goods Cloud, such as data modeling, data management, and reporting. Consumer-Goods-Cloud-Accredited-Professional Exam is designed to test the candidate's knowledge of Salesforce's best practices and its applications to the consumer goods industry.

The Consumer Goods Cloud is Salesforce's industry-specific solution for consumer goods companies. It is designed to help these companies better manage their sales processes, from planning to execution. The cloud-based platform offers a range of features, including account planning, territory management, and retail execution tools. By using the Consumer Goods Cloud, companies can gain greater visibility into their sales processes, improve collaboration between sales teams, and ultimately drive better business outcomes.

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Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q58-Q63):

NEW QUESTION # 58

Which are the two primary use cases for performing an in-store survey?

- A. Saving time for the Field Rep https://help.salesforce.com/s/articleView?id=sf.retail_concept_user_survey.htm&type=5
- B. Gathering feedback from customers, consumers shoppers, and staff
- C. Gathering data on promotions, inventory requirements and product quality
- D. Gathering point of sale data
- E. Gathering data on inventory reconciliation

Answer: B,C

Explanation:

Two primary use cases for performing an in-store survey are:

* Gathering feedback from customers, consumers, shoppers, and staff. An in-store survey can be used to collect feedback from various stakeholders who interact with the products or services offered by the consumer goods company. For example, an in-store survey can ask customers about their satisfaction, preferences, or suggestions; consumers about their awareness, perception, or loyalty; shoppers about their behavior, motivation, or barriers; and staff about their challenges, needs, or opinions.

* Gathering data on promotions, inventory requirements and product quality. An in-store survey can be used to collect data on various aspects of the product performance and availability in the retail store.

For example, an in-store survey can ask about the compliance, effectiveness, or impact of promotions; the demand, supply, or replenishment of inventory; and the condition, quality, or issues of products

NEW QUESTION # 59

Which option can be performed by using salesforce Maps with Consumer Goods Cloud?

- A. Update with Google Maps Static API on a single address
- B. Optimize visit sequence in real time automatically during a Field Rep's Day
- C. Create layers of Retail Stores
- D. View map images on mobile devices even when GPS is not enabled

Answer: B

Explanation:

<https://trailhead.salesforce.com/content/learn/modules/retail-execution-in-consumer-goods-cloud/extend-consumer-goods-cloud-with-more-features#:~:text=Consumer%20Goods%20Cloud%20uses%20Salesforce,Salesforce%20Maps%20for%20Alpine%20Group.>

NEW QUESTION # 60

Feedback from their Sales Agents about their current legacy system's quoting and order capture flows:

They often need to refer back to their training documentation for routine customer requests. They are able to handle the majority of customer requests themselves despite current challenges. Routine customer requests require many clicks and they want the new system to focus on user experience. One of the common MACD transactions is to increase the quantity of the assets.

What approach should a Consultant recommend for designing the quoting and order capture flows in Communications Cloud to alleviate the agents' feedback while minimizing implementation efforts?

- A. Leverage guided selling OmniScripts for common use cases, and the CPQ Cart for other use cases
- B. Leverage OmniScripts for all use cases to minimize the training effort for the Sales Agents
- C. Build a custom CPQ Cart using FlexCards and LWC to align to the legacy system's UI

- D. Leverage the CPQ Cart for all cases to minimize the implementation effort

Answer: A

Explanation:

Feedback from sales agents indicates:

Need fewer clicks

Need guided flows for routine transactions

Already comfortable handling most requests

Want reduced training effort

Salesforce recommends a hybrid UX approach:

✓ Use Guided Selling OmniScripts for common tasks

OmniScripts allow:

Streamlined clicks

Step-by-step guidance

Embedded rules

Lower training impact

Perfect for frequent MACD tasks (e.g., updating quantities)

✓ Use CPQ Cart for all remaining flexible or complex cases

CPQ Cart already supports full quoting, attribute changes, and line-level updates. Using it avoids unnecessary customizations.

Why not the others:

A (Custom LWC Cart) → High effort, not needed.

B (Use OmniScript for all) → Overkill; many use cases require standard Cart capabilities.

C (Use Cart for all) → Does not solve agent frustrations or reduce clicks/training.

NEW QUESTION # 61

Infiwave offers Internet and Voice services to residential customers. In order to provision the services, a technician visits the customer location to install the modem, then provides the modem-related data over the phone, and after capturing the data the request is sent to the fulfillment system. Infiwave has identified that having the technicians provide the data over the phone is error prone.

Which two features should Infiwave use from Industries Order Management to support this functionality and to avoid errors during data capture?

- A. Implement a Push Orchestration item, assign it to a technician, and configure an OmniScript for the technician to capture the data
- B. Implement a Manual Orchestration item, assign it to the technician, and configure an OmniScript for the technician to capture the data
- C. Implement a Milestone Orchestration item to execute a request on the fulfillment system for activation
- D. Implement a Callout Orchestration item to execute a request on the fulfillment system for activation

Answer: A,B

Explanation:

Industries Order Management (OM) provides multiple orchestration item types to manage human tasks, system tasks, and external service calls. For field technician data capture, Salesforce recommends manual data capture orchestration items combined with OmniScripts, so technicians enter information directly instead of relaying it verbally-reducing errors and improving data quality. A Manual Orchestration Item (Option C) creates a human task assigned to a technician and pauses the orchestration until the technician completes the task. This is the exact pattern used when capturing installation details, device identifiers, serial numbers, modem MAC addresses, or activation parameters.

A Push Orchestration Item (Option A) is also applicable when a task must be automatically "pushed" to an external party (like a field technician mobile app). The Push item assigns the work and embeds the OmniScript UI, enabling the technician to directly enter data, ensuring accuracy and eliminating the error-prone phone call process.

Options B and D (Milestone and Callout items) represent automated system tasks and do not support interactive technician data capture.

NEW QUESTION # 62

Acme Technologies is a Tier-1 provider selling fixed line Internet and TV services. In order to optimize the shipping of modems and set-top boxes (STBs), they are requesting a single call to the shipping fulfillment system, which combines all devices that need to be sent to the customer. They also want to ensure optimal performance and avoid unnecessary use of storage since they have a large

customer base.

Which decomposition pattern fits their requirements?

- A. Decompose modem and STB products into one Customer Facing Service (CFS) using M:1 decomposition pattern. Set Scope field on the technical product definition to 'Account'.
- B. Decompose modem and STB products into distinct Customer Facing Service (CFS) technical products using 1:1 decomposition pattern. Set Scope field on the modem and STB products to 'Downstream Order Item'.
- C. Decompose modem and STB products into distinct Customer Facing Service (CFS) technical products using 1:1 decomposition pattern. Set Scope field on the CFS technical product to 'Downstream Order Item'.
- D. **Decompose modem and STB products into one Customer Facing Service (CFS) technical product using M:1 decomposition pattern. Set Scope field on the modem and STB products to 'Account'.**

Answer: D

NEW QUESTION # 63

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