

# Certification AP-204 Questions - PDF AP-204 VCE

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How many dwellings in a single building w/ common structural elements are required to be considered Multifamily Residential? 5

Feature 01 Air Quality Standards: T/F this feature requires an assessor to complete a performance test after occupancy. True

These 2 particles make up a large proportion of dust that can be drawn deep into the lungs. Larger particles tend to be trapped in nose, mouth, or throat. PM10 and PM2.5

How large are PM10 and PM2.5 particles? PM10  $\leq$  10 micrometers  
PM2.5  $\leq$  2.5 micrometers

The average life expectancy of a smoker is X years less than that of a non-smoker. 10

The levels of this airborne pollutant serve as a proxy for other INDOOR pollutants. Carbon Dioxide

What documentation is required for Feature 03 Ventilation Effectiveness? LOA from MEC engineer & Commissioning Report

Benzene and formaldehyde are considered what type of compound? VOC

How many times higher can VOC levels be indoors than outdoors? 5x

What documentation is required for Feature 04 VOC Reduction? LOA from architect and contractor

What type of filters are designed to absorb VOCs and remove the largest particles? Carbon filters

This type of filter is meant to remove smaller particles. Media filter (i.e. MERV 13). The higher the MERV #, the smaller the particle it removes.

What documentation is required for Feature 05 Air Filtration? For parts 1 & 2 Filter Accommodation & Particle Filtration = LOA from MEP Engineer & Spot Check  
Part 3 Air Filtration Maintenance = operations schedule

ultraviolet germicidal irradiation (UVGI) A sterilisation method that uses UV light to break down microorganisms by destroying their DNA. Often used in food, air, and water purification.

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## Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q119-Q124):

### NEW QUESTION # 119

Universal Containers (UC) is a Communications Service Provider using Communications Cloud. As part of Internet order fulfillment, UC warehouse agents will use Salesforce to enter a router's barcode and enter the shipping tracking number for the router. How should a Communications Cloud Consultant solve this requirement?

- **A. Configure a Manual Task Orchestration Item that will launch an OmniScript to enter the router's barcode number and shipping tracking number**
- B. Configure a Push Event Orchestration Item that will receive the router's barcode number and shipping tracking number
- C. Configure an Autotask Orchestration Item that will automatically launch an OmniScript to enter the router's barcode number and shipping tracking number
- D. Configure a Manual Task Orchestration Item that will launch a Flow to enter the router's barcode number and shipping tracking number

**Answer: A**

Explanation:

Warehouse agents manually entering router barcode and shipment tracking numbers requires a human task in Order Management.

Salesforce best practice:

Use a Manual Task Orchestration Item when human input is required.

Launch an OmniScript to capture structured data, validate inputs, and update Fulfillment data.

Why the others are incorrect:

A (Flow) - Flows are not the recommended UI for OM tasks; OmniScripts provide better control, validations, dynamic forms, and DC/CPQ consistency.

B (Push Event) - Push tasks send tasks to external queues/systems, not internal warehouse agents.

C (Autotask) - Auto Tasks run without human interaction, so cannot capture barcodes manually.

### NEW QUESTION # 120

Which object is exclusively available to users in setup to perform direct store delivery?

- **A. Shipment**
- B. ProductTransfer
- C. Order
- D. Delivery Task

**Answer: A**

Explanation:

The Shipment object is specifically designed for managing direct store delivery processes, tracking the movement of goods from distribution to retail locations.

### NEW QUESTION # 121

Universal Containers (UC) is a Communications Cloud customer. They want to use the Communications Cloud CPQ solution for their residential B2C use case. Their main goal is to have a short sales process that lasts no more than three days. Since this is a B2C use case, users will buy the products directly or reach out to Agents to purchase the products for them. UC also wants to consider a flexible option for authenticated community users.

What should a Consultant propose to meet UC's requirements?

- A. Use the Sales Process OmniScript that includes Lead, Opportunity, Quote, Order objects and perform CPQ actions on Quote Object.
- B. Use Out of the Box Cart on Opportunity that creates Quote and then perform CPQ actions on Order, created from Quote.
- C. Create a Custom Buyflow (OmniScript) invoked from Account Object for Quote creation and perform CPQ actions on Quote Object.

- **D. Create a Custom Buyflow (OmniScript) invoked from Account Object for Order Creation and perform CPQ actions on the Order Object.**

**Answer: D**

Explanation:

For a residential B2C scenario in Communications Cloud, Salesforce recommends a short, direct sales flow that minimizes CRM steps like Leads and Opportunities. In B2C, the objective is usually to let customers (or agents on behalf of customers) configure, price, and purchase in as few steps as possible, often closing within a single interaction or within a very short time window—well within UC's three-day target.

Communications Cloud provides a pattern where CPQ actions are performed directly on the Order object for B2C/B2B2C flows, especially when:

The sales cycle is short.

There is no need for complex pipeline management.

The customer is buying directly (web, community, call center).

Option C reflects this: a Custom Buyflow (OmniScript) is used as the guided selling UI, invoked in a way that works for agents and authenticated community users, and it operates directly on the Order as the commercial transaction record. CPQ logic (cart, pricing, validation, promotions) is executed on the Order, which aligns with standard B2C digital commerce patterns in Communications Cloud.

Option A and B introduce a heavier Lead → Opportunity → Quote → Order process, which is more appropriate for complex B2B sales and contradicts the "short sales process" requirement. Option D still centers the process on a Quote, which is typically used where negotiation or longer cycles are expected. For UC's fast B2C use case with direct or assisted buying, Order-centric CPQ via a Buyflow (OmniScript) is the recommended approach, making C the correct choice.

#### NEW QUESTION # 122

Which of the following have promotions associated with them using the Consumer Goods Cloud Data Model?

- A. Promotion Channel, Retail Visit KPI, Assessment Task Definition and in Store Location
- **B. Promotion Product, Promotion Channel, Retail Store KPI, and Retail Visit KPI (Promotion Product, Promotion Product Categories, Promotion Channel)**
- C. Promotion Product, Retail Store KPI, Delivery Task and in Store Location
- D. Promotion Channel, Retail Store KPI, Retail Visit KPI and Delivery Task

**Answer: B**

Explanation:

Promotion Product, Promotion Channel, Retail Store KPI, and Retail Visit KPI are four objects that have promotions associated with them using the Consumer Goods Cloud Data Model. These objects help users to define, execute, and measure promotions in retail stores. They are:

Promotion Product, which represents a product that is part of a promotion.

Promotion Channel, which represents a channel or segment where a promotion is applicable.

Retail Store KPI, which represents a key performance indicator that measures how well a retail store is performing against a specific promotion goal or target.

Retail Visit KPI, which represents a key performance indicator that measures how well a field rep executed a promotion during a store visit. Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 30-31.

#### NEW QUESTION # 123

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

**Answer: B**

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 # 124

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