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CONSUMER GOODS CLOUD
ACCREDITED PROFESSIONAL



EXAM GUIDE

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Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q63-Q68):

NEW QUESTION # 63

How can a Field Sales Manager access a photo taken by a Field Rep of a defective In-store asset

- A. The photos Inked to the asset record
- B. The photo is sent directly to the manager's email
- C. The photo is linked to the visit record
- D. The photo is linked to the asset check task

Answer: A

Explanation:

Field Sales Managers can access photos taken by Field Reps of defective in-store assets through the asset record to which the photos are linked. This provides a direct association between the asset and its condition.

NEW QUESTION # 64

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

Answer: C

NEW QUESTION # 65

Which field is required for setting up Retail Store KPIs?

- A. Effective to
- B. KPI Type
- C. Promotions
- D. Retail Store Group

Answer: B

Explanation:

KPI Type is a required field for setting up Retail Store KPIs. Retail Store KPIs are key performance indicators that measure how well a retail store is performing against a specific goal or target. The KPI Type defines the type of metric that is being measured, such as share of shelf, out of stock, or promotion compliance. Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 30.

NEW QUESTION # 66

ABC Telecom has a requirement to allow their customers to upgrade or downgrade plans from an unlimited plan to a limited plan or from two play packs to three play packs and vice versa.

Which three are key offerings provided by the change of plan feature in Communications Cloud?

- A. History of Subscription Updates and Traceability
- B. Customers can choose from all plans in the price book.
- C. Service Continuity

- D. Moving to/out from the bundled offer
- E. Supported by Digital Commerce APIs

Answer: C,D,E

Explanation:

The "Change of Plan" feature in Salesforce Communications Cloud (often accessed via Digital Commerce APIs or the Cart) is designed to handle the complex logic of modifying an existing customer's service portfolio. The three key offerings/capabilities are: Supported by Digital Commerce APIs (A): Salesforce provides specific Digital Commerce (DC) APIs (e.g., getChangeOfPlanOffers or generateChangeOfPlan) that allow this complex logic to be exposed on self-service portals. This enables customers to view eligible upgrade/downgrade paths and execute the change without agent assistance, calculating pro-rated costs in real-time.

Moving to/out from the bundled offer (B): The feature is sophisticated enough to handle structural changes in the product hierarchy. It can take a standalone asset and move it into a bundle (e.g., moving a standalone internet line into a "Triple Play" bundle) or unbundle a service, maintaining the integrity of the commercial and technical data throughout the transition.

Service Continuity (E): A critical requirement in Telecom is that the "Change of Plan" (Commercial Change) does not accidentally disconnect the underlying technical service (Technical Change) unless intended. The Change of Plan feature ensures Service Continuity by preserving the link to the existing Technical Products (RFS) and Assets, ensuring that a customer upgrading their billing plan doesn't suffer a service outage during the provisioning process.

Why C and D are incorrect:

D (Customers can choose from all plans...): This is incorrect. The Change of Plan feature specifically uses Eligibility and Context Rules to filter the catalog. A customer on a Fiber plan cannot "choose" a legacy Copper plan if rules forbid it. They only see eligible target paths, not all plans.

C (History...): While Salesforce tracks field history and asset history, "Traceability" is a platform characteristic, whereas Service Continuity and Bundle manipulation are specific functional offerings of the Change of Plan logic engine.

NEW QUESTION # 67

For flow based tasks, which two statement are correct?

- A. Flow based tasks should never be used for tasks that require a Retail Visit KPI.
- B. Retail Store KPIs are not needed, as long as an Assessment Indicator Definition is available within the flow to create the Retail Visit D KPI.
- C. Retail Visit KPIs always need a corresponding Retail Store KPI.
- D. A Retail Store KPI is always needed and is passed to the flow in the variable Retail Store KPI.
- E. Assessment Task IDs and Visit IDs are passed to the flow in a flow task.

Answer: D,E

NEW QUESTION # 68

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