

Consumer-Goods-Cloud-Accredited-Professional Valid Test Practice - Consumer-Goods-Cloud-Accredited-Professional Reliable Test Materials



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Salesforce Consumer Goods Cloud Accredited Professional certification is a valuable credential for professionals in the consumer goods industry. Salesforce Consumer Goods Cloud Accredited Professional certification demonstrates that the individual has the knowledge and skills to use the Consumer Goods Cloud to improve their organization's sales and distribution processes. It also indicates that the individual is up-to-date with industry trends and regulatory requirements. If you're a professional in the consumer goods industry, getting certified as a Salesforce Consumer Goods Cloud Accredited Professional can help you advance your career and stay competitive in the job market.

Salesforce Consumer Goods Cloud Accredited Professional exam covers a range of topics related to the Consumer Goods Cloud, including managing accounts and contacts, creating and managing orders, managing product catalogs, and analyzing sales performance. Consumer-Goods-Cloud-Accredited-Professional Exam also tests candidates' knowledge of Salesforce best practices, industry trends, and regulatory requirements.

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Salesforce Consumer Goods Cloud Accredited Professional (CGCAP) Certification Exam is designed to validate the knowledge and skills of professionals in the consumer goods industry who work with Salesforce's Consumer Goods Cloud platform. Consumer-Goods-Cloud-Accredited-Professional Exam covers a range of topics such as account and opportunity management, retail execution, and trade promotions management. Salesforce Consumer Goods Cloud Accredited Professional certification demonstrates that the individual has a deep understanding of the platform and can effectively use it to drive business growth.

Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q97-Q102):

NEW QUESTION # 97

Universal Containers sells B2B products, including service plans (Basic, Standard, Premium), that customers can modify during a MACD order. The commercial product representing these service offerings is a single product with an attribute used to model the three service plans. There is a requirement to identify the existing plan during the orchestration plan.

What option should a Consultant recommend to identify the existing plan?

- A. The commercial product should store both the existing and new values of the service plan in the Change order.
- B. Order Management can make a callout to retrieve the latest service plan from the downstream system.
- **C. Order management can retrieve the value from the Inventory Items object.**
- D. Custom objects can be created to capture the specific use case requirements.

Answer: C

Explanation:

In Communications Cloud, during a MACD (Modify/Add/Change/Disconnect) order, Order Management must determine which service plan the customer currently has. For asset-based ordering, Salesforce stores the current state of a service in the Inventory Items object. This includes all attribute values associated with the existing commercial product instance.

Because the commercial product is modeled with a plan attribute (Basic, Standard, Premium), the active value is part of the customer's Inventory Item record.

During MACD decomposition, Order Management retrieves the current state of the service-including all attribute values-from the Inventory Item. This allows the orchestration plan to compare:

"Existing value" (from Inventory Items)

vs.

"New value" (from the Change Order)

This is core to Salesforce's "Inventory-Driven MACD" design.

Option A is incorrect because the Change Order only stores the new values-Order Management must pull the existing value from Inventory.

Option C (custom objects) is unnecessary and not recommended.

Option D (callout to downstream system) defeats the purpose of asset-based ordering and introduces latency.

NEW QUESTION # 98

How can a merchandiser perform a check-in to log the arrival time and geo coordinates for an inventory- check appointment?

- **A. Check-in through Salesforce Mobile App**
- B. Check-in through Einstein Vision
- C. Check-in through standard location picker Lightning Web Component in Salesforce Mobile App
- D. Check-in through Salesforce Maps on mobile

Answer: A

Explanation:

A merchandiser can perform a check-in to log the arrival time and geo coordinates for an inventory-check appointment by using the Salesforce Mobile App. The Salesforce Mobile App is a mobile version of Salesforce that allows users to access and use various features and tools on their mobile devices. A check-in is a feature that allows users to record their arrival at a location, such as a retail store, by using their device's GPS. A check-in can be performed by tapping the Check In button on the visit record in the Salesforce Mobile App. Verified References: [Salesforce Consumer Goods Cloud Implementation Guide], page 34.

NEW QUESTION # 99

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. Service Continuity
- B. History of Subscription Updates and Traceability
- C. Moving to/out from the bundled offer
- D. Customers can choose from all plans in the price book.
- E. Supported by Digital Commerce APIs

Answer: A,C,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 # 100

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: D

Explanation:

https://help.salesforce.com/s/articleView?id=sf.retail_concept_user_survey.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.retail_task_admin_create_ataskd.htm&type=5

NEW QUESTION # 101

A Company by the name of Northern Trail Outfitters(NTO) leverages top industry professionals to manage direct store delivery. How should a consultant explain the power of Consumer Goods Cloud's Einstein for CG- Visit Recommendations feature to NTO?

- A. By adopting the Einstein for CG - Visit Recommendations on the Consumer Goods Cloud the existing workforce can be terminated and replaced with more affordable lay workers to increase margins
- B. Consumer Goods Cloud Einstein for CG - Visit Recommendations feature is natively powered by market research data enabling comprises to target customers by leveraging big data and competitors performance
- C. Einstein for Consumer Goods Cloud is a great tool, but like all software Consumer Goods Cloud is a work in progress. Updates to resolve the functionality gaps of professionals aren't likely to occur until one of the three yearly releases.
- D. By adopting the Einstein for CG- Visit Recommendations with the consumer goods cloud, Professionals can focus on these work while having information served to them that will support them in being competitive

Answer: D

NEW QUESTION # 102

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