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Salesforce Certified Revenue Cloud Consultant Sample Questions (Q113-Q118):

NEW QUESTION # 113

Universal Containers (UC) sells complex Enterprise Connectivity Suites made up of physical hardware, cloud software, and services. Each component demands a unique fulfillment process, but UC's current system's uniform order treatment leads to delays and errors in tailored delivery. UC needs to break down these complex orders, apply custom fulfillment plans for each distinct product, and ensure a tailored delivery experience.

Which Revenue Cloud capability should solve UC's problems with accurate order fulfillment?

- A. **Dynamic Revenue Orchestrator (DRO)**
- B. Product Configurator
- C. Salesforce Experience Cloud for customer portals

Answer: A

Explanation:

The Dynamic Revenue Orchestrator (DRO) in Salesforce Revenue Cloud enables organizations to create intelligent, rule-based orchestration flows that manage complex order-to-revenue processes. It allows consultants and admins to define custom fulfillment logic for different product types-such as hardware, software, or service components-ensuring that each item follows the correct process from order creation to fulfillment.

Exact Extract from Salesforce Revenue Cloud Documentation:

"Dynamic Revenue Orchestrator (DRO) provides a flexible orchestration framework that breaks down complex orders into fulfillment work items. Each work item can follow customized fulfillment, billing, and invoicing rules based on the product type, ensuring accurate and efficient processing."

- Salesforce Billing Implementation Guide (Order Management and DRO section) By leveraging DRO, UC can decompose composite orders into discrete, manageable workflows tailored to each product's delivery needs.

Option B (Experience Cloud) supports external interactions but not fulfillment logic, while Option C (Product Configurator) manages product setup at quoting-not fulfillment orchestration.

References:

Salesforce Billing Implementation Guide - Dynamic Revenue Orchestrator

Salesforce Revenue Cloud Implementation Guide - Order Fulfillment and DRO Salesforce Revenue Cloud Consultant Exam Guide

NEW QUESTION # 114

A Revenue Cloud Consultant is asked to provide a report on ordered internet service where upload/download speed is configurable and is required.

Which objects should the consultant use in a custom report to retrieve this information?

- A. **Order Products, Order Product Attributes**
- B. Order Products, Product Attribute Definition
- C. Order Product Attributes, Product Attribute Definition

Answer: A

Explanation:

In Salesforce Revenue Cloud, when configurable products are ordered (e.g., internet service with upload/download speeds), the configured values are stored at the Order Product Attribute level. These are linked to the corresponding Order Product, which represents the actual product ordered.

To generate a report that includes both:

- * The ordered item (Order Product)
- * Its specific configurations (upload/download speeds)

You need to use a custom report type that includes:

- * Order Products
- * Order Product Attributes

While Product Attribute Definition (mentioned in Option B and C) defines the possible attributes at the product catalog level, it does not store the selected values made during quoting or ordering. The actual values chosen are stored in the Order Product Attribute object.

This approach ensures that your report includes actual selections made by customers, not just the available options.

Exact Extracts from Salesforce Revenue Cloud Documents:

* Subscription Management Implementation Guide - "Order Product Attribute Usage": "Order Product Attributes store the selected

values from the product configuration process and are linked directly to the corresponding Order Product."

* CPQ Data Model Reference - "Attributes and Orders": "Reporting on configurable products requires joining Order Product with Order Product Attribute to retrieve both the product and its configured values." References:

Subscription Management Implementation Guide

Salesforce CPQ and Billing Data Model Guide

Revenue Cloud Reporting and Analytics Guide

NEW QUESTION # 115

After a quote is created from amending a bundle asset, a user unselects a bundle component inside the configurator and saves and exits to the Transaction Line Editor.

How will the user identify the unselected bundle component?

- A. No line items will be displayed for the unselected component.
- B. It will show a red cancel tag next to the product that was unselected, and the quantity will be -1.
- C. The line item status field will show "Canceled", and quantity will be 1.

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

When a user removes (unselects) a bundle component during an amendment, Salesforce displays the removed item in the quote as a cancellation action.

From the RLM / CPQ Configurator documentation:

* "When a component is removed during an amendment, the TLE displays a red cancellation indicator."

* "The system shows the cancellation as a negative quantity (-1 or reduction of original quantity)." Option A is incorrect because removed items must appear in the amendment quote.

Option C uses Status = Canceled but does not reflect the required cancellation tag or quantity behavior.

References: Revenue Lifecycle Management Implementation Guide - Amendments; Bundle Component Removal Behavior; Cancellation Line Indicators.

NEW QUESTION # 116

A subscription product that starts on July 1 is assigned a Billing Treatment at the Product Level that bills in arrears. However, the Billing Treatment assigned at the Order Product level is configured to bill in advance.

What is the correct statement regarding Billing Treatment?

- A. Billing Treatments are only evaluated when no Legal Entity is defined.
- B. Billing Treatment resolution always prefers the Product Level over the Order Product level.
- C. Billing Treatment at the Order Product level overrides the Product Level Billing Treatment.

Answer: C

Explanation:

In Revenue Cloud's billing hierarchy, the Order Product level Billing Treatment takes precedence over the Product Level Billing Treatment. According to Revenue Cloud billing documentation, when a Billing Treatment is configured at multiple levels, the system applies a priority hierarchy where the most specific (transactional) level overrides more general levels.

The Billing Treatment field configures whether a charge should be billed in advance (prior to service delivery) or in arrears (after service delivery). When this setting exists at both the Product level and the Order Product level, the Order Product level configuration is the final determining factor. In the given scenario, even though the Product is configured to bill in arrears, the subscription order will actually bill in advance because the Order Product Billing Treatment explicitly specifies advance billing. This design allows for customer-specific exceptions and flexibility. The Product level provides a default billing behavior, but sales teams and billing administrators can override this default at the Order Product level for specific deals, negotiated terms, or unique customer arrangements. For example, a customer might negotiate different billing terms than the standard product defaults, and those specific terms are captured at the Order Product level during quote-to-order conversion.

Option A is incorrect; Product Level does not override Order Product level. Option C about Legal Entity is unrelated to Billing Treatment resolution hierarchy. The Order Product level is the transaction-specific configuration point where customer-negotiated terms take final effect, making it the highest priority in the billing treatment resolution logic.

References: Revenue Cloud Billing Documentation - Billing Treatment configuration, Order Product field hierarchy documentation

NEW QUESTION # 117

A company is implementing Revenue Cloud. The company uses complex and varying tax calculations, so some of its existing products have tax calculated in a custom application. A business decision was made to keep using the custom application for the existing products and use Revenue Cloud for any new product introductions.

How should the company generate and post invoices, including the taxes for the existing products?

- A. Integrate AppExchange apps of partners with the Billing TaxEngineAdapter Apex interface.
- **B. Integrate the custom app with the Billing TaxEngineAdapter Apex interface.**
- C. Import External Tax Lines into Billing from the custom application via CSV.

Answer: B

Explanation:

Explanation (150-250 words)

In Salesforce Billing, tax computation can be handled internally using the Salesforce Tax Engine or externally via integration through the Billing TaxEngineAdapter Apex interface.

When a company uses a custom tax application and wants Salesforce Billing to respect its calculated taxes, the correct and scalable approach is to integrate the custom app directly with this interface.

The TaxEngineAdapter allows Salesforce Billing to call an external system during invoice generation to retrieve tax amounts and details, which are then automatically included in the Invoice Line Tax records. This ensures taxes are calculated, stored, and posted correctly for both existing and new products without manual CSV imports.

Exact Extract from Salesforce Billing Implementation Guide:

"Use the TaxEngineAdapter Apex interface to integrate external tax calculation engines with Salesforce Billing. The adapter is invoked automatically during invoice generation to compute and apply taxes." References:

Salesforce Billing Implementation Guide - Tax Engine Integration and TaxEngineAdapter Interface
Salesforce Revenue Cloud Developer Guide - External Tax Service Integration
Salesforce Billing Data Model - Invoice and Tax Line Relationships

NEW QUESTION # 118

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