

Lab Salesforce AP-204 Questions & Reliable AP-204 Exam Question

REAL-WORLD EXAMPLE
ENHANCING OPERATIONAL EFFICIENCY WITH SALESFORCE

COMPANY
A leading global life sciences and diagnostic laboratory

CHALLENGE
The company faced significant issues in its accessioning process, including manual data entry errors, inefficient sample handling, and processing delays. These challenges resulted in bottlenecks, extended turnaround times, and compromised test accuracy.

SOLUTION
The laboratory implemented Salesforce Health Cloud to streamline its operations. By automating data entry and integrating barcode scanning for sample tracking, the company reduced errors and improved the traceability of samples. Additionally, the use of Field Service Lightning (FSL) optimized the scheduling and logistics of sample collection and transportation, ensuring timely and accurate processing.

RESULTS
The implementation of Salesforce led to a substantial reduction in errors and shorter turnaround times. The lab saw marked improvements in operational efficiency and customer satisfaction, ultimately enhancing productivity and profitability.

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Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q94-Q99):

NEW QUESTION # 94

Where are the results (actual values) of Custom Task KPIs stored?

- A. In the custom object.

- B. In the Visit Record
- C. In the Retail Visit KPI record
- D. In the Retail Store KPI record

Answer: D

Explanation:

The results or actual values of Custom Task KPIs are stored in the Retail Store KPI record, centralizing data related to performance indicators.

NEW QUESTION # 95

Which of the following are supported KPI Type values for Retail Store KPI records?

- A. Price
- B. Facing
- C. Revenue
- D. Promotion
- E. Units

Answer: B,C,E

Explanation:

In the Consumer Goods Cloud, Retail Store KPI records support various KPI types, including Units, Facing, and Revenue. These KPIs are critical for assessing retail performance.

NEW QUESTION # 96

Which permission set allows end-users to leverage the Einstein Visit Recommendation feature in Consumer Goods Cloud?

- A. Tableau CRM Plus User
- B. Tableau CRM Plus Admin
- C. Action Plans
- D. Retail Execution Lightning Plus
- E. Lightning Direct Store Delivery

Answer: A

Explanation:

The Retail Execution Lightning Plus permission set enables end-users to access and leverage the Einstein Visit Recommendation feature in Consumer Goods Cloud, enhancing visit planning and optimization.

NEW QUESTION # 97

Universal Containers (UC) is a Communications Service Provider using Communications Cloud. A member of UC's legacy system IT team has provided a Consultant with an extract of all of the existing products from the legacy system and asked the Consultant to migrate the data to Communications Cloud.

Which two questions should the Consultant ask in this scenario to clarify the data migration strategy?

- A. Are there customer specific offerings?
- B. Which of the provided products are inactive?
- C. Can we rationalize products to a smaller number?
- D. Which of the provided products are still actively sold?

Answer: C,D

Explanation:

When migrating product data into the Enterprise Product Catalog (EPC), Salesforce recommends product rationalization as a mandatory first step. Legacy systems often contain hundreds or thousands of products accumulated over years. Not all of them should be migrated into EPC.

Two critical questions a consultant must ask are:

A . "Can we rationalize products to a smaller number?"

EPC is designed for modular, reusable, and hierarchical product specifications. Many legacy products can be consolidated into a smaller, more efficient set using attributes, rules, and cardinality instead of copying fixed bundles. This drastically improves CPQ speed, product maintenance, and time-to-market.

B . "Which of the provided products are still actively sold?"

Salesforce advises migrating only active commercial offers, prerequisites, and required technical products. Inactive, obsolete, or sunset products add noise and complexity and should typically be excluded.

NEW QUESTION # 98

A company is selling voice products to business customers. The other allows customers to select for rent or purchase up to 700 phone devices of various models. The product modeller intends to create a phone add-on product specification and add it as a child of the voice offer, with a cardinality that allows up to 700.

Which three statements are valid regarding the product model in this scenario?

- A. Since the product model uses out-of-the-box features from EPC, MACD operations and decomposition are guaranteed to work well.
- B. Product model uses hierarchical modelling, which is natively supported in EPC.
- C. Modelling children with large cardinalities can result in processing inefficiencies for MACD operations.
- D. This type of modelling is not supported in EPC and modeller should follow a flat modelling technique.
- E. Product model uses out-of-the-box features from EPC. Decomposition may fail when the maximum number of phone instances are ordered.

Answer: B,C,E

Explanation:

In Salesforce Industries Enterprise Product Catalog (EPC), hierarchical product modeling with child specifications and cardinalities is natively supported, which makes option E correct. Defining a voice offer with a "phone add-on" child product and a cardinality of up to 700 leverages standard EPC capabilities such as product specifications, child relationships, and cardinality rules.

However, Salesforce guidance for EPC and Industries CPQ warns that very large cardinalities on child products can introduce performance and processing challenges, especially in high-volume telecom scenarios. During MACD (Modify, Add, Change, Disconnect) operations, every instance of the child product (each phone device) has to be evaluated, updated, and sometimes decomposed into order items or service orders. With hundreds of instances, this can lead to processing inefficiencies and long-running transactions, which supports statement A.

Additionally, although the model technically uses out-of-the-box features, extreme volumes (such as hundreds of children per parent) can stress the decomposition engine. Under heavy load or complex rule combinations, decomposition may time out or fail when the maximum number of instances are ordered, making C valid as well.

Option B is incorrect because EPC does support this pattern; flat-only modeling is not a requirement. Option D is incorrect because using OOTB features does not guarantee optimal MACD and decomposition behavior at very high instance volumes.

NEW QUESTION # 99

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