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Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q10-Q15):

NEW QUESTION # 10

Universal Containers wants to include product A every time they sell bundle B. Users can opt out this product if they want but cannot take a quantity of more than 1 per bundle.

How should a Consultant configure the product in the system?

- A. Configure the cardinality Min as 0, Max 1 and default as 1
- B. Add an Auto Add rule to include product A with bundle B
- C. Add a Recommend rule for product A when bundle B is added
- D. Configure the cardinality Min as 1, Max 1 and default as 1

Answer: A

Explanation:

The requirement is:

Product A should be included by default (default=1)

User can remove it (Min=0)

They cannot increase quantity beyond 1 (Max=1)

This exactly aligns with cardinality settings:

Min = 0 (optional)

Max = 1 (only one allowed)

Default = 1 (pre-included)

Auto Add (A) does not allow opt-out.

Recommend Rule (C) only suggests the product - does not auto-include.

NEW QUESTION # 11

An ABC Telecom customer ordered an internet bundle along with a router in their first order. At a later date, the customer ordered another internet bundle. Their existing router supports all services.

What should be the scope of the technical product so that the decomposition process generates fulfillment request lines (FRL) based on the existing inventory item?

- A. Downstream Order Item Scope
- B. Top Order Item Scope
- C. Order Item Scope
- **D. Account Scope**

Answer: D

Explanation:

In Salesforce Industries Order Management, the scope of a technical product determines how decomposition looks for existing assets or inventory items. When a customer already owns a device (such as a router) and later orders a new service that can reuse the same hardware, the decomposition engine must search across the customer's inventory at the account level, not the original order item or the top-level order item.

Public Salesforce Order Management documentation explains that Account Scope is used when the fulfillment system needs to evaluate inventory or assets that the customer already owns—for example, routers, ONTs, set-top boxes, SIM cards, or any CPE device. By setting the technical product to Account Scope, the decomposition engine checks the customer's entire installed base and finds the matching item, allowing it to generate the correct Fulfillment Request Lines (FRLs) without creating duplicates.

Other options do not support the scenario:

Order Item Scope and Top Order Item Scope only look at items within the current order and would not detect previously fulfilled devices.

Downstream Order Item Scope evaluates child order items but still only within that transaction.

Thus, only Account Scope ensures that the decomposition process properly references existing inventory and reuses the router rather than provisioning a new one, which is exactly what the scenario requires.

NEW QUESTION # 12

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

Answer: A

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 # 13

Which three Survey invitations are displayed in the In-Store Survey task during a visit?

- A. All Survey invitations targeted to a contact or user
- **B. Survey invitations associated with the visit**
- C. All open Survey invitations
- **D. Survey invitations associated with the Store Primary Contact**
- **E. Survey invitations associated with the Retail Store**

Answer: B,D,E

Explanation:

Survey invitations associated with the visit, the Retail Store, and the Store Primary Contact are three survey invitations that are displayed in the In-Store Survey task during a visit. These survey invitations are relevant to the context of the visit and can help users to collect feedback from the store staff or customers. Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 27.

NEW QUESTION # 14

Field Reps would like to monitor the team messages throughout the day while completing tasks. Which solution provides the optimal user experience while using a tablet?

- A. Display a notification for every message that a team member sends while the Field Rep is on the app
- **B. Extend the visit List by leveraging the two column layout where one column is the visit list and the second is a messages**
- C. Extend every Consumer Goods Cloud mobile page to add a link to navigate to Chatter
- D. Create a quick action to create a note addressed to a team member

Answer: B

Explanation:

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

NEW QUESTION # 15

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