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Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q69-Q74):

NEW QUESTION # 69

Where would a Consumer Goods Cloud Admin need to establish the expected value for the planogram metrics?

- A. Assessment Task Definition
- B. Delivery Tasks
- C. Retail Store KPI
- **D. Assessment Indicator Definition**

Answer: D

Explanation:

The object where a Consumer Goods Cloud Admin needs to establish the expected value for the planogram metrics is Assessment Indicator Definition. A planogram is a visual representation of how products should be arranged on a shelf. A planogram metric is a measure of how well the actual shelf image matches the expected planogram image. An Assessment Indicator Definition is an object that defines an indicator or metric that can be used to assess the performance or compliance of a retail store or an action plan task. By creating an Assessment Indicator Definition for the planogram metric, such as out of stock, share of shelf, or SKU facings, an admin can establish the expected value for that metric and use it to calculate the actual value based on the shelf image. Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 23-24.

NEW QUESTION # 70

ABC Telecom uses Communications Cloud while its distributors use their own CRM system. ABC Telecom wants to share product catalog information, including technical descriptions of products from ABC Telecom's Communications Cloud. Distributors can then use this information to set up their own CRM product catalog.

What should a Consultant suggest as a starting point for this integration?

- A. Use Object REST APIs to retrieve data from Product2 Object.
- B. Use productized TM Forum 620 Catalog Open APIs to retrieve product specifications and product offerings.
- C. Use CPQ API getCartProducts to create a cart and retrieve product specifications and product offerings.
- **D. Use Enterprise Product Catalog REST APIs to retrieve product specifications and product offerings.**

Answer: D

Explanation:

In Communications Cloud, the single source of truth for commercial and technical products is the Enterprise Product Catalog (EPC). For external systems-like distributors' CRMs-to consume product specifications, offerings, attributes, technical details, and bundled components, Salesforce provides EPC REST APIs.

These APIs expose:

Product Offerings

Product Specifications

Commercial & technical attributes

Prices (optional depending on configuration)

Relationships and hierarchies

They are designed explicitly for external catalog synchronization, making them the ideal starting point for distributors to pull up-to-date product definitions.

Why others are incorrect:

A (Product2 APIs): Product2 is not used for Communications Cloud catalog; EPC uses Vlocity EPC objects.

B (TMF620): Salesforce EPC is not natively TMF620 compliant. TMF620 requires a mediation layer; using EPC APIs directly is the recommended starting point.

D (getCartProducts): CPQ APIs require a cart context and do not expose full catalog specs.

NEW QUESTION # 71

Alpine, a Consumer Goods company, is launching a new division dedicated to fresh baked breads delivered to restaurants and groceries. In an effort to move product rapidly and pick up new clients they need to extend their current customer onboarding

process to allow field reps to onboard new customers while on their daily route. Which option is a best practice to complete this requirement ?

- A. Ask the potential customer to navigate to the Alpine website built on Commerce Cloud to place their first order. Use the Commerce Cloud to Consumer Goods Cloud connector to complete the order
- B. Create an opportunity and use CPQ to send the restaurant manager an enticing quote
- C. Create a retail store record from the mobile app and use a workflow to send an email to the customer affair department
- **D. Use the Click2Create function to pull the Point of interest data from maps directly to the address fields and attached follow up case or lead to onboard the outlet on an onboarding journey**

Answer: D

Explanation:

The Click2Create function is a feature of Consumer Goods Cloud that allows a field rep to create a new retail store record from the mobile app by tapping on a point of interest on a map. This function automatically fills in the address fields with the data from the map and also allows the field rep to attach a follow up case or lead to onboard the outlet on an onboarding journey. Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 34-35.

NEW QUESTION # 72

A communications company wants to improve their quote-to-order journey experience. The journey has several steps, which include selecting products and services, and integration with the inventory system for device reservation. They want to create a modern, multi-channel experience.

What approach should a Consultant take during planning to ensure optimal development and time to market?

- A. UX experience is the most important. Fully design and validate the UX before designing the integration step.
- B. Plan for three user stories running sequentially: UX Design first, Device Reservation API second, and Inventory System Integration last.
- C. Knowing the exact data exchanged in integration is an input to the UX design. Detailed design of the integration step is required before UX design can start.
- **D. Plan for three user stories running in parallel: UX Design, Device Reservation API, and Inventory System Integration. UX only requires the API information to be complete.**

Answer: D

Explanation:

In Salesforce Industries (Vlocity) project methodology, an optimal quote-to-order implementation requires parallel workstreams, especially when designing multi-channel digital experiences that rely on backend APIs such as inventory reservation or device allocation. Public Salesforce implementation practices emphasize that UX design should begin early and only needs high-level API contracts, not full backend development, to progress. This is because modern telecom journeys-product selection, service configuration, device reservation, and inventory validation-depend on microservices exposed through TMF-style APIs or custom integration layers.

Salesforce recommends decomposing work into parallel user stories to accelerate time to market:

UX Design → Driven by user flows, wireframes, and component behavior

Device Reservation API → Defines the interface and payload shapes

Inventory System Integration → Implements backend orchestration

This approach enables the UX team to build using mocked or stubbed APIs, ensuring that design decisions aren't delayed while backend services are still being implemented. This directly aligns with option D, which reflects Salesforce's agile implementation strategy.

Options A and B incorrectly assume UX must wait for full integration design, which slows delivery. Option C suggests sequential workstreams, which Salesforce explicitly discourages due to increased cycle time.

Thus, D is the best match.

NEW QUESTION # 73

Which object is connected to Action Plan?

- **A. Visit**
- B. Action Plan Template item
- C. Retail Store
- D. Assessment Task

Answer: A

Explanation:

An action plan is connected to a visit, which represents a scheduled or unscheduled interaction between a field rep and a retail store. A visit can have one or more action plans associated with it, depending on the tasks that need to be completed during the visit.

Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 25.

NEW QUESTION # 74

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