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Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q60-Q65):

NEW QUESTION # 60

Universal Containers (UC) is a Communications Service Provider using Communications Cloud. UC markets their DSL Internet service with two speed tiers - 5 Mbps and 50 Mbps. Five Mbps uses the ADSL technology, which requires Copper Pair, and 50 Mbps uses the VDSL technology, which requires Bonded Copper Pair.

How should a Consultant model this service end-to-end?

- A. Model the DSL Internet Service as a commercial product, 5 Mbps and 50 Mbps as attributes of that product, ADSL and VDSL and Copper Pair and Bonded Copper Pair as technical products. Model direct decomposition between the technical product to technical products.
- **B. Model the DSL Internet service as a commercial product, 5 Mbps and 50 Mbps as attributes of that product, ADSL and VDSL as a Customer Facing Service (CFS), and Copper Pair and Bonded Copper Pair as a Resource Facing Service (RFS). Model multi-level decomposition between the commercial product to CFS to RFS.**
- C. Model the DSL Internet service as a technical product, 5 Mbps and 50 Mbps as attributes of that product, ADSL and VDSL as a Customer Facing Service (CFS), and Copper Pair and Bonded Copper Pair as a Resource Facing Service (RFS). Model multi-level decomposition between the technical product to CFS to RFS.
- D. Model the DSL Internet Service as a commercial product, 5 Mbps and 50 Mbps as fields of that product, ADSL and VDSL as a Customer Facing Service (CFS), and Copper Pair and Bonded Copper Pair as a Resource Facing Service (RFS). Model multi-level decomposition between the commercial product to CFS to RFS.

Answer: B

Explanation:

In Communications Cloud, the correct end-to-end modeling pattern is:

Commercial Product → DSL Internet

Attributes → Speed (5 Mbps, 50 Mbps) and derived Technology (ADSL, VDSL) Customer Facing Services (CFS): ADSL CFS, VDSL CFS Resource Facing Services (RFS): Copper Pair, Bonded Copper Pair Multi-level decomposition: Commercial → CFS → RFS This follows the standard Salesforce service modeling approach where CFS represents logical service layers, and RFS represents physical resources required to deliver the service.

NEW QUESTION # 61

How is a promotion linked to a Retail Store?

- A. Through an account associated with the Retail Store
- B. Through a Promotion Delivery Method
- **C. Through a Promotion Channel record**
- D. Through a related list on the Retail Store Group object

Answer: C

Explanation:

Promotions are linked to Retail Stores through Promotion Channel records, which define the connection and details of the promotional activities.

NEW QUESTION # 62

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

Answer: B

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 # 63

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. 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.
- C. Plan for three user stories running sequentially: UX Design first, Device Reservation API second, and Inventory System Integration last.
- **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 # 64

Which two of the following allows a Consumer Goods Cloud user to review the vision detection accuracy?

- **A. Shelf Metrics**
- B. Planogram Metrics
- **C. Model Metrics**
- D. Goods Metrics
- E. Object Metrics

Answer: A,C

Explanation:

Shelf Metrics allow a user to review the vision detection accuracy by comparing the actual shelf image with the expected planogram image. Model Metrics allow a user to review the vision detection accuracy by showing the confidence score and the number of detections for each object in the shelf image. Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 23-24.

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