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獲得 Salesforce 認證對於考生而言有很多好處，相對於考生尋找工作而言，一張 Salesforce 的 AP-204 認證會讓你倍受青睞的企業信任狀，帶來更好的工作機會。要想通過此認證學習過程中要注意方法，最重要的是需要毅力，如果有相關的工作經驗，學起來可能輕鬆一點，否則的話，你需要付出更多的勞動。Salesforce 的 AP-204 證照作為全球IT領域專家 Salesforce 證照之一，是許多大中IT企業選擇人才標準的必備條件。

最新的 Consumer Goods Cloud AP-204 免費考試真題 (Q54-Q59):

問題 #54

Which Statement is accurate regarding Action Plan Templates?

- A. They can be deleted
- **B. They can be Cloned**
- C. They can be associated with Assessment Task Definitions and Component Tasks
- D. They cannot be setup in the mobile application

答案: B

解題說明:

Action Plan Templates in Consumer Goods Cloud can be cloned, enabling users to replicate and modify templates for various purposes and scenarios.

問題 #55

ABC Telecom has a requirement to allow their customers to upgrade or downgrade plans from an unlimited plan to a limited plan or from two play packs to three play packs and vice versa.

Which three are key offerings provided by the change of plan feature in Communications Cloud?

- A. History of Subscription Updates and Traceability
- B. Customers can choose from all plans in the price book.
- C. Service Continuity
- D. Moving to/out from the bundled offer
- E. Supported by Digital Commerce APIs

答案: C,D,E

解題說明:

The "Change of Plan" feature in Salesforce Communications Cloud (often accessed via Digital Commerce APIs or the Cart) is designed to handle the complex logic of modifying an existing customer's service portfolio. The three key offerings/capabilities are: Supported by Digital Commerce APIs (A): Salesforce provides specific Digital Commerce (DC) APIs (e.g., `getChangeOfPlanOffers` or `generateChangeOfPlan`) that allow this complex logic to be exposed on self-service portals. This enables customers to view eligible upgrade/downgrade paths and execute the change without agent assistance, calculating pro-rated costs in real-time.

Moving to/out from the bundled offer (B): The feature is sophisticated enough to handle structural changes in the product hierarchy. It can take a standalone asset and move it into a bundle (e.g., moving a standalone internet line into a "Triple Play" bundle) or unbundle a service, maintaining the integrity of the commercial and technical data throughout the transition.

Service Continuity (E): A critical requirement in Telecom is that the "Change of Plan" (Commercial Change) does not accidentally disconnect the underlying technical service (Technical Change) unless intended. The Change of Plan feature ensures Service Continuity by preserving the link to the existing Technical Products (RFS) and Assets, ensuring that a customer upgrading their billing plan doesn't suffer a service outage during the provisioning process.

Why C and D are incorrect:

D (Customers can choose from all plans...): This is incorrect. The Change of Plan feature specifically uses Eligibility and Context Rules to filter the catalog. A customer on a Fiber plan cannot "choose" a legacy Copper plan if rules forbid it. They only see eligible target paths, not all plans.

C (History...): While Salesforce tracks field history and asset history, "Traceability" is a platform characteristic, whereas Service Continuity and Bundle manipulation are specific functional offerings of the Change of Plan logic engine.

問題 #56

United Telecom (UT) has initiated high-speed offerings on Communications Cloud after upgrading its network.

Which out-of-the-box MACD process should UT consider when upgrading existing assets to high-speed offers for interested customers?

- A. Change of Plan
- B. Apply Promotion
- C. Modify order
- D. Disconnect and new order

答案: A

解題說明:

In Communications Cloud, modifying an existing commercial service to a higher speed tier (or upgraded variant) is handled through the Change of Plan MACD process. Salesforce defines Change of Plan as the out-of-the-box MACD scenario used when an existing active subscription is upgraded, downgraded, or migrated to a different configuration within the same offer family.

High-speed upgrades typically involve the same commercial product family (e.g., "Internet") but with modified attributes such as speed tier, bandwidth profile, SLA level, etc. The Change of Plan MACD:

Reuses the existing asset

Captures the new configuration

Decomposes into new or modified technical actions

Avoids unnecessary disconnect/reconnect cycles

Preserves billing continuity

Minimizes order orchestration overhead

Options B (Disconnect & New Order) and C (Modify Order) are not correct: Disconnect/New Order is used only when replacing

an entire product with a materially different offering, not speed upgrades. A Modify Order MACD adjusts non-plan attributes-not plan-tier changes. Option D (Apply Promotion) is irrelevant here. Thus, Change of Plan is the correct MACD for upgrading customers to high-speed offers.

問題 #57

Which object is exclusively available to users in setup to perform direct store delivery?

- A. Order
- **B. Shipment**
- C. Product Transfer
- D. Delivery Task

答案： B

解題說明：

The Shipment object is specifically designed for managing direct store delivery processes, tracking the movement of goods from distribution to retail locations.

問題 #58

ABC Telecom offers advanced B2B connectivity products to companies with multiple service accounts, hundreds of quotes, and an average of 1,000 line items per quote.

Which application suite supports this scenario?

- A. Subscriber Lifecycle Management
- B. Advertising Sales Management
- **C. Enterprise Sales Management**
- D. Mobile Subscription Management

答案： C

解題說明：

In Salesforce Industries (formerly Vlocity), large-scale B2B quoting scenarios-especially those involving multiple service accounts, hundreds of simultaneous quotes, and high-volume line-item configurations-are supported by the Enterprise Sales Management (ESM) application suite. Public Salesforce Industries resources describe ESM as the solution specifically engineered for complex B2B sales cycles, high-volume quoting, and enterprise-level product configuration.

ESM extends the functionality of Industries CPQ to support "high-line-item quoting environments," allowing sales teams to manage thousands of products, hierarchical product bundles, account-specific pricing, and approval workflows. It is optimized for organizations selling advanced connectivity solutions, WAN, MPLS, SD-WAN, Dedicated Internet, and other enterprise-grade telecom services-exactly the type of offerings ABC Telecom delivers.

Salesforce's public feature descriptions highlight that ESM supports:

Large quoting volumes (hundreds of quotes per customer)

Complex commercial hierarchies (B2B enterprise accounts with multiple service locations) Scalable CPQ performance for 1,000+ line items Enterprise contract, pricing, and proposal workflows Multi-site, multi-service configuration Other choices do not fit:

Advertising Sales Management focuses on media/advertising inventory buys.

Mobile Subscription Management is for B2C mobile postpaid/prepaid subscriptions.

Subscriber Lifecycle Management manages consumer subscriber journeys, not enterprise B2B quoting.

Thus, for ABC Telecom's enterprise customer scenario with large, complex quotes, Enterprise Sales Management is the correct and Salesforce-aligned solution.

問題 #59

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