

AP-204最新資料、AP-204基礎訓練



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>> AP-204最新資料 <<

効率的なAP-204最新資料 & 合格スムーズAP-204基礎訓練 | 真実的なAP-204一発合格 Consumer Goods Cloud Accredited Professional

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Salesforce Consumer Goods Cloud Accredited Professional 認定 AP-204 試験問題 (Q69-Q74):

質問 # 69

An Organization wants to maintain data related to the line items and assets in custom objects under the line items (Object 'A') and assets (Object Name 'B').

What will ensure the data is saved under assets during assetization and can be leveraged for MACD Orders?

- A. Use Object Mapper to Map the line item object from A to B.
- B. Write an APEX Hook Class during Checkout and AssetToOrder for creating the records as a post step on the API.
- **C. Use Object Mapper to map the line item object from A to B and another mapping from Object B to A.**
- D. Use Field Mapper to map fields from Object A to B and another mapping from Object B to A.

正解: C

解説:

This scenario involves managing the lifecycle of data stored in custom child objects (Object A attached to Order Items, and Object B attached to Assets). To ensure data integrity throughout the full commercial cycle-Sale (Assetization) and Change (MACD)-a bidirectional mapping strategy is required using the Custom Object Map feature (referred to as Object Mapper in the options).
Assetization (Order to Asset Flow):

When an order is completed, the system runs the "Assetize" process.

To move data from the custom object under the Order Item (Object A) to the custom object under the Asset (Object B), you must define a Source-to-Destination mapping.

This is the A \rightarrow B mapping. Without this, the custom data entered during the sale would be lost and not stored on the customer's asset record.

MACD / Asset-Based Ordering (Asset to Order Flow):

When a customer requests a Move, Add, Change, or Delete (MACD), the system creates a new Order/Quote by reading the existing Asset data.

To ensure the new "Change Order" includes the current details from the Asset (Object B) back onto the line items (Object A) for the agent to view or modify, the system requires a reverse mapping.

This is the B \rightarrow A mapping.

Why other options fail:

Option A (Apex Hook): While feasible for complex edge cases, using Apex is not the best practice when a declarative configuration tool (Object Maps) exists for this exact purpose. It increases maintenance debt.

Option B (Map A to B only): This handles the initial sale but fails during MACD. When the customer tries to change their service later, the data from Object B would not copy back to the new order, leading to data loss or errors.

Option C (Field Mapper): Field Mappers are typically used for mapping specific fields on the primary objects (e.g., OrderLineItem.Description to Asset.Description). For mapping entire related child objects, the Object Map mechanism is the correct architectural component.

質問 # 70

Which three statements are Correct about Store Products?

- **A. Store products are required for Promotion check task to work**
- B. Store Products are automatically When shipment related tasks are completed
- C. Store Products drive the order capture functionality.
- **D. Store Products are required to search and scan functionality in the Inventory Check Task**
- **E. Store Products are required for Inventory Check Task to work**

正解: A、D、E

解説:

Store Products are integral to various tasks in Consumer Goods Cloud, including inventory and promotion checks, as well as search and scan functionalities.

質問 # 71

Universal Shipping (US) uses Communications Cloud and has built multiple OmniScripts and FlexCards to calculate freight charges and provide delivery estimates. They also have a self-service site hosted on a third-party CMS. US wants the same experience on their off-platform site that they have in Salesforce, for their unregistered users.

Which two steps should a Consultant take to meet these requirements?

- **A. Use an integration user for the authentication with Salesforce to get the session token that will allow calls to Salesforce.**
- B. Create a Lightning Out Project and use Javascript to load the Lightning Web Components (LWCs) into the external site.

- C. Use OmniOut and add the existing OmniScript and FlexCards.
- D. Use a Canvas application to expose the OmniScript and FlexCards to unregistered users.

正解: A、C

解説:

To expose OmniScripts and FlexCards outside Salesforce (third-party CMS), Salesforce supports OmniOut, which packages OmniScripts/FlexCards for external consumption.

Because external users are unregistered, a backend "integration user" must authenticate against Salesforce to get a session token.

- ✓ A - Required for authentication
- ✓ C - Use OmniOut for external CMS

Canvas and Lightning Out are not appropriate for OmniStudio components.

Thus A and C are correct.

質問 # 72

Sales Reps in the field are reporting that no surveys are available when they try to complete a visit survey on their mobile devices. What are two explanations for this?

- A. A custom Assessment Task definition has not been created
- B. The Retail Execution Survey Lighting Flow has not been action
- C. A related survey invitation has not been generated
- D. The rep is missing the Create Surveys permission
- E. The Salesforce admin has not created and activated a Salesforce survey

正解: C、E

解説:

Two explanations for why no surveys are available when field reps try to complete a visit survey on their mobile devices are:

The Salesforce admin has not created and activated a Salesforce survey. A Salesforce survey is a questionnaire that can be sent to customers or contacts to collect feedback. The admin needs to create and activate a survey before it can be used in an in-store survey task.

A related survey invitation has not been generated. A survey invitation is an object that represents an invitation to take a survey. A survey invitation needs to be generated and associated with the visit, the retail store, or the store primary contact before it can be displayed in an in-store survey task. Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 27.

質問 # 73

Universal Containers is using Communications Cloud Order Management and just onboarded their enterprise sellers and regional champions from various regions. After adding these sellers, the volume of orders has gone up considerably and orchestration is failing because the number of Apex jobs queued is exceeding the maximum allowed.

What should a Consultant suggest to mitigate the orchestration errors?

- A. Enable Platform Events processing for orchestration.
- B. Optimize the number of orchestration auto tasks and use manual tasks.
- C. Raise a support case to increase the limit of Apex jobs.
- D. Create an Apex class that splits the orders into multiple orders and submit them asynchronously.

正解: A

解説:

In Salesforce Communications Cloud Order Management, orchestration steps execute through Apex-based orchestration jobs.

When order volume rises sharply-as happens when additional sellers or regional teams begin submitting orders-the system may hit Salesforce's platform limit for queued Apex jobs (50 × number of licensed Salesforce users). Once this limit is reached, orchestration fails.

Salesforce's official scalability recommendation is to enable Platform Events for Orchestration. This switches Order Management from synchronous Apex-queue processing to asynchronous, event-driven orchestration, which drastically reduces reliance on Apex jobs. Platform Events allow OM to process far more concurrent orchestration steps without hitting queue limits and provide better throughput and resilience for enterprise-scale flows.

Options A and B are incorrect because Salesforce does not increase Apex job limits, and splitting orders is not a best-practice.

Option D reduces automation and violates OM design principles.

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