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Salesforce Consumer Goods Cloud Accredited Professional

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Accredited Professional

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Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q38-Q43):

NEW QUESTION # 38
Which of the following have promotions associated with them using the Consumer Goods Cloud Data Model?

- A. Promotion Product, Retail Store KPI, Delivery Task and in Store Location
- B. Promotion Channel, Retail Store KPI, Retail Visit KPI and Delivery Task
- C. Promotion Product, Promotion Channel, Retail Store KPI, and Retail Visit KPI (Promotion Product, Promotion Product Categories, Promotion Channel)
- D. Promotion Channel, Retail Visit KPI, Assessment Task Definition and in Store Location

Answer: C

NEW QUESTION # 39
Which Three actions should a System Admin perform to set up a survey assessment task in the Consumer Goods Cloud?

- A. Create a Retail Store KPI record of 'Survey Type'
- B. Create a Survey record using Salesforce survey application
- C. Define an Assessment Task Definition of type 'In-Store Survey'
- D. Generate survey invitations for the retail store 'Primary Contact'.
- E. Define Assessment Indicator Definition to capture within survey

Answer: A,B,D

NEW QUESTION # 40
Which permission set allows end-users to leverage the Einstein Visit Recommendation feature in Consumer Goods Cloud?

- A. Tableau CRM Plus User
- B. Lightning Direct Store Delivery
- C. Retail Execution Lightning Plus
- D. Tableau CRM Plus Admin
- E. Action Plans

Answer: A

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Salesforce Consumer Goods Cloud Accredited Professional Certification Exam is designed to validate the skills and knowledge of professionals who are involved in the consumer goods industry. Salesforce Consumer Goods Cloud Accredited Professional certification exam is intended for individuals who have experience in sales, marketing, and operations related to consumer goods. Consumer-Goods-Cloud-Accredited-Professional Exam is designed to test the candidates' understanding of the consumer goods industry and the role of Salesforce in it.

The CGCAP certification is ideal for professionals working in the consumer goods industry, including sales managers, account managers, marketers, and business analysts. Salesforce Consumer Goods Cloud Accredited Professional certification validates the knowledge and skills required to utilize Salesforce's Consumer Goods Cloud platform to its fullest potential. With this certification, professionals can demonstrate their expertise and enhance their career prospects by showcasing their knowledge of the platform and its capabilities.

Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q13-Q18):

NEW QUESTION # 13

A company called Alpine is running a 'buy one get one free' (BOGO) promotion for all energy bars and sending out merchandisers to ensure that their retail customers are running it correctly. At what level should Retail Store KPIs be defined for a promotional end cap audit and also to minimize records created?

- A. At the custom context field level
- B. At the Alpine brand catalog level
- **C. At the energy bar product category level.**
- D. At the energy bar product SKU level

Answer: C

Explanation:

Retail Store KPIs are key performance indicators that measure how well a retail store is performing against a specific goal or target. For a promotional end cap audit, Retail Store KPIs should be defined at the energy bar product category level, as this would capture all the energy bars that are included in the BOGO promotion and also minimize the number of records created. Verified References: [Salesforce Consumer Goods Cloud Implementation Guide], page 30-31.

NEW QUESTION # 14

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

Answer: A,D

NEW QUESTION # 15

How can a Field Sales Manager access a photo taken by a Field Rep of a defective In-store asset

- A. The photos Inked to the asset record

- B. The photo is linked to the asset check task
- C. The photo is sent directly to the manager's email
- **D. The photo is linked to the visit record**

Answer: D

Explanation:

Field Sales Managers can access photos taken by Field Reps of defective in-store assets through the asset record to which the photos are linked. This provides a direct association between the asset and its condition.

NEW QUESTION # 16

Universal Connect (UC) sells several mobile devices to its customers. UC has several attributes like color, storage, and screen size that are common across mobile devices. UC is looking for recommendations around efficiently modeling them using the SFI product catalog.

How should the Consultant model the product catalog to achieve UC's requirements?

- A. Create 'Mobile Offer Spec Type' Object type with the base attributes as Parent Object Type and associate mobile device offers with this object type and add additional attributes.
- B. Create 'Base Offer Spec Type' Object type with all the attributes and associate mobile device offers with this object type.
- **C. Create 'Mobile Offer Spec Type' Object type with the common attributes and set the parent object type as 'Base Offer Spec Type'. Then, associate mobile device offers with 'Mobile Offer Spec Type' object type.**
- D. Create 'Mobile Offer Spec Type' Object type with the common attributes and set the parent object type as 'Base Offer Spec Type'. Then, associate mobile device offers with 'Base Offer Spec Type' object type.

Answer: C

Explanation:

Salesforce EPC provides Object Types to group products that share common attributes. For mobile devices that all share color, storage, screen size, the correct modeling approach is:

✓ Create a Mobile Offer Spec Type

Add all common attributes (color, storage, screen size).

Set parent = Base Offer Spec Type (standard hierarchy).

Associate mobile device products with this Object Type.

This ensures:

Attribute reuse

Cleaner catalog modeling

Easier maintenance

Declared inheritance from Base Offer Spec Type → Mobile Offer Spec Type → Device Offer Why others are incorrect:

A: Associates devices with Base Type instead of Mobile-specific type.

B: Suggests reversing hierarchy (incorrect structure).

D: Putting all attributes on Base Offer Spec Type violates specialization and bloats the base type.

NEW QUESTION # 17

Universal Containers is using Communications Cloud for their B2B use cases. They have an integration with a legacy stack that will handle network provisioning and billing. As part of their Order Management process they have to send the customer data to the legacy app, which in turn provisions billing.

What should a Consultant recommend to make this callout easier to configure, easier to maintain, and performant?

- A. Model the customer data as multi picklist attributes within the cart and create Decomposition relationships accordingly to send the right information within the callout tasks.
- **B. Model the customer data as fields on Order and pass the fields along with the other attributes to the payload.**
- C. Create a custom integration adapter to fetch the customer info and pass it to the payload that will be sent to the external application.
- D. Model the customer data to Technical Products along with other Products and Services and create Decomposition relationships accordingly to send the right information within the callout tasks.

Answer: B

Explanation:

In Communications Cloud, integrations performed during Order Management-especially callouts for provisioning, billing, and customer synchronization-should use the Order object as the primary integration payload source. Salesforce's public Order Management design principles specify that customer data required for external provisioning should be modeled directly on the Order when the data is stable, required frequently, and does not belong to technical products.

This approach offers:

Simple configuration (fields on Order object rather than product attributes) High maintainability, because administrators can adjust mappings without changing product models or decomposition rules Performance efficiency, as Order-based callouts do not require deep decomposition navigation or attribute inheritance logic Clear separation of commercial vs. technical data, one of the core EPC principles Options C and D introduce unnecessary complexity. Customer data does not belong on Technical Products (C) nor should it be modeled as multi-picklist cart attributes (D), as these degrade performance and complicate decomposition. A custom adapter (A) adds code and contradicts Salesforce's declarative-first approach.

NEW QUESTION # 18

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