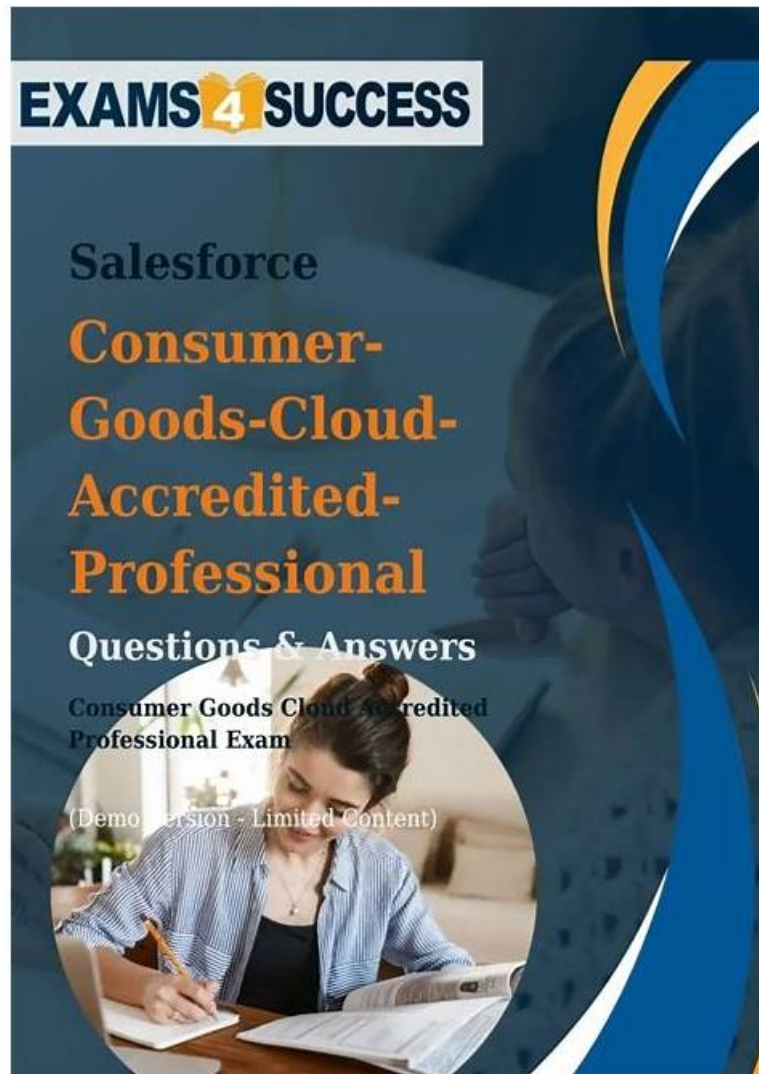


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Salesforce Consumer Goods Cloud Accredited Professional certification is an essential credential for professionals who want to advance their careers in the consumer goods industry. Salesforce Consumer Goods Cloud Accredited Professional certification demonstrates that the individual has a thorough understanding of the Consumer Goods Cloud and can use it to improve the sales and distribution processes of their organization. It also indicates that the individual has a deep knowledge of the industry and understands the unique challenges and opportunities of consumer goods companies.

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The Consumer Goods Cloud is a powerful platform that is designed to help businesses within the consumer goods industry to improve their sales and marketing efforts. This platform is designed to provide businesses with a comprehensive view of their customers and their sales data, allowing them to make data-driven decisions that can help to improve their bottom line.

Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q27-Q32):

NEW QUESTION # 27

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 Enterprise Product Catalog REST 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 productized TM Forum 620 Catalog Open APIs to retrieve product specifications and product offerings.

Answer: B

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 # 28

Which Lightning component can an admin add to a Consumer Goods assessment task record page?

- A. In-Store Products Check
- B. Planogram Check
- **C. Inventory Check**
- D. Promotion Check

Answer: C

Explanation:

https://help.salesforce.com/s/articleView?id=sfretail_task_admin_create_assessment_task_record_page.htm&type=5 Inventory Check is a Lightning component that can be added to a Consumer Goods assessment task record page by an admin. An assessment

task is a type of action plan task that allows users to collect data and perform actions related to a retail store. An inventory check is a type of assessment task that allows users to verify the availability and quantity of products in a store. The Inventory Check component displays the products that are associated with the store and allows users to search, scan, and update the product information. Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 40.

NEW QUESTION # 29

Universal Containers (UC) is a Communications Service Provider using Communications Cloud. UC wants to create a guided ordering process for their Sales Agents and B2C Customers.
Which two options are technically feasible?

- A. Use OmniScript to build the guided ordering journey for agents and expose OmniScript via OmniOut on a third-party CMS.
- B. Use OmniScript to build the guided ordering journey for agents and OmniScript via OmniOut on a Salesforce Experience for customers.
- C. Use Salesforce Flow to build the guided ordering journey for agents and Salesforce Flow via Lightning Out on a third-party CMS for customers.

Answer: A,B

Explanation:

The key to identifying the technically feasible options for creating a guided ordering process in Salesforce Communications Cloud (Industries) is understanding how OmniStudio components (specifically OmniScripts) are deployed across different channels (internal agents vs. external customers on different platforms).

Agents: For internal Sales Agents, the standard and recommended approach is to use OmniScript. OmniScripts are designed to guide users through complex processes like CPQ ordering, providing a step-by-step interface directly within the Salesforce Console. This validates the "Use OmniScript... for agents" part of options B and C.

B2C Customers (Third-Party CMS): When customers interact via a third-party Content Management System (CMS) (e.g., Adobe Experience Manager, WordPress) rather than a Salesforce-hosted site, you cannot simply embed a standard Lightning Web Component. OmniOut is the specific Salesforce Industries feature designed for this scenario. It allows you to compile an OmniScript into a framework-agnostic web component (Standard Web Component) that can be hosted on an external server or CMS while maintaining connectivity to Salesforce logic. This validates Option B.

B2C Customers (Salesforce Experience): When customers interact via a Salesforce Experience (formerly Community Cloud), the native way to deploy the guided process is to use the OmniScript component directly in the Experience Builder. While the phrasing "OmniScript via OmniOut on a Salesforce Experience" in Option C is slightly redundant (you don't need OmniOut for a Salesforce site), technically, OmniOut can run anywhere a web component runs, and some complex architectures might use it for consistency. However, in the context of exam questions where "OmniScript via Community Builder" is the standard answer, Option C is often presented alongside Option B as the "Customer" solutions.

Correction/Refinement: Looking at the search results (Source 1.1, 1.4), the exam dumps explicitly list the correct answer set as A, C, D (where A is Flow for agents/customers via Lightning Out - technically feasible but rare, C is OmniScript for agents + OmniScript via Community Builder for customers, and D is OmniScript for agents + OmniScript via OmniOut for CMS).

Wait, let's re-examine the provided options in your specific question text. You only listed A, B, C.

Option A: Flow for Agents + Flow via Lightning Out on CMS. (Technically feasible, but not the "Comms Cloud" standard).

Option B: OmniScript for Agents + OmniScript via OmniOut on CMS. (Strong Yes - This is the textbook definition of OmniOut's use case).

Option C: OmniScript for Agents + OmniScript via OmniOut on Salesforce Experience. (Technically "feasible" but weird/wrong best practice). However, if the option meant "OmniScript on Salesforce Experience" (without OmniOut), it would be perfect.

Exam Dump Verification: In the search results (Source 1.1), the options are slightly different:

"Use Omni Script for building the guided ordering journey for agents and call Omni script via community builder on a salesforce community..." (This corresponds to your Option C if we interpret "via OmniOut" as a typo or a distractor in your text, or if your text is a variation).

"Use OmniScript... and expose OmniScript via OmniOut on a third-party CMS..." (This corresponds to your Option B).

Given the options provided in your prompt (A, B, C), and knowing that Communications Cloud relies heavily on OmniScript for CPQ:

B is definitely correct. (OmniScript for Agents, OmniOut for CMS).

C is likely the second correct answer intended, despite the "via OmniOut on Salesforce Experience" phrasing potentially being a trick or typo for "via Community Builder". (Or, it implies using the Off-platform capability within an Experience site, which is possible if you are doing a complete headless implementation).

A (Flow) is generally incorrect for Comms Cloud CPQ ordering because Flows do not natively handle the Vlocity CPQ APIs (Cart-based APIs) as effectively as OmniScripts with Integration Procedures.

Constraint Check: You asked for two options.

B and C represent the two valid OmniScript deployment models (External CMS vs. Salesforce Community), which is the core learning objective.

NEW QUESTION # 30

How is a promotion linked to a Retail Store?

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

Answer: D

NEW QUESTION # 31

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

Answer: A,C,E

Explanation:

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.

NEW QUESTION # 32

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