

# Consumer-Goods-Cloud-Accredited-Professional Exam Questions in PDF Format

CONSUMER GOODS CLOUD  
ACCREDITED PROFESSIONAL



## EXAM GUIDE

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### Table of Contents

ABOUT THE CONSUMER GOODS CLOUD ACCREDITED PROFESSIONAL	2
AUDIENCE DESCRIPTION	2
PURPOSE OF THIS EXAM GUIDE	3
ABOUT THE EXAM	3
RECOMMENDED TRAINING AND REFERENCES	4
EXAM OUTLINE	4
EXAM CANDIDATE CODE OF CONDUCT	4
MAINTAINING YOUR ACCREDITED PROFESSIONAL STATUS	5

1

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## Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q62-Q67):

### NEW QUESTION # 62

Feedback from their Sales Agents about their current legacy system's quoting and order capture flows:

They often need to refer back to their training documentation for routine customer requests They are able to handle the majority of customer requests themselves despite current challenges Routine customer requests require many clicks and they want the new system to focus on user experience One of the common MACD transactions is to increase the quantity of the assets.

What approach should a Consultant recommend for designing the quoting and order capture flows in Communications Cloud to alleviate the agents' feedback while minimizing implementation efforts?

- A. Build a custom CPQ Cart using FlexCards and LWC to align to the legacy system's UI
- **B. Leverage guided selling OmniScripts for common use cases, and the CPQ Cart for other use cases**
- C. Leverage OmniScripts for all use cases to minimize the training effort for the Sales Agents
- D. Leverage the CPQ Cart for all cases to minimize the implementation effort

**Answer: B**

Explanation:

Feedback from sales agents indicates:

Need fewer clicks

Need guided flows for routine transactions

Already comfortable handling most requests

Want reduced training effort

Salesforce recommends a hybrid UX approach:

✓ Use Guided Selling OmniScripts for common tasks

OmniScripts allow:

Streamlined clicks

Step-by-step guidance

Embedded rules

Lower training impact

Perfect for frequent MACD tasks (e.g., updating quantities)

✓ Use CPQ Cart for all remaining flexible or complex cases

CPQ Cart already supports full quoting, attribute changes, and line-level updates. Using it avoids unnecessary customizations.

Why not the others:

A (Custom LWC Cart) → High effort, not needed.

B (Use OmniScript for all) → Overkill; many use cases require standard Cart capabilities.

C (Use Cart for all) → Does not solve agent frustrations or reduce clicks/training.

### NEW QUESTION # 63

Which statement is true about action plan templates?

- **A. Action plan templates can have multiple planogram, inventory and promotion checks**
- B. Action plan templates are ready to use after saving
- C. Action plan templates are not extensible through Apex
- D. Action plan templates can have multiple orders and delivery tasks

**Answer: A**

Explanation:

Action plan templates can have multiple planogram, inventory and promotion checks, which are predefined tasks that can be assigned to field reps to perform during their store visits. These tasks help to ensure compliance and optimize product placement and availability. Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 26-27.

#### NEW QUESTION # 64

Which of the following represent the three ways of performing a promotion check during an in-store visit?

- A. Individual product, Product Coupons, and Volume Promotion
- **B. General Promotion, Individual Product, and Product Category**
- C. Unit Promotion, Product Category, and Product Coupons
- D. Clearance Promotion, Volume Promotion, and Product Coupons

**Answer: B**

#### NEW QUESTION # 65

Which option can be performed by using salesforce Maps with Consumer Goods Cloud?

- A. Create layers of Retail Stores
- B. View map images on mobile devices even when GPS is not enabled
- **C. Optimize visit sequence in real time automatically during a Field Rep's Day**
- D. Update with Google Maps Static API on a single address

**Answer: C**

Explanation:

Salesforce Maps integrated with Consumer Goods Cloud allows the creation of layers of Retail Stores, aiding in geographical and spatial analysis for field operations.

#### NEW QUESTION # 66

What are three main factors that should lead a Consultant to consider assetization of a commercial product or service?

- A. The product/service sold is a high-volume, one-time billing event, such as a pay-per-view
- **B. The product/service sold has a recurring charge**
- **C. The product/service sold will have child features added in the future**
- **D. The product/service sold can undergo future attribute changes**
- E. The product sold is a device accessory, such as a phone case

**Answer: B,C,D**

Explanation:

Assetization is the process in Salesforce Industries (Communications/Consumer Goods) where a successfully fulfilled order line item is converted into a permanent Asset record. This Asset record serves as the single source of truth for what the customer currently owns.

A Consultant should recommend assetization for a commercial product or service when it is likely to be involved in future customer management and transactions. The three main factors that necessitate creating an Asset record are:

The product/service sold has a recurring charge (B):

A recurring charge means the service/product will be billed repeatedly (e.g., monthly). To ensure the billing system receives the correct information and to manage any future pricing changes (like applying a promotional discount for a specific period), the service must exist as a persistent Asset record. Billing systems typically interface with the Asset/Subscription object to determine what to invoice each cycle.

The product/service sold can undergo future attribute changes (C):

The core purpose of the Move, Add, Change, Delete (MACD) process is to allow customers to modify their existing services. If a product attribute (e.g., Internet speed, color of a device, service plan) can be changed, the system needs an Asset record to track the current attribute values (the "As-Is" state). When a customer initiates a change, the system converts this Asset's current state into an order line item for modification.

The product/service sold will have child features added in the future (A):

Products that are part of a bundle or have a hierarchical structure (Parent  $\rightarrow$  Child) must be tracked as Assets so that their children or sub-features can be managed, added, or removed later. For example, if a base service (Asset) allows for the addition of premium channels (new Assets), the base service must first exist as an Asset to act as the parent for the new features.

Why D and E are incorrect:

D (High-volume, one-time billing event, such as a pay-per-view): One-time, high-volume transactional items (like PPV events or

movie rentals) are typically not assetized. They are billed once and retired. Creating millions of short-lived asset records would rapidly consume storage and severely degrade system performance.

E (Device accessory, such as a phone case): Simple, one-time purchase equipment without a service component (like a phone case or charger) is rarely assetized, as it has no recurring charge (B) and generally does not undergo MACD changes (C).

## NEW QUESTION # 67

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By Scott Smith, author of FireWire Filmmaking, In this situation, the device Consumer-Goods-Cloud-Accredited-Professional will send a trap to network management stating that an event has occurred and that the device should be looked at further for a source to the event.

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