

Salesforce Consumer-Goods-Cloud-Accredited-Professional Fragenpool & Consumer-Goods-Cloud-Accredited-Professional Vorbereitung



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Salesforce Consumer-Goods-Cloud-Accredited-Professional Prüfungsplan:

Thema	Einzelheiten
Thema 1	Analytics: In this topic, the Salesforce Consumer Goods Cloud Consultant must show proficiency in using analytics to extract actionable insights from sales data. Sub-topics include creating and interpreting dashboards to evaluate team performance, store performance, and product performance, driving informed decisions.
Thema 2	Visit Planning: This topic measures the Salesforce Consumer Goods Cloud Consultant's ability to utilize analytics for smart visit planning, ensuring effective scheduling and routing. Skills in leveraging tools like Einstein Vision for merchandising compliance checks are critical to demonstrate optimization of field operations.
Thema 3	Integrations: This topic examines the consultant's expertise in integrating Consumer Goods Cloud with other Salesforce products and external systems. The focus is on managing data flow between systems to support seamless sales processes, demonstrating operational efficiency.

>> Salesforce Consumer-Goods-Cloud-Accredited-Professional Fragenpool <<

Consumer-Goods-Cloud-Accredited-Professional Vorbereitung & Consumer-Goods-Cloud-Accredited-Professional Quizfragen Und Antworten

Sie können Prüfungsfragen und Antworten zur Salesforce Consumer-Goods-Cloud-Accredited-Professional Zertifizierungsprüfung

teilweise umsonst als Probe herunterladen. Sobald Sie ZertPruefung wählen, würden wir alles tun, um Ihnen bei der Prüfung zu helfen. Wenn Sie später finden, dass die von uns gebotenen Salesforce Consumer-Goods-Cloud-Accredited-Professional Prüfungsfragen und Antworten den echten Prüfungsfragen und Antworten nicht entsprechen und Sie somit die Prüfung nicht bestehen, dann erstatten wir Ihnen die an uns geleisteten Zahlung.

Salesforce Consumer Goods Cloud Accredited Professional Consumer-Goods-Cloud-Accredited-Professional Prüfungsfragen mit Lösungen (Q63-Q68):

63. Frage

Where are the results (actual values) of Custom Task KPIs stored?

- A. In the custom object.
- B. In the Visit Record
- **C. In the Retail Store KPI record**
- D. In the Retail Visit KPI record

Antwort: C

Begründung:

The results or actual values of Custom Task KPIs are stored in the Retail Store KPI record, centralizing data related to performance indicators.

64. Frage

Universal Containers (UC) is a Communications Service Provider using Communications Cloud. UC plans to migrate their B2C customers and their customers' services into Communications Cloud. UC has configured the products in the Enterprise Product Catalog.

Which entities must be migrated, and in which sequence, to accomplish this migration?

- A. Users, Person Accounts, Billing Accounts, Service Accounts, Contacts, Assets
- B. Users, Consumer Accounts, Billing Accounts, Service Accounts, Contacts, Assets
- C. Users, Consumer Accounts, Billing Accounts, Service Accounts, Contact, Asset Line Items, Assets
- **D. Users, Contacts, Consumer Accounts, Billing Accounts, Service Accounts, Subscriptions, Assets**

Antwort: D

Begründung:

In Salesforce Communications Cloud, the B2C customer model follows a structured, layered hierarchy designed to support ordering, billing, service management, and asset lifecycle handling. When migrating existing B2C customers into Communications Cloud, Salesforce's public architecture guidance specifies a top-down data dependency sequence to ensure that parent records exist before child records referencing them are inserted.

The migration sequence begins with Users, since many operational objects (orders, cases, ownership, provisioning workflows) require an active user as the record owner or last modified by. Next, Contacts are required for each B2C customer because Communications Cloud uses Contacts associated with a Consumer Account to represent the individual subscriber. Although Person Accounts are supported in some Salesforce products, Communications Cloud standard data model for B2C uses Consumer Accounts + Contacts, which aligns with option A-not C.

Once contacts are created, Consumer Accounts must be migrated so that customer identity, householding, service relationships, and billing mappings can be referenced. With accounts in place, Billing Accounts are imported next to link financial agreements, billing preferences, and invoicing relationships.

Service Accounts follow, serving as the service location or logical container for active telecom services. Only after these parent entities are established can Subscriptions be migrated, as they represent the commercial products the customer is consuming. Finally, Assets are migrated, representing the technical products or devices (routers, SIMs, set-top boxes) associated with active subscriptions and services.

Options B, C, and D omit Subscriptions, which are essential for B2C migration into Communications Cloud. Option C incorrectly uses Person Accounts, which does not match the Communications Cloud standard B2C data model.

65. Frage

Alpine, a Consumer Goods company, is sending new product introduction samples to outlets via their distributors who are using Alpine's field execution app. How can Alpine keep track of the inventory of the samples in the field?

- A. By assigning the asset to a custom task type and make the distributors enter the delivered quality
- B. By creating delivery tasks for the distributors and track the shipping document status
- C. By creating a report for store locations to monitor the on hand inventory
- **D. By creating delivery tasks for the distributors and monitor their on hand inventory for the sample Product's Stock Keeping Unit (SKU).**

Antwort: D

Begründung:

To keep track of the inventory of the samples in the field, Alpine can create delivery tasks for the distributors and monitor their on hand inventory for the sample Product's Stock Keeping Unit (SKU). A delivery task is a type of action plan task that allows a field rep to deliver products to a retail store. A product SKU is a unique identifier for a product that can be scanned and tracked in inventory systems. By creating delivery tasks and monitoring product SKUs, Alpine can ensure that the distributors have enough samples to distribute and also track how many samples have been delivered to each store. Verified References: [Salesforce Consumer Goods Cloud Implementation Guide], page 28-29.

66. Frage

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 not extensible through Apex**
- C. Action plan templates are ready to use after saving
- D. Action plan templates can have multiple orders and delivery tasks

Antwort: B

67. Frage

United Telecom (UT) has finalized a design for launching sales and self-service capabilities through different channels to improve their customer experience.

Which two out-of-the-box capabilities should UT use to support customers through multiple channels on Communications Cloud?

- A. Custom APIs using LightningOut
- **B. Digital Commerce APIs**
- **C. Digital Commerce SDK**
- D. Cart-based APIs using OmniOut

Antwort: B,C

Begründung:

Salesforce Communications Cloud (formerly Vlocity Communications) provides a set of out-of-the-box omnichannel capabilities specifically designed to support buying, managing, and modifying telecom services across web, mobile, partner portals, and agent-assisted channels. Public Salesforce documentation describes two major components that enable this: Digital Commerce APIs and the Digital Commerce SDK.

Digital Commerce APIs (Option A)

Salesforce provides a full suite of REST-based Digital Commerce APIs that expose CPQ functions such as:

Product discovery

Product configuration

Pricing and promotions

Cart creation and management

Order submission

These APIs are channel-agnostic and built for web portals, mobile apps, in-store kiosks, and agent desktops, making them ideal for United Telecom's requirement to support multiple sales and self-service channels. They leverage standardized product and pricing logic directly from the Enterprise Product Catalog, ensuring consistency across all channels.

Digital Commerce SDK (Option B)

The Digital Commerce SDK complements the APIs by providing reusable UI components, templates, and client-side tools to rapidly build modern commerce experiences. It supports Lightning, LWC, and headless storefronts, enabling companies to create branded, high-performing customer experiences with minimal custom code. This SDK allows UT to deliver responsive and consistent digital buying flows without building UI logic from scratch.

Options C (Cart-based APIs using OmniOut) and D (Custom APIs using LightningOut) involve custom or integration-heavy

approaches that are not needed when out-of-the-box Digital Commerce capabilities already provide a complete omnichannel solution.

Therefore, the two correct out-of-the-box capabilities for multi-channel customer experience in Communications Cloud are A and B.

68. Frage

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