

Valid AP-204 Exam Pattern - AP-204 Best Preparation Materials

UGC NET EXAM PATTERN		
PAPER 1	FEATURE	PAPER 2
Common for all Sub	TYPE	Subject-specific
50	NO OF QUESTIONS	100
100	MARKS	200
1 hour	DURATION	2 hour
MCQ	QUESTION TYPE	MCQ
No	NEGATIVE MARKING	No
2	MARKS PER CORRECT ANS	2

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Salesforce Consumer Goods Cloud Accredited Professional Sample Questions (Q26-Q31):

NEW QUESTION # 26

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

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

Answer: D

Explanation:

A promotion check is a type of action plan task that allows a field rep to verify if a promotion is running correctly at a retail store.

There are three ways of performing a promotion check during an in-store visit:

General Promotion, which checks if any promotion is running at the store, regardless of the product or category involved.

Individual Product, which checks if a specific product is part of a promotion at the store.

Product Category, which checks if a group of products that belong to the same category are part of a promotion at the store.

Verified Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 27-28.

NEW QUESTION # 27

United Telecom is moving its assets to Communications Cloud as part of its digital transformation. During the asset migration process, a Consultant includes a step to create a No change MACD order.

Why is it necessary to have this step in the migration process?

- A. To create Inventory Items to be used in subsequent MACD
- **B. To validate if MACD works on migrated assets**
- C. To validate if migrated asset data aligns with asset data model
- D. To validate if decomposition works on migrated assets

Answer: B

Explanation:

When assets are migrated into Communications Cloud, Salesforce best practices require performing a "No-Change MACD Order" after data loading. This process creates a technical MACD order that does not modify any service, but instead tests whether the MACD orchestration, decomposition, and asset-based ordering logic work correctly with the migrated asset records.

Salesforce documentation explains that migrated assets must be fully compatible with:

Order decomposition mappings

Technical product relationships

Association to Service Accounts, Billing Accounts, Premises

Child/parent asset hierarchies

Fulfillment Request Line generation

Change order processing (A → B transitions)

A no-change MACD validates that the migrated assets are structurally correct and "MACD-ready." If this test fails, the migration did not properly map assets to the Communications Cloud asset data model.

Options A and C overlap with validation but do not address MACD execution. Option B (Inventory Items) is not created through MACD and is unrelated.

NEW QUESTION # 28

Universal Connect (UC) offers residential high-speed Internet to its customers. UC has a commercial attribute called "Access Type" on the internet offer with two values, namely DSL and Fiber. UC has a requirement to model routers as technical products and offer either a DSL or a Fiber router based on the "Access Type" value.

What kind of decomposition relationship should a Consultant recommend to achieve this requirement?

- **A. 1:M**
- B. M:M
- C. M:1
- D. 1:1

Answer: A

Explanation:

The requirement is:

A single commercial product (Internet)

Has an attribute Access Type = DSL or Fiber

Must decompose into the appropriate router technical product (DSL Router OR Fiber Router) This is a classic 1:M decomposition pattern, where one commercial product instance may decompose into one of many possible technical product instances, based on rules or attributes.

Using a 1:M decomposition with conditional rules:

If Access Type = DSL → create DSL Router

If Access Type = Fiber → create Fiber Router

Why others are incorrect:

1:1 (B): does not allow attribute-based branching into different technical products.

M:M (C): used for many-to-many relationships - not applicable here.

M:1 (D): merges multiple commercial products into a single technical product - opposite of what is required.

NEW QUESTION # 29

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

Answer: A,B,C

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 # 30

Which User persona manages day-to-day Retail Execution processes such as creating visits, creating tasks, and assigning visits to Field Representatives?

- A. Sales Manager
- B. Divisional Manager
- C. Store Manager
- D. Category Manager

Answer: A

Explanation:

A Sales Manager is the user persona that manages day-to-day Retail Execution processes such as creating visits, creating tasks, and assigning visits to Field Representatives. A Sales Manager is responsible for planning and overseeing the retail activities of a team of field reps, as well as analyzing and reporting on the performance and compliance of the retail stores in their territory. Verified

Reference: [Salesforce Consumer Goods Cloud Implementation Guide], page 18.

NEW QUESTION # 31

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