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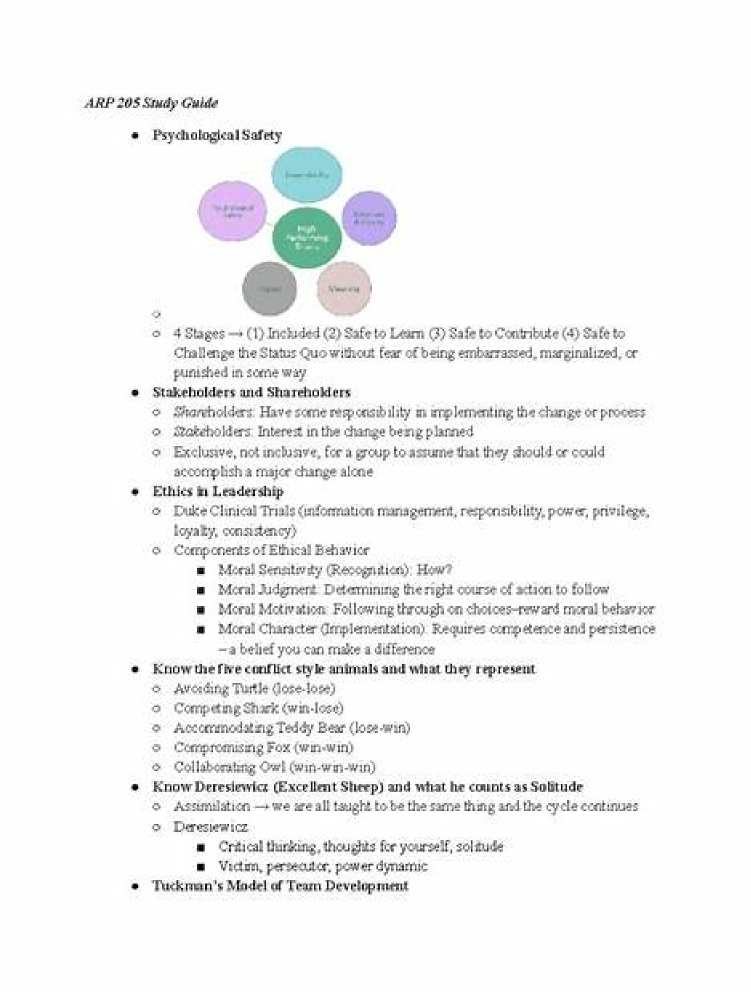

ARP 205 Study Guide

- **Psychological Safety**
  - 4 Stages → (1) Included (2) Safe to Learn (3) Safe to Contribute (4) Safe to Challenge the Status Quo without fear of being embarrassed, marginalized, or punished in some way
- **Stakeholders and Shareholders**
  - *Shareholders*: Have some responsibility in implementing the change or process
  - *Stakeholders*: Interest in the change being planned
  - Exclusive, not inclusive, for a group to assume that they should or could accomplish a major change alone
- **Ethics in Leadership**
  - Duke Clinical Trials (information management, responsibility, power, privilege, loyalty, consistency)
  - Components of Ethical Behavior
    - Moral Sensitivity (Recognition): How?
    - Moral Judgment: Determining the right course of action to follow
    - Moral Motivation: Following through on choices–reward moral behavior
    - Moral Character (Implementation): Requires competence and persistence – a belief you can make a difference
- **Know the five conflict style animals and what they represent**
  - Avoiding Turtle (lose-lose)
  - Competing Shark (win-lose)
  - Accommodating Teddy Bear (lose-win)
  - Compromising Fox (win-win)
  - Collaborating Owl (win-win-win)
- **Know Deresiewicz (Excellent Sheep) and what he counts as Solitude**
  - Assimilation → we are all taught to be the same thing and the cycle continues
  - Deresiewicz
    - Critical thinking, thoughts for yourself, solitude
    - Victim, persecutor, power dynamic
- **Tuckman's Model of Team Development**

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New Launch AP-205 Questions [2026] - Salesforce AP-205 Exam Dumps

Our Consumer Goods Cloud: Trade Promotion Management Accredited Professional (AP-205) PDF format is user-friendly and accessible on any smart device, allowing applicants to study from anywhere at any time. We have included actual and updated Salesforce AP-205 questions in this Consumer Goods Cloud: Trade Promotion Management Accredited Professional (AP-205) Dumps PDF file. Our Consumer Goods Cloud: Trade Promotion Management Accredited Professional (AP-205) exam dumps PDF format is designed to help individuals acquire the knowledge necessary to succeed in the test.

Salesforce Consumer Goods Cloud: Trade Promotion Management Accredited Professional Sample Questions (Q15-Q20):

NEW QUESTION # 15
Northern Trail Outfitters wants to roll out the Consumer Goods Cloud TPM application to the German market. The local business is typically running promotions either for the entire Planning Customer or for specific store formats; for example, Hypermarket and Minimarket of the Planning Customer. Besides being able to determine the Store Format within a promotion, the local business wants to be able to get a graphical overview of which promotions are running during which timeframe for a certain Store Format of the Planning Customer.
Which implementation should the TPM consultant recommend?

- A. Create Customer Promotions, use a custom Promotion Attribute to specify the Store Format, and build a report outside of Consumer Goods Cloud TPM to review promotions by Store Format.
- B. Assign Store Formats as Sub Accounts to the Planning Customer before creating Sub Account promotions by Store Format and filter as needed for Store Formats in the Trade Calendar.
- C. Create Customer Promotions, use a custom Promotion Attribute to specify the Store Format, and filter in the Trade Calendar promotions using the new Store Format attribute.

Answer: C

Explanation:
The requirement is twofold: flexible planning (sometimes total customer, sometimes specific format) and graphical visibility (filtering the calendar).
Option C offers the most efficient design by leveraging Promotion Attributes and the native Trade Calendar filtering capabilities. Instead of fracturing the account structure or forcing every promotion to be at the "Sub Account" level (which adds significant maintenance overhead as seen in Option B), the consultant should recommend planning at the main Customer level. To handle the "Format" distinction, a custom dropdown (Attribute) is added to the Promotion Template labeled "Store Format" (e.g., Hypermarket, Minimarket, All).
The crucial feature here is theTrade Calendar'sability to filter based on these attributes. The KAM can open the calendar for the "German Market" account and apply a quick filter: "Show only Hypermarket promotions." This instantly renders the requested "graphical overview" of the timeframe overlap for that specific format. This approach avoids the need for external reporting (Option A) and keeps the user experience seamless within the TPM application, satisfying both the data capture and the visualization requirements with standard configuration.

NEW QUESTION # 16
Northern Trail Outfitters is at the start of a digital transformation and recently implemented Consumer Goods Cloud TPM. The key account manager (KAM) users want to have a landing page that can display different types of information, such as (but not limited to):
* Volume vs. Target Graph
* Deals (On Target, Above Target, Below Target) in Y/G/R
* Brand Performance
* Promo Performance
* My Items Pending Approval/ My Approvals Pending
How should a consultant recommend configuring this, considering permission sets and sharing rights?

- A. Configure landing pages by using a JSON customization file and then upload it as a static resource to Salesforce with all visualizations and actions needed, and it can be provided based on the sharing rights, profiles, and permission sets.
- B. Configure a landing page using organization-wide sharing defaults for displaying the applicable information.
- C. Configure landing pages with widgets of different visualizations and actions with awaiting approvals, daily tasks, dashboards, KPI reports, reminders where users can get access to data based on their sharing rights, profiles, and permission sets.

Answer: A

Explanation:
This question targets the specific technical configuration of the TPM Cockpit (or Home Page/Landing Page) within the Consumer Goods Cloud managed package.
Unlike standard Salesforce Lightning Home Pages which are assembled via drag-and-drop components in the App Builder, the advanced TPM Landing Page-which aggregates complex, specific widgets like "Volume vs Target" graphs, P&L summaries, and approval lists-is traditionally configured using aJSON customization file.

This JSON file defines the structure, the specific "widgets" (cards) to display, their data sources, and layout properties. Once defined, this file is uploaded as aStatic Resourcein Salesforce. The system then references this resource to render the dashboard for the user. This method allows for highly specific, version-controlled configurations that can be assigned to different user profiles or personas (like a KAM vs. a Sales Director).
While standard sharing rules (Option C) controldatavisibility, they do not control theUI layout configuration of the TPM Cockpit itself. Therefore, Option B describes the correct implementation step for this specific requirement.

NEW QUESTION # 17
Which setting does a consultant need to activate to ensure that every time a claim is set to submitted for approval, an automated process checks if at least one fund is linked to the claim?

- A. The Requires Funds setting on the approval process
- B. The Requires Funds setting on the claim template
- C. The Enable Tactic Auto Fund Assignment on the sales org

Answer: B

Explanation:
Claims Management involves validating that a deduction or invoice is valid before paying it. A critical validation rule is ensuring that the money is coming from somewhere-i.e., a Fund.
This validation logic is controlled by theClaim Template. The Claim Template acts as the blueprint for the claim document. It contains a specific checkbox or setting called"Requires Funds"(Option C).
* When this is enabled, the system enforces a hard validation: a user cannot change the status to "Submitted" (or advance the workflow) unless a Fund record is associated with the Claim.
* Option A ("Auto Fund Assignment") is an automation feature tofinda fund, not a validation rule tocheck for one.
* Option B is incorrect because Approval Processes triggeraftersubmission logic; the validation typically happens on the record state transition controlled by the template6.

NEW QUESTION # 18
Cloud Kicks is using assortments to drive the customer product list. Key account managers (KAMs) perform updates multiple times during the day to the product list and want to be able to promote these products on the same day in a new promotion.
What should the KAMs ensure is done to be able to promote products that have been added to the assortment?

- A. Sync the changes in the assortment with the processing service.
- B. Re-approve the changes in the assortment.
- C. Refresh the assortment screen.

Answer: A

Explanation:
In the Salesforce Consumer Goods Cloud (CGC) architecture, data is split between the core Salesforce platform (where standard objects like Assortments and Products reside) and the Cloud Processing Service (the high-performance calculation engine usually hosted on Hyperforce/Heroku).
When a Key Account Manager (KAM) updates aProduct Assortmentin the core platform-for example, adding a new SKU to the "Summer 2025" list-this change is committed to the Salesforce database immediately. However, the TPM Planning Grid (the P&L view) and the Promotion Product Selector rely on the Processing Service to render data quickly. The Processing Service uses a cached or synchronized version of the master data to perform its complex calculations.
If the KAM immediately tries to create a promotion for the new product, it might not appear in the selector because the Processing Service is unaware of the update. Merely refreshing the screen (Option C) only reloads the UI, not the underlying data cache.
Therefore, to bridge the gap between Core Salesforce and the Calculation Engine, the KAM or an automated process mustSync the changes(specifically the Assortment- Product links) to the processing service. This action pushes the new relationship into the engine's memory, making the product available for immediate promotion planning and calculation.

NEW QUESTION # 19
A consultant's client indicated that two key account managers (KAMs) can manage the same customer, but they can only negotiate and create promotions for the product categories for which they are responsible.
Which functionality should the consultant recommend using to support this scenario?

- A. Use two different product templates, each assigned to a different sales org to segment the categories.
- B. Use the user settings to assign the pertinent categories the KAMs are allowed to negotiate.
- C. Use a sales org to define two different divisions and user settings to assign the categories required.

Answer: B

Explanation:
This scenario highlights a common business setup: Category Management. A large retailer (e.g., "SuperStore") is a single Customer Account, but the manufacturer has different sales reps (KAMs) for different business units-one KAM handles "Frozen Foods" and another handles "Dairy." To support this in Consumer Goods Cloud TPM without duplicating the Customer Account (which would break master data integrity), you utilizeUser Settings.
TheUser Settingsin TPM allow you to map specificProduct Categoriesto specificUsersfor specificAccounts.
* For KAM A, you configure User Settings: Account = SuperStore, Product Category = Frozen Foods.
* For KAM B, you configure User Settings: Account = SuperStore, Product Category = Dairy.
When KAM A opens the promotion calendar or P&L for "SuperStore," the system filters the product list.
They will only see and be able to add "Frozen Foods" to their promotions. They cannot unintentionally plan a "Dairy" promotion because those products are effectively invisible or locked to them in the planning context.
This feature (Option C) perfectly isolates responsibilities while maintaining a single "SuperStore" account record, avoiding the complex data duplication suggested in Option A (creating different Sales Orgs/Divisions).

NEW QUESTION # 20
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