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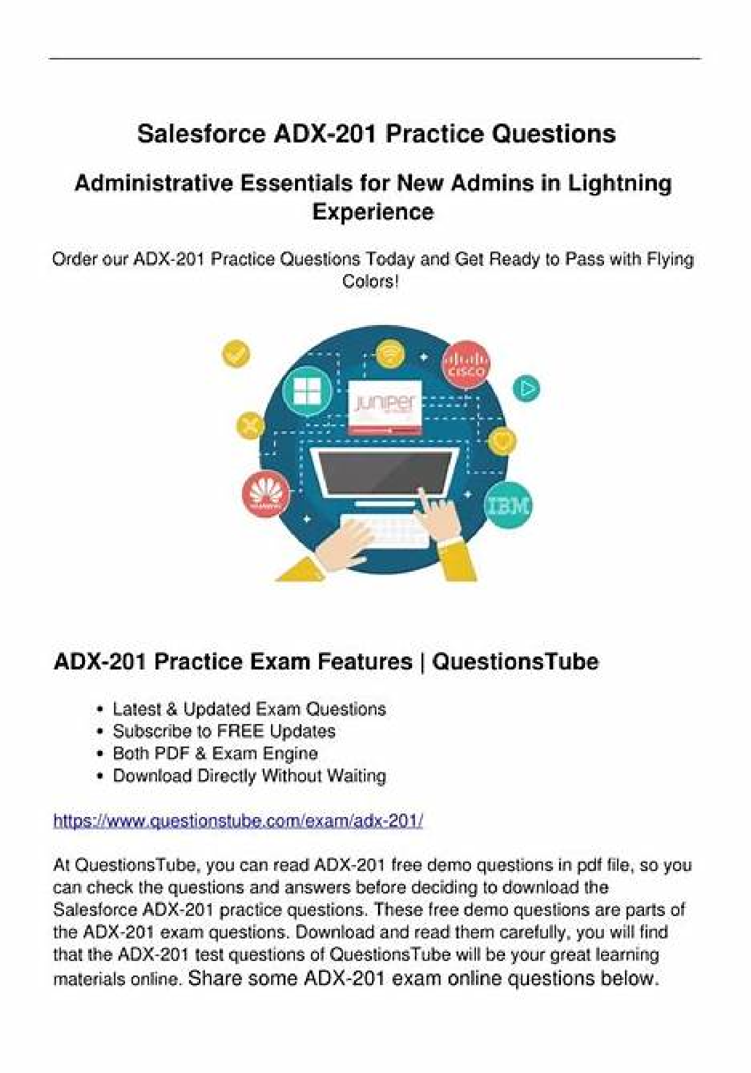

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Salesforce Certified Revenue Cloud Consultant Sample Questions (Q93-Q98):

NEW QUESTION # 93
A Billing Operations user needs to capture customer credits during negative amends and cancellations to represent a negative invoice balance. This information will be reused later for settling invoices before processing payments.
Which Revenue Cloud capability should the Billing Operations user use to do this?

- A. Debit Memo
- B. Credit Memo
- C. Cash Memo

Answer: B

Explanation:
Explanation (150-250 words)
In Salesforce Billing, a Credit Memo is used to record and manage customer credits resulting from negative transactions-such as cancellations, returns, or amendments that reduce invoiced amounts. When a negative amend or cancellation occurs, Salesforce Billing automatically generates Credit Memo Lines to represent the negative value associated with the customer's account balance.
Credit Memos serve multiple purposes: they reflect negative invoice balances, adjust billing records, and can later be applied to open invoices to offset charges or prepare the account for payment settlement. This ensures financial accuracy while maintaining a clear audit trail for adjustments.
By contrast, Debit Memos represent additional charges to customers, while Cash Memos are related to direct cash entries and do not manage negative invoice balances.
Exact Extract from Salesforce Billing Implementation Guide:
"A Credit Memo is used to record and manage customer credits resulting from negative transactions such as cancellations, refunds, or adjustments. These credits can be applied to open invoices or retained for future settlements." References:
Salesforce Billing Implementation Guide - Credit and Debit Memo Management Salesforce Revenue Cloud Billing Data Model - Credit Memo and Invoice Relationships Salesforce Billing Operations Guide - Refunds and Credits Workflow

NEW QUESTION # 94
A medical device company manages its product information across multiple disconnected systems. Product specifications are stored in a dedicated Product Information Management (PIM) system, pricing is maintained in complex spreadsheets managed by the finance team, and sellable part numbers (SKUs) are mastered in the company's Enterprise Resource Planning (ERP) system.
How should a solution architect use Revenue Cloud to solve the company's data synchronization problems and streamline the process from quote to ERP fulfillment?

- A. By establishing the Salesforce Product Catalog as the single source of truth for all commercial products, pricing, and bundle configurations, and ensuring that downstream ERP systems consume this data for order fulfillment
- B. By using an integration platform to sync data from the PIM, the pricing spreadsheets, and the ERP into Salesforce nightly, overwriting the Salesforce catalog each time
- C. By creating custom objects in Salesforce to replicate the data structure of the PIM and ERP systems, and writing custom Apex triggers to keep the three systems aligned

Answer: A

Explanation:
Salesforce Revenue Cloud recommends centralizing product, pricing, and configuration data within the Salesforce Product Catalog to act as the commercial system of record. This approach ensures that sales teams are quoting from a single, consistent catalog that reflects accurate SKUs, pricing, and configurations.
According to the Revenue Cloud Implementation Guides, this centralized model supports seamless quoting, bundling, discounting, and automated order and contract generation - all critical for streamlining the quote- to-cash process.
The ideal architectural approach is to establish Salesforce CPQ as the source of truth for all sellable items, with upstream data (e.g., from PIM and ERP systems) being normalized and integrated into the Salesforce Product Catalog, rather than allowing disparate systems to overwrite Salesforce data. This enables Salesforce to drive clean, validated quote generation, which can then be integrated downstream to ERP for fulfillment and invoicing.
Creating custom objects (as in option B) increases technical debt and complexity, while overwriting Salesforce data nightly (option C) introduces risk, latency, and data integrity issues.
Exact Extracts from Salesforce Revenue Cloud Documents:
* Salesforce CPQ Implementation Guide - "Product Catalog Best Practices":"Establish Salesforce CPQ as the system of record for commercial products, including pricing, configuration rules, and availability. Use integration tools to populate product and pricing

data from upstream systems such as ERP or PIM, ensuring consistency across quoting and order fulfillment processes."
* Subscription Management Implementation Guide - "Data Model Alignment and Synchronization":"Ensure a single source of truth for product data by leveraging Salesforce's product and pricing model. External systems should consume rather than overwrite Salesforce product catalog information."
* Billing Implementation Guide - "Integration Patterns for Order to Cash":"Salesforce should act as the authoritative quoting engine and drive orders into ERP for fulfillment. Product and pricing data should be managed in Salesforce to maintain quoting integrity."
References:
Salesforce CPQ Implementation Guide
Salesforce Billing Implementation Guide
Subscription Management Implementation Guide
Revenue Cloud Architecture Best Practices (Fall 2023 Release Notes)

NEW QUESTION # 95
A sales user is trying to add products to a Quote using Product Discovery via Browse Catalog in Revenue Cloud. However, they are unable to see the products they are looking to add. What is the reason for this issue?

- A. The sales user profile does not have the "View All" on Product2 object permission, allowing users to have access to all the Products
- B. The Product Discovery component on the Quote Layout is misconfigured or hidden and unable to be accessed on Lightning page
- C. The products are not associated with an active price book entry that belongs to the price book selected on the Quote

Answer: C

Explanation:
The most common reason products do not appear in Browse Catalog is that they lack an active price book entry in the price book associated with the quote. This is a fundamental requirement for product visibility in Revenue Cloud's Product Discovery process.
Product visibility in Browse Catalog depends on multiple configuration factors, but the price book entry is critical. According to Revenue Cloud troubleshooting documentation, products must have an active price book entry within the specific price book selected on the quote or order. Without this price book entry, even if the product exists and is active, it will not appear in the catalog browse experience.
When a quote is created, it is associated with a specific price book. The Product Discovery process filters products based on this price book association, showing only products that have entries in that particular price book. This ensures that sales users only see products they can actually sell at valid prices. Additionally, the price book entry must be active; inactive entries will not make products visible.
While Option B regarding permissions could affect product visibility in some scenarios, it is not the primary reason for products not appearing in Browse Catalog. The "View All" permission relates to record-level access rather than Product Discovery functionality.
Option C about component configuration would prevent access to Browse Catalog entirely, not just hide specific products. The absence of a valid, active price book entry in the quote's associated price book is the most direct and common cause of products not appearing during the browse phase.
References: Revenue Cloud Implementation Guide - Product Discovery Configuration, Salesforce Help - Products Not Showing in Browse Catalog troubleshooting

NEW QUESTION # 96
A customer wants to remove the option to override the renewal term during an asset renewal process initiated from the Account > Managed Assets view.
How should a Revenue Cloud Consultant fulfill this requirement?

- A. Modify the flow Renew Assets screen component for renewal term and remove the option for early renewal.
- B. Modify the Lightning web component corresponding to the renew assets page and remove the option for early renewal.
- C. Modify the flow Amend, Renew, and Cancel Assets screen component for renewal term and remove the option for early renewal.

Answer: A

Explanation:
Exact Extracts from Salesforce Subscription Management Implementation Guide:
* "The Renew Assets flow controls the behavior and UI elements displayed during the renewal process initiated from the Managed Assets view."

* "Administrators can modify the Renew Assets screen flow to remove or adjust user options, such as overriding renewal term or early renewal."
* "The Amend, Renew, and Cancel Assets flow is used when multiple asset management actions are combined, not for direct renewal-only cases." Step-by-Step Reasoning:
* Requirement: Prevent users from overriding the renewal term in Managed Assets # Renew process.
* Flow in Use: The Renew Assets screen flow controls this experience.
* Solution: Modify the Renew Assets flow # remove or hide the "Renewal Term" input element or variable that supports overrides.
* Why C is Correct:
* Directly targets the correct renewal flow invoked from the Managed Assets page.
* Why Others Are Incorrect:
* A: Modifying the LWC is not required - Salesforce recommends modifying the underlying flow.
* B: "Amend, Renew, and Cancel Assets" combines multiple asset management actions, not the standard renewal-only process.
References :
* Salesforce Subscription Management Implementation Guide - Renew Assets Flow Configuration
* Salesforce Billing Implementation Guide - Asset Management UI Customization

NEW QUESTION # 97
On the final day of User Acceptance Testing (UAT), a critical issue is discovered. The tester believes the critical issue is a bug, while the developer asserts it is working as designed. The business representative suspects a training issue, and the project manager views the critical issue as scope creep.
What is the next course of action to mitigate this critical issue?

- A. All involved parties should review the issue, cross-referencing against the approved business requirements, and collaboratively determine if it is a legitimate defect, a training gap, or a new requirement.
- B. The consultant should review the critical issue, perform root cause analysis, reproduce the issue in the development sandbox, fix it to maintain the go-live date, and deploy it to UAT.
- C. Escalate the issue to the steering committee and request an exception to deploy the solution as is; given that it is the final day of UAT, there is no time remaining for further review.

Answer: A

Explanation:
In Salesforce Revenue Cloud implementations, especially during User Acceptance Testing (UAT), it is common to encounter discrepancies in expectations versus system behavior. When stakeholders disagree on the nature of a critical issue - whether it is a defect, scope change, or training gap - the correct course of action is to collaboratively review the issue against the signed-off business requirements.
Per the Salesforce Implementation Best Practices, a triage meeting or working session involving the tester, developer, business stakeholder, and project manager should be conducted to:
* Review the documented business requirements and use cases
* Evaluate whether the issue represents a missed requirement, a misunderstanding, or a training need
* Reach consensus on how to classify and resolve the issue
Option A reflects this structured and collaborative approach.
Option B is premature escalation without due diligence and can lead to bypassing quality assurance.
Option C assumes the issue is a bug and skips the critical validation and stakeholder agreement process, risking scope deviation or misalignment.
Exact Extracts from Salesforce Revenue Cloud Documents:
* Salesforce Partner Implementation Guide - "Managing UAT and Defect Triage":"Conduct issue triage sessions with key stakeholders to determine if findings are bugs, enhancements, or training gaps.
Always align resolution path with documented requirements."
* Revenue Cloud Delivery Framework - "Final UAT and Go-Live Readiness":"Do not assume issue type. Instead, validate all critical issues with documentation and team consensus." References:
Salesforce Partner Implementation Guide
Revenue Cloud Delivery Framework
Salesforce Project Governance and UAT Checklist

NEW QUESTION # 98
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