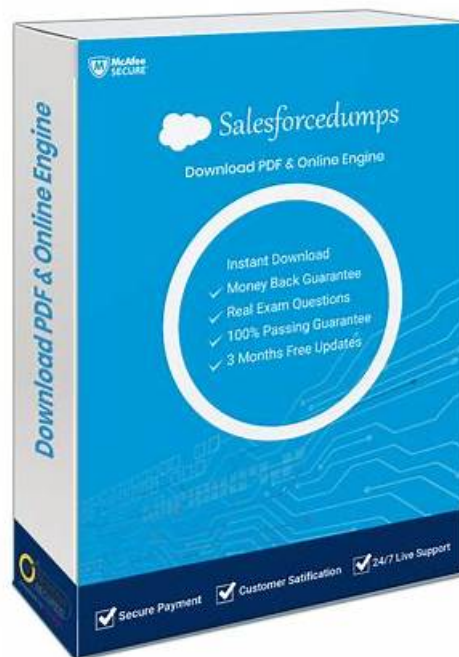


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Salesforce CPQ and Billing Consultant Accredited Professional Sample Questions (Q27-Q32):

NEW QUESTION # 27

Which topic of discussion comes first in a salesforce CPQ Scoping Session?

- A. Products and Bundles
- B. Quote Document and e-signature
- C. Order Management
- D. Business Process Mapping

Answer: D

Explanation:

Salesforce CPQ scoping guidance always starts with Business Process Mapping to understand:

Lead → Opportunity → Quote → Contract → Order → Billing → Renewal lifecycles How CPQ/Billing should support the business Products, documents, e-signature, and order management all come after process mapping.

Thus A is correct.

NEW QUESTION # 28

How can a Revenue Cloud Consultant create a new payment Method for a credit card that will be saved for future Payments?

- A. Enter the credit card details into a new payment method record. salesforce users should use platform encryption for PCI Compliance.
- B. From the Payment credit cards related list, click the new credit card button.
- C. From the Account, Payment Method related list, then click the new Payment Method Credit Card button.
- D. Enter the credit card details into a new payment Method record Click the Tokenize button

Answer: C

Explanation:

To save a new credit card Payment Method for future payments, the correct Salesforce Billing process is:

Correct documented methodFrom the Account Page:

Go to the Payment Methods related list

Click New Payment Method - Credit Card

Enter card details

Card is tokenized (via Payment Gateway)

Saved for future payments

This is exactly what option D describes.

Why the other answers are incorrectOption

Why Incorrect

A . Tokenize button

Outdated UI/legacy workflow; new UI and gateways tokenize automatically.

B . Payment credit cards related list

Not the standard Billing object structure; Salesforce Billing uses Payment Method object, not "Payment Credit Card".

C . Enter card details + encryption

PCI does not allow storing full credit card numbers in Salesforce even with Platform Encryption - credit cards must be tokenized via gateway, not stored directly.

Therefore:

The only correct Salesforce Billing approach is D.

NEW QUESTION # 29

A revenue cloud customer has posted a cash payment that was created on account A by mistake. what are the steps to apply this to the correct invoice on account B?

- A. Set the payment status to canceled and create a new payment on account B.

- B. Allocate the payment if allocated, create a refund and then create a new payment for account C. Allocate the payment if allocated and reparent the payment to account B
- C. Allocate the payment to an invoice on account B

Answer: B

Explanation:

Scenario:

A payment is posted on the wrong Account

It must be applied to an invoice on a different Account

Payment is already posted

Salesforce Billing rules:

A posted payment cannot be reparented

A payment allocated to an invoice cannot simply be moved

Correct process is:

✓ B - If allocated, create a refund, then create a new payment on the correct account

Detailed steps:

Reverse (refund) the incorrect payment

Create a new payment on the correct account

Allocate that payment to the correct invoice

This ensures:

Proper audit trail

Compliance with financial controls

Correct ledger entries

Why the other options are wrong

Option

Why Incorrect

A . Allocate payment to Account B invoice

Not allowed: payment is tied to Account A.

C . Reparent payment to Account B

Posted payments cannot be reparented.

D . Cancel the payment

Cancelling alone does not reverse ledger impact; refund process is required.

Thus B is correct.

NEW QUESTION # 30

Which 3 Customer Teams Should be invited to participate in scoping revenue cloud project?

- A. Information
- B. Technology
- C. Human Resource
- D. Customer Service
- E. Accounting and finance
- F. Sales operations

Answer: A,B,F

Explanation:

The three customer teams that must be involved in Revenue Cloud scoping are:

✓ A - Information (Product / Pricing owners) They define product catalog rules, pricing models, and offerings.

✓ B - Technology (IT/Architecture) Ensures integration, data migration, security, and platform alignment.

✓ C - Sales Operations Owns quoting flows, approvals, discounting, sales motions, and user experience.

These teams define core CPQ processes.

Why others aren't required at scoping: Team

Why Not Required

D - Accounting/Finance

Essential for Billing scoping, but not required for CPQ-only scoping unless Billing is in scope.

E - Customer Service

Usually relevant for Service Cloud and CALM, not initial CPQ scoping.

F - Human Resources

Irrelevant to CPQ and Billing.

Thus A, B, C is correct.

NEW QUESTION # 31

An escalation on a Revenue Cloud Project happens, which role is primarily responsible for project success?

- A. Solution Architect
- B. Technical Architect
- C. Customer Success Manager
- D. Developer
- E. Project Manager

Answer: E

Explanation:

When an escalation occurs on a Revenue Cloud implementation, the question is:

Who is ultimately responsible for the success of the project?

While many roles contribute, the Project Manager (PM) is the one accountable for:

Scope

Budget

Timeline

Risk & issue management

Cross-team coordination

Customer communication

Driving escalations and resolutions

Salesforce project methodology is clear:

The Project Manager owns overall project success.

Why the other roles are not the primary accountable party:Role

Why Not Responsible for Overall Success

Technical Architect

Owens technical integrity, not project success.

Solution Architect

Owens functional solution design, not delivery metrics.

Developer

Executes tasks, not responsible for project outcome.

Customer Success Manager

Supports customer relationship but not delivery execution.

Thus, the correct answer is:

✓ B - Project Manager

NEW QUESTION # 32

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