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## **Salesforce-Consumer-Goods-Cloud**

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### Question: 825

A company wants to use Salesforce Maps Advanced for visit planning. Which three capabilities support this requirement?

- A. Constraint-based routing
- B. Visit windows
- C. Real-time traffic-based routing
- D. Einstein AI predictions

Answer: B

Explanation: Salesforce Maps Advanced supports visit planning with real-time traffic-based routing, constraint-based routing, and visit windows, optimizing field service operations. These features are standard, as per the Salesforce Consumer Goods Cloud Implementation Guide. Einstein AI predictions are not part of Salesforce Maps Advanced.

### Question: 826

A company uses a custom field Store\_Distance\_\_c to assign stores within 25 miles of a rep's location. Which SOQL query correctly retrieves these stores?

- A. `SELECT Id, Name FROM Retail_Store__c WHERE DISTANCE(Store_Location__c, repLocation, 'mi') < 25`
- B. `SELECT Id, Name FROM Retail_Store__c WHERE Store_Distance__c < 25`
- C. `SELECT Id, Name FROM Retail_Store__c WHERE DISTANCE(Store_Location__c, :repLocation, 'mi') < 25`
- D. `SELECT Id, Name FROM Retail_Store__c WHERE Store_Location__c < 25`

Answer: C

Explanation: The SOQL query uses the DISTANCE function to calculate the distance between Store\_Location\_\_c and a variable :repLocation in miles, filtering for stores within 25 miles.

### Question: 827

Which object in Consumer Goods Cloud stores predefined templates for recommended tasks during visits?

- A. Task Assignment Template
- B. Visit Task Template
- C. Retail Store Group Template
- D. Store Action Plan Template

Answer: D

Explanation: Store Action Plan Templates define recommended tasks for visits and can be assigned at various levels such as Retail Store Group or In-Store Location.

**Question: 828**

A field rep uses route planning to visit 12 stores in a day, with each visit taking 40 minutes and total travel time of 4 hours. Is this schedule feasible within an 8-hour workday?

- A. Yes, total time is 7.2 hours
- B. Yes, total time is exactly 8 hours
- C. No, total time is 7 hours
- D. No, total time exceeds 8 hours

Answer: D

Explanation: Total visit time = 12 visits  $\times$  40 minutes = 480 minutes = 8 hours. Total travel time = 4 hours. Total time = 8 + 4 = 12 hours, which exceeds the 8-hour workday, making the schedule infeasible.

**Question: 829**

Alpine Goods wants to ensure that field reps can only submit a visit for approval if all associated action plan tasks are completed. Which configuration ensures this requirement is met using an approval process?

- A. Create an approval process with an entry criterion checking the Action Plan Task status
- B. Configure a validation rule on the Visit object to check task completion status
- C. Use a Flow to prevent submission unless all tasks are marked complete
- D. Set up a Process Builder to reject submissions if tasks are incomplete

Answer: A

Explanation: An approval process with an entry criterion checking the Action Plan Task status is the most direct way to enforce this requirement. The approval process can include a criterion that verifies all related Action Plan Tasks have a status of “Completed” before allowing the visit record to enter the approval queue. Validation rules can prevent saving but not submission, Flows are better for complex automation, and Process Builder cannot directly manage approval submissions.

### Question: 830

A company wants to define Store Action Plan Templates for tasks at multiple levels. Which three levels are supported in Consumer Goods Cloud?

- A. Retail Store
- B. Product Category
- C. In-Store Location
- D. Retail Store Group

Answer: A

Explanation: Store Action Plan Templates can be defined at the Retail Store Group, Retail Store, and In-Store Location levels, allowing granular task management. This is a standard feature, as per the Salesforce Consumer Goods Cloud Implementation Guide. Product Category is not a supported level for Action Plan Templates.

### Question: 831

A company wants to track the share-of-shelf KPI for a product category during store visits. The expected share-of-shelf is defined in a planogram metric (Planogram\_Share\_\_c). Which object and field should a consultant configure to capture this KPI during a visit?

- A. Assessment Indicator Definition, Planogram\_Share\_\_c
- B. Retail Store KPI, Share\_of\_Shelf\_\_c
- C. Visit, Planogram\_Compliance\_\_c
- D. Action Plan Task, Shelf\_Metric\_\_c

Answer: A

Explanation: The Assessment Indicator Definition object is used to define metrics like share-of-shelf, which can reference fields such as Planogram\_Share\_\_c to set expected values for planogram compliance. This metric is evaluated during visits to calculate actual versus expected values. Retail Store KPIs are for store-level metrics, not planogram-specific, and Visit or Action Plan Task objects do not

store metric definitions.

**Question: 832**

A MuleSoft integration requires calling multiple ERP APIs sequentially and aggregating the results before sending to Salesforce. Which MuleSoft component facilitates this orchestration?

- A. For Each Scope
- B. Choice Router
- C. Scatter-Gather Router
- D. Batch Job

Answer: C

Explanation: Scatter-Gather Router allows parallel or sequential calls to multiple endpoints and aggregates responses, useful for combining data from multiple ERP APIs before pushing to Salesforce.

**Question: 833**

A consumer goods company uses Data Loader to export 300,000 inventory records from Consumer Goods Cloud. The export fails due to a query timeout. Which adjustment can resolve this?

- A. Switch to SOAP API
- B. Increase the query timeout to 300 seconds
- C. Use a SOQL query with a LIMIT clause
- D. Enable “Use Bulk API” and set batch size to 2,000

Answer: D

Explanation: Enabling “Use Bulk API” and setting a batch size of 2,000 in Data Loader optimizes the export of 300,000 inventory records by processing smaller batches asynchronously, reducing the likelihood of a query timeout. Query timeout settings are not user-configurable, a LIMIT clause restricts output, and SOAP API is less efficient for large exports.

**Question: 834**

During a Suggested Order calculation, a field rep notices that some high-demand products are missing from the order recommendation despite recent sales spikes. Which setup adjustment should an admin

make to ensure Suggested Orders better reflect real-time demand?

- A. Increase the "Demand Forecast Window" parameter in Suggested Order settings
- B. Disable the inventory check task to avoid conflicting data
- C. Set the Suggested Order to only consider last month's sales data
- D. Remove product-level minimum order quantities

Answer: A

Explanation: Increasing the "Demand Forecast Window" allows Suggested Orders to factor in a longer or more recent period of sales data, capturing spikes in demand more effectively. Disabling inventory checks or limiting data to last month reduces accuracy. Removing minimum order quantities impacts order size but not demand reflection.

### Question: 835

A Consumer Goods company wants to assign stores to territories based on a custom field "Customer Segment" (e.g., Premium, Standard). How should this be configured?

- A. Include Customer Segment in Territory Planning rules
- B. Add Customer Segment to Action Plan Templates
- C. Set Customer Segment as a Retail Store KPI
- D. Use Customer Segment in Visit Frequency Rules

Answer: A

Explanation: Territory Planning rules in Consumer Goods Cloud can use custom fields like "Customer Segment" to assign stores to territories. Including this field in the rules ensures stores are grouped by segment for optimized territory planning.

### Question: 836

GreenTech wants to restrict visibility of the "Inventory Count" field on the Retail Store object to only Inventory Managers. How should this be configured?

- A. Create a permission set with read access and assign it to Inventory Managers
- B. Modify the Inventory Manager profile to grant read access
- C. Use a validation rule to restrict field visibility
- D. Set FLS to hidden for all profiles except Inventory Managers

Answer: D



Explanation: Setting FLS to hidden for all profiles except Inventory Managers ensures that only they can view the “Inventory Count” field. This is the most secure approach, as FLS controls field visibility at the platform level. Permission sets can grant access but don’t hide fields by default, profiles affect all users, and validation rules cannot control visibility.

**Question: 837**

A company wants to implement a pricing strategy where prices decrease by 5% for every 100 units ordered. How should this be configured?

- A. Set up tiered Price Book entries for each quantity range
- B. Create a Flow to adjust Order Product prices based on quantity
- C. Use Apex to dynamically calculate prices
- D. Configure a custom discount object linked to the Order object

Answer: B

Explanation: A Flow can dynamically adjust Order Product prices based on the quantity ordered, providing a flexible and declarative solution for tiered pricing.

**Question: 838**

A company uses Consumer Goods Cloud to manage a hierarchy where corporate accounts have multiple distributor child accounts, each linked to several retailer accounts. The admin needs to create a report showing the total revenue from retailer accounts under each distributor. Which approach ensures accurate reporting?

- A. Create a custom report type with Account as the primary object and filter by record type
- B. Write a SOQL query to fetch revenue data and display it in a Visualforce page
- C. Use a joined report with Retail Store and Account objects to aggregate revenue
- D. Use Tableau CRM to build a dashboard with revenue calculations

Answer: C

Explanation: A joined report with Retail Store and Account objects allows aggregation of revenue data from retailer accounts linked to distributors, leveraging the parent-child relationship. Custom report types may not capture the hierarchy accurately, SOQL requires custom coding, and Tableau CRM is unnecessary for this standard reporting need.

**Question: 839**

Northern Trail Outfitters (NTO) wants to ensure field reps can visualize store visits on a map with color-coded markers based on visit status (Planned, In Progress, Completed, Canceled) using Salesforce Consumer Goods Cloud. Which configuration enables this functionality?

- A. Create a custom report type with Visit as the primary object and add it to a dashboard
- B. Configure a custom Lightning component to display Visit status on a map
- C. Use Tableau CRM to build a dashboard with Visit status as a filter
- D. Enable Salesforce Maps and configure a map layer with Visit as the base object, using status for color-coding

Answer: D

Explanation: To visualize store visits with color-coded markers based on status, Salesforce Maps must be enabled. A map layer can be created using the Visit object as the base, with the status field used to define color-coding rules, allowing field reps to see visit statuses geographically. This is a standard feature of Salesforce Maps, as outlined in the Salesforce Consumer Goods Cloud Implementation Guide. Custom reports or Tableau CRM dashboards do not provide native map-based visualization with color-coding, and a custom Lightning component would require unnecessary development.

**Question: 840**

A company uses a 5-tier product hierarchy (Category, Sub-Category, Brand, Product, SKU). How should a consultant configure Consumer Goods Cloud to support this structure?

- A. Use Product2 and custom fields to represent the hierarchy
- B. Create custom objects for each hierarchy level
- C. Utilize the Category field on the Product2 object
- D. Link Product2 records to Assortment objects

Answer: A

Explanation: Using the Product2 object with custom fields to represent each level of the hierarchy (Category, Sub-Category, Brand, Product, SKU) is the most efficient way to configure a multi-tier product structure in Consumer Goods Cloud, leveraging standard functionality.



**Question: 841**

In a scenario where order data is imported from an external ERP system into Salesforce, which of the following is critical to ensure data quality and prevent duplicates?

- A. Import data only once and never update
- B. Use External IDs and upsert operations during import
- C. Disable duplicate rules temporarily
- D. Use manual data entry

Answer: B

Explanation: Using External IDs and upsert operations allows Salesforce to match existing records and update them or insert new ones, preventing duplicates and maintaining data quality.

**Question: 842**

Scenario: A field rep reports that the Consumer Goods Cloud mobile app does not display custom action plan tasks assigned to them. What is the most likely cause?

- A. The custom action plan tasks are not included in the mobile app page layout.
- B. The field rep's profile lacks access to the custom object.
- C. The action plan tasks were not activated in the org.
- D. The mobile app cache needs to be cleared.

Answer: B

Explanation: If the field rep's profile does not have object-level or field-level access to the custom action plan tasks, they will not appear in the mobile app.

**Question: 843**

A Consumer Goods Cloud admin configures suggested orders using Einstein for CG with the following rule: order 100 units if inventory is below 50 units, else order to maintain 200 units. Current inventory is 60 units. What is the suggested order quantity?

- A. 140 units
- B. 100 units
- C. 150 units
- D. 200 units

Answer: A

Explanation: Since the current inventory (60 units) is not below 50 units, the rule orders to maintain 200 units. Suggested order =  $200 - 60 = 140$  units.

#### Question: 844

A Consumer Goods Cloud admin needs to configure an integration to export visit execution data daily to an external Oracle ERP system. Which Salesforce feature should be used to automate this export?

- A. Scheduled Apex batch job that queries visit data and calls Oracle ERP API
- B. Manual export of visit data via reports and CSV files
- C. Use Salesforce outbound messaging triggered by visit record creation
- D. Use Salesforce Connect to link directly to Oracle ERP tables

Answer: A

Explanation: A scheduled Apex batch job can be configured to run daily, query visit execution data, and call Oracle ERP APIs to export the data automatically, providing a scalable and automated integration solution.

#### Question: 845

A Consumer Goods company needs to configure a survey with a rating scale question to evaluate store cleanliness on a scale of 1 to 5. Which configuration ensures the rating scale is properly implemented and captured in Consumer Goods Cloud?

- A. Create a Survey Question record with Question Type set to "Picklist" and define values 1 to 5
- B. Create a Survey Question record with Question Type set to "Rating" and configure a 1-to-5 scale
- C. Create a Survey Question record with Question Type set to "Number" and set a range of 1 to 5
- D. Use a custom field on the Survey object with a picklist for values 1 to 5

Answer: B

Explanation: To implement a rating scale question in Consumer Goods Cloud, a Survey Question record with the Question Type set to "Rating" must be created, and the scale (1 to 5) should be configured. This ensures the question is presented as a rating scale in the survey interface and captures responses appropriately. Picklist or Number types do not provide the specific rating scale functionality, and a custom field bypasses the standard survey framework.

**Question: 846**

A Consumer Goods Cloud admin needs to create a KPI to measure "Promotion Compliance" for retail stores. Which field is mandatory when setting up this KPI?

- A. KPI Target Value
- B. KPI Type
- C. Store Category
- D. Visit Duration

Answer: B

Explanation: The KPI Type field is mandatory when setting up Retail Store KPIs because it defines the metric being measured, such as promotion compliance, share of shelf, or out of stock. Without specifying KPI Type, the system cannot track or report the KPI correctly.

**Question: 847**

Handling an out-of-stock involves creating a backorder. Which field on the Order object is critical?

- A. Estimated Restock Date
- B. Backorder Quantity (Formula:  $\text{MAX}(0, \text{Ordered\_Qty\_c} - \text{Delivered\_Qty\_c})$ )
- C. Supplier Backorder Penalty
- D. Customer SLA

Answer: A

Explanation: Estimated Restock Date informs customers and internal teams of availability, directly impacting satisfaction and inventory planning.



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