Question 1

A regional sales manager for Universal Containers would like to forecast at the product hierarchy level.

How should the system administrator set up Advanced Account Forecasting?

Options:

A- Configure the forecast set on the Advanced Account Forecasting Setup page.

B- Configure the forecast context field from Account Id to Product Category.

C- Create a flow to modify the Advanced Account Forecasting to support the product hierarchy.

Answer:

A

Explanation:

To forecast at the product hierarchy level, you need to configure the forecast set on the Advanced Account Forecasting Setup page. You can select the product hierarchy field as the forecast context field, which determines the level of granularity for the forecast. You can also select the forecast metrics, such as revenue and quantity, and the forecast periods, such as monthly or quarterly.Reference:Salesforce

Question 2

Question Type: **MultipleChoice**

Universal Containers (UC) wants to use Sales Agreements to track long-term agreements with its key customers. Along with planned revenue and quantity and actual revenue and quantity, UC needs to track the minimum inventory quantity required. UC's implementation partner has added a new Minimum Inventory number field to the Sales Agreement Product Schedule object.

What else does UC need to do to allow users to see and edit minimum inventory on their agreements?

Options:

A- Add a Number field to the Sales Agreement product to appear on the Forecast grid.

B- Add a custom Minimum Inventory field to Sales Agreement Product, map the two fields, and add the field to the list of available metrics in Sales Agreement setup.

C- Add a custom Minimum Inventory field to the Sales Agreement object to appear on the Forecast grid.

Answer:

B

Explanation:

To track additional metrics on sales agreements, such as minimum inventory, you need to create a custom field on the Sales Agreement Product object and map it to the corresponding field on the Sales Agreement Product Schedule object. Then, you need to add the custom field to the list of available metrics in the Sales Agreement setup page, so that users can see and edit it on the forecast grid and the sales agreement detail page.Reference:Salesforce Help: Add Custom Metrics to Sales Agreements,Salesforce Help: Map Custom Fields Between Sales Agreement Products and Product Schedules

Question 3

Question Type: MultipleChoice

Universal Containers has a large number of stock keeping units (SKUs), which hinders the executive team from making decisions quickly.

Which functionality should an administrator implement to help the executive team?

Options:

A- Account Based Forecasting

B- Product Categories

C- Sales Agreements

Answer:

B

Explanation:

To help the executive team make decisions quickly, the administrator should implement the Product Categories functionality in Manufacturing Cloud. Product Categories are a way of grouping products based on common attributes, such as product family, product line, or product type. By using Product Categories, the executive team can:

Filter and analyze the sales data and performance by product category, instead of by individual SKUs, which can be overwhelming and time-consuming.

Create and manage sales agreements and forecasts by product category, which can simplify the negotiation and planning processes with customers and channel partners.

Use Tableau CRM for Manufacturing to visualize and compare the sales trends and metrics by product category, and to identify the risks and opportunities for improvement.

Question 4

Universal Containers (UC) wants to implement forecasting in Manufacturing Cloud for its stock parts division and engineered-to-order parts division. UC would like to see stock parts on a rolling monthly basis, with forecasted revenue and quantity. Engineered-to-order parts are ordered less frequently, so UC would like to see these on a rolling quarterly basis but with the same two metrics.

What should a Manufacturing Cloud consultant recommend for configuring forecasting?

Options:

A- Configure Advanced Account Forecasting with two forecast sets, two period groups, and two forecast metrics.

B- Configure Advanced Account Forecasting with one forecast set, two period groups, and four forecast metrics.

C- Configure Advanced Account Forecasting with one forecast set, two period groups, and two forecast metrics.

Answer:

A

Explanation:

To implement forecasting in Manufacturing Cloud for its stock parts division and engineered-to-order parts division, Universal Containers should use Advanced Account Forecasting with two forecast sets, two period groups, and two forecast metrics. Advanced Account Forecasting is a feature that allows manufacturers to create and manage account-based forecasts that reflect the demand and revenue expectations from their customers and channel partners. A forecast set is a collection of dimensions and measures that define how a forecast is calculated and displayed. A period group is a set of time periods that determine the frequency and duration of a forecast. A forecast metric is a field that stores the forecast value for a measure, such as quantity or revenue.

By using two forecast sets, Universal Containers can create separate forecasts for the stock parts and the engineered-to-order parts, and assign them to different account managers or forecast managers. By using two period groups, Universal Containers can specify different forecast frequencies and display durations for the two divisions. For example, they can use a monthly period group for the stock parts and a quarterly period group for the engineered-to-order parts. By using two forecast metrics, Universal Containers can track both the forecasted quantity and revenue for each division, and compare them with the actual sales performance and compliance metrics.

Question 5

The warranty claim adjudicators on Universal Containers' global warranty team need visibility to all the claim-related data on a single page. This includes information on whether the asset is covered under warranty and a detailed breakup in terms of replaced parts and labor costs.

Which of the following permission set licenses do the claims adjudicators need for this?

Options:

A- Service Console for Manufacturing and Warranty Lifecycle Management Psl

B- Industry Service Excellence and Warranty Lifecycle Management Psl

C- Warranty Lifecycle Management Psl and Claims Management Foundation

Answer:

A

Explanation:

The warranty claim adjudicators need the Service Console for Manufacturing permission set license and the Warranty Lifecycle Management Psl permission set license to access all the claim-related data on a single page. These permission set licenses provide the following access:

Service Console for Manufacturing: This permission set license gives access to the Service Console app, which is a customized version of the standard Service Console that includes Manufacturing Cloud objects and components. The Service Console app provides a unified view of the customer service lifecycle, including engagements, cases, field service events, assets, warranties, and claims.

Warranty Lifecycle Management Psl: This permission set license gives access to the Warranty Lifecycle Management app, which is a specialized app for managing warranty programs and claims. The Warranty Lifecycle Management app provides a comprehensive view

of the warranty terms, coverage, claims, payouts, and insights.

Question 6

Universal Containers (UC) has created flows for its Manufacturing Cloud processes. UC is looking to make additional improvements, as all actions within its flows are currently custom-built.

What are some of the default automation actions that Manufacturing Cloud provides for flows and process builders?

Options:

A- Recalculate Forecasts Actions, Update Account Manager Target Values, Send Forecast Summary Actions

B- Calculate Advanced Account Forecasts, Recalculate Forecasts Actions, Recalculate Account Manager Targets

C- Update Account Manager Target Values, Refresh Actuals Calculations, Calculate Advanced Account Forecasts

Answer:

B

Manufacturing Cloud provides some default automation actions that can be used in flows and process builders to streamline the manufacturing processes. These actions are:

Calculate Advanced Account Forecasts: This action calculates the account forecast values based on the sales agreement lines and opportunity line items associated with the account. It also updates the account forecast records with the calculated values.

Recalculate Forecasts Actions: This action recalculates the forecast values based on the changes in the sales agreement lines and opportunity line items. It also updates the forecast records with the recalculated values.

Recalculate Account Manager Targets: This action recalculates the account manager target values based on the changes in the sales agreement lines and opportunity line items. It also updates the account manager target records with the recalculated values.

Question 7

Question Type: MultipleChoice

An administrator has completed the data migration from a client's legacy system to Manufacturing Cloud. The client wants to ensure all Advanced Account Forecast calculations are correct and the data has been properly migrated.

How should the administrator reassure the client that data has been accurately calculated7

Options:

A- Use Data Loader to generate a .csv file and manually compare it to import files.

B- Launch the calculations of the Advanced Account Forecast and compare the values with the legacy system.

C- Request the users to verify the Advanced Account Forecast values of their accounts.

Answer:

B

Explanation:

The best way to reassure the client that the data has been accurately calculated and migrated is to launch the calculations of the Advanced Account Forecast and compare the values with the legacy system. The calculations of the Advanced Account Forecast are triggered by the Data Processing Engine, which transforms and aggregates the data from various sources, such as orders, opportunities, sales agreements, and external data, into the Advanced Account Forecast Fact object. The calculations can be launched manually or scheduled to run at a specified frequency. By comparing the values of the forecast measures, such as forecasted quantity and forecasted revenue, with the legacy system, the administrator can verify that the data migration was successful and that the formulas and definitions used for the calculations are correct.Reference:Launch Calculations of the Advanced Account Forecast,Advanced Account Forecasting

Question 8

Universal Containers has implemented Manufacturing Cloud Sales Agreements to manage run rate business. The actuals are updated directly from the orders.

In which order should the administrator migrate the data from the legacy system to Manufacturing Cloud?

Options:

A- Accounts, Sales Agreements, Sales Agreements Products, Orders

B- Accounts, Sales Agreements, Sales Agreements Schedules, Orders

C- Orders, Accounts, Sales Agreement, Sales Agreement Products

Answer:

B

Explanation:

The correct order of data migration from a legacy system to Manufacturing Cloud is to first migrate the accounts, then the sales agreements, then the sales agreements schedules, and finally the orders. This order ensures that the data dependencies and

relationships are maintained and that the actuals are updated correctly from the orders. The sales agreements schedules are the child records of the sales agreements that specify the planned quantities and revenues for each product and time period. The orders are the child records of the accounts that capture the actual order quantities and revenues for each product and time period. The sales agreements and the orders are linked by the account-product-period combination.Reference:Migrate Data to Manufacturing Cloud,Sales Agreements,Orders

Question 9

Question Type: MultipleChoice

Universal Containers (UC) has implemented Sales Cloud and Service Cloud in seven countries in EMEA for about 100 users. UC has successfully tested and signed off on additional Sales Agreements functionality. In order to have control over the rollout and monitor the adoption, UC wants to roll out in a phased manner, country by country. UC follows a single-org strategy.

How should a consultant enable this rollout scenario?

Options:

A- Deploy the new functionality and assign the permission set to the designated users.

B- Deploy the new functionality and make the Sales Agreements tab visible for the designated users.

C- Deploy the new functionality and assign the Manufacturing licenses to all of the users.

Answer:

A

Explanation:

To enable a phased rollout scenario, the consultant can deploy the new functionality to the production org and assign the Manufacturing Cloud permission set to the users who are part of the rollout. This way, only the designated users can access the Sales Agreements tab and functionality. The other users can continue to use the standard Sales Cloud or Service Cloud features without any disruption.Reference:Salesforce Manufacturing Cloud Implementation Guide, page 25

Question 10

Question Type: **MultipleChoice**

Universal Containers (UC) is preparing to roll out its new Manufacturing Cloud. UC has asked a group of end users to conduct preliminary testing. A group of 12 users is conducting testing and must give the go-ahead to deploy all settings to the production environment.

Which items are necessary to conduct proper testing?

Options:

A- Process scripts; Sandbox access; Communication guidelines

B- Sandbox access; Test data; Process scripts

C- Profile configuration; Process scripts; User permissions

Answer:

A

Explanation:

To conduct proper testing, the end users need to have process scripts that guide them through the scenarios and use cases that they need to validate. They also need to have sandbox access to the environment where the new functionality is deployed and configured. Finally, they need to have communication guidelines that specify how to report issues, feedback, and approval.Reference:Salesforce Manufacturing Cloud Implementation Guide, page 23

Question 11

Question Type: **MultipleChoice**

What is the proper utilization of a System Integration Testing (SIT) environment?

Options:

A- Used as a backup and archive of production configuration and data

B- Used as a development environment to configure and build new applications

C- Used as an environment to perform system-to-system testing

Answer:

C

Explanation:

A System Integration Testing (SIT) environment is used as an environment to perform system-to-system testing. System-to-system testing is the process of verifying that different systems can communicate and exchange data correctly and reliably. For example, in Manufacturing Cloud, system-to-system testing can be used to check the integration of Salesforce with other systems, such as ERP, CRM, or PLM, using tools like MuleSoft. System-to-system testing can help to identify and resolve any issues or errors in the integration, such as data quality, security, performance, or functionality. A SIT environment is not used as a backup and archive of production configuration and data, nor as a development environment to configure and build new applications.Reference:: [Manufacturing Cloud Implementation Guide - Salesforce] : [System Integration Testing - Salesforce]

Question 12

In Salesforce Manufacturing Cloud, why is it important to validate the functionality against business process flows during implementation or system updates?

Options:

A- To ensure that the system accurately supports and aligns with the specific manufacturing processes of the organization

B- To optimize and streamline the manufacturing operations by leveraging the full capabilities of Salesforce Manufacturing Cloud

C- To improve user adoption and satisfaction by customizing the system to match the organization's unique business requirements

Answer:

A

Explanation:

Validating the functionality against business process flows is important to ensure that the system accurately supports and aligns with the specific manufacturing processes of the organization. Business process flows are the sequences of steps and actions that define how the organization operates and delivers value to its customers. By testing the system against the business process flows, the organization

can verify that the system meets the expected outcomes, complies with the business rules and logic, and handles the exceptions and errors properly. This can help to avoid any discrepancies, inefficiencies, or failures in the system that can affect the manufacturing performance and customer satisfaction.Reference::Manufacturing Cloud Implementation Guide - Salesforce:Business Process Testing - Salesforce