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Question: 1

You are implementing the Design Document for a large Enterprise Revenue Cloudprojecthaving multiple lookup price rules supporting a complex pricing requirement in the Buildphase. During construction the customer discovers additional logic and external datastores that need to be incorporated in order to achieve the correct pricing in a particular setof use cases. You estimate the lookup price rules will need to be modified, additional ruleswill need to be created and API development will beneeded. As an Implementationconsultant what is the appropriate course of action that should take in this predicament?

A. Communication to the customer ongoing adjustment can be made as long as we're inthe build phase.
B. Implement the lookup price rules immediately then review with the solution Architect.
C. Communicate these changes to the project manager who will evaluate the impact toscope, timeline and budget them determine the next course of action
D. Consult with the solution Architect first who will expedite the updates to the designdocuments, then implement the changes immediately.
E. Gather more details, if it requires a low level of effort then implement immediatelybefore starting the next sprint, Otherwise Complete on the subsequent sprint.

Answer: C

Explanation:
According to the Salesforce Revenue Cloud Implementation Guide, any changes to the design document during the build phase should be communicated to the project manager, who will assess the impact of the changes on the project scope, timeline, and budget. The project manager will then decide whether to accept, reject, or defer the changes, and update the project plan accordingly. This is the best practice to ensure that the project is delivered on time, on budget, and with the expected quality and functionality.
Implementing the lookup price rules immediately without consulting the project manager or the solution architect could result in errors, inconsistencies, or conflicts with the existing design or other components of the solution. It could also cause delays or rework if the changes are not aligned with the customer's expectations or requirements. Therefore, option B and option E are not appropriate.
Consulting with the solution architect first could help to expedite the updates to the design document, but it would still require the approval of the project manager and the customer before implementing the changes. Therefore, option D is not sufficient.
Communication to the customer that ongoing adjustments can be made as long as we are in the build phase could create confusion or unrealistic expectations about the project scope and timeline. It could also undermine the credibility and authority of the project manager and the solution architect, who are responsible for managing the project and ensuring the quality of the solution. Therefore, option A is not advisable.
Reference:
1: Salesforce Revenue Cloud Implementation Guide, page 17
2: Lookup Price Rule query considerations with Salesforce CPQ 3

Question: 2

Universal Containers has recently implemented and released CPQ to users in their production environment. After an extensive testing Cycle in a sandboxed environment.
One of the automations implemented was to set every new quote created as "primary" at the time of creation in order to save clicks. Users immediately began to report errors when trying to create quotes in the production environment for the first time. What could have caused this issue?

A. The User did not execute post-installation scripts upon their first login to CPQ.
B. The User did not have the proper access to the Opportunity Product object.
C. The User did not have the proper access to the Quote Line object.
D. The User did not have the proper access to the Quote Object.

Answer: A

Explanation:
According to the Salesforce Revenue Cloud CPQ documentation, users need to have the Create, Read, Edit, and Delete permissions on the Quote object in order to create and manage quotes. If users do not have the proper access to the Quote object, they will encounter errors when trying to create quotes, even if the quotes are set as primary by default. This is because the primary quote field is a lookup field that references the Quote object, and users need to have access to the referenced object in order to populate the lookup field. Therefore, the most likely cause of the issue is that the users did not have the proper access to the Quote object in the production environment, and this was not detected in the sandbox environment because the users had different permissions or profiles there. Reference:
https://help.salesforce.com/s/articleView?id=000316738&language=en_US&type=1
https://help.salesforce.com/s/articleView?id=000381216&language=no&type=1
In Salesforce CPQ, ensuring that users have the proper access to the Quote object is crucial for the smooth creation and management of quotes. The issue reported by users in the production environment, where errors occurred upon trying to create quotes for the first time, likely stemmed from insufficient permissions on the Quote object. In CPQ, setting a new quote as "primary" at the time of creation is a common practice to streamline the quoting process. However, if users lack the necessary permissions on the Quote object, they would encounter errors when attempting to create or modify quotes. It's important to note that in Salesforce CPQ, orders must be created from a primary quote, and once an order is created from a primary quote, the quote cannot be edited . This indicates that the underlying issue is related to access permissions on the Quote object, rather than post-installation scripts, access to the Opportunity Product object, or access to the Quote Line object.

Question: 3

Universal Containers sell a product bundle named “Corporate IT Solutions”. One of theproduct options inside this bundle is named Hardware Firewall Universal Containers has arequirement where if the customer has purchased a hardware firewall in the past, thehardware firewall product option should be

hidden while configuring the bundle. TheCPQ admin has created a product rule to handle this requirement. What should theevaluation event of the product rule be set to?

A. Always
B. Save
C. Load and Edit
D. Load.

Answer: D

Explanation:
In Salesforce Revenue Cloud, the evaluation event of a product rule specifies when the rule should be evaluated. The options are:
Load: The rule will be evaluated when the product bundle is opened.
Edit: The rule will be evaluated when the product bundle is edited.
Save: The rule will be evaluated upon Save.
Always: The rule will be evaluated during any event.
In the context of the question, the requirement is to hide the hardware firewall product option while configuring the bundle if the customer has purchased a hardware firewall in the past. This means that the rule needs to be evaluated when the product bundle is being edited, not just when it is loaded or saved. Therefore, the correct answer is “Load and Edit”.
Reference
Salesforce CPQ Product Rules: General Considerations
Decide When Rules Evaluate Unit | Salesforce Trailhead
Product Rules - Salesforce

Question: 4

Should Bundles be a scoping topic of discussion as part of a CPQ project?

A. Yes, bundle configuration is a necessary part of CPQ and it should always beimplemented.
B. Yes, bundle Configuration should be introduced and it's up to the customer to decidewhether they need it or not.
C. No, if the customer is not using bundle configuration currently, they won’t need it in thefuture.
D. No, it is safe to assume that the customer doesn’t need bundle configuration unless it’sbrought up specifically.

Answer: B

Explanation:
In Salesforce CPQ, a bundle is a group of products that are known to be sold together. There are three types of bundles: static, configurable, and nested1. The bundle configuration is a significant part of CPQ, and it can make selling complex product offerings easier by providing sales reps with premade product bundles to choose from1. However, whether a customer needs a bundle configuration or not depends on their specific needs and preferences2. Therefore, it’s important to introduce the concept of bundle

configuration as part of a CPQ project, but the decision to implement it should be left up to the customer2. Reference
Learn About Configuration in the Sales Process - Trailhead
Product Bundles in Salesforce CPQ - SkyPlanner

Question: 5

Universal Containers sell boxes based on size, Price for a specific product is based on theselection of length and width and height, which cpq pricing functionality should be usedhere?

A. Percent of total
B. Multi Dimensional Quoting
C. Discount Schedule
D. Price Rule with lookup table

Answer: D

Explanation:
Multi Dimensional Quoting (MDQ) is a pricing functionality in Salesforce CPQ that allows you to break a long subscription into smaller segments, such as months, quarters, or years, and apply different quantities, discounts, or uplifts to each segment. This way, you can offer flexible and customized pricing to your customers based on their needs and preferences. For example, if you sell boxes based on size, you can use MDQ to create a quote with different prices for different dimensions of the boxes, such as length, width, and height. You can also adjust the prices for each dimension based on the duration of the subscription, such as offering a lower price for the first year and a higher price for the second year. MDQ helps you to create complex and dynamic quotes with ease and accuracy, and increase customer satisfaction and loyalty. Reference:
Create a Multidimensional Quote
Revenue Management Platform & CPQ Solution
Explain Multi Dimensional Quoting (Price Dimension) in Salesforce CPQ

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