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QUESTION 1

Universal Containers1 field reps want to have a more accurate picture of their distributor's business. The field rep will compare and update expected versus actual order values during the next visit.

Which Manufacturing Cloud object should the consultant configure to give field reps this ability?

- A. Advanced Account Forecast
- B. Generic Visit Key Performance Indicator
- C. Account Relationship

Correct Answer: A

Explanation: The Advanced Account Forecast object is a Manufacturing Cloud object that allows field reps to forecast their run-rate and new business for each account. The Advanced Account Forecast object stores the planned and actual quantities and revenue for each product, location, and period. Field reps can compare and update the expected versus actual order values by using the Advanced Account Forecast app or the Actionable Relationship Center component on the account page. The Advanced Account Forecast object also supports account-based forecasting, which enables field reps to collaborate with their distributors on creating and updating forecasts. References: Advanced Account Forecast Object, Advanced Account Forecasting with Manufacturing Cloud, Actionable Relationship Center

QUESTION 2

Which dashboard allows a user to analyze revenue realization, length of relationship, and customer lifetime value across accounts?

- A. Customers Health
- B. Sales Agreement Insights
- C. White Space Analysis
- D. Account Insights
- E. Accounts Health

Correct Answer: A

Explanation: Customers Health dashboard allows a user to analyze revenue realization, length of relationship, and customer lifetime value across accounts. Customers Health dashboard is part of the Actionable Relationship Center (ARC) feature in Manufacturing Cloud, which provides a 360-degree view of customer health and engagement. Customers Health dashboard shows key metrics such as revenue realization rate, average length of relationship, average customer lifetime value, and customer churn rate. It also allows the user to filter the accounts by various dimensions, such as industry, region, product family, and account owner. Customers Health dashboard helps the user to identify the most valuable and loyal customers, as well as the customers who are at risk of attrition or dissatisfaction. References: Actionable Relationship Center, Salesforce Help Docs Customers Health Dashboard, Salesforce Help Docs Calculating Customer Lifetime Value (CLV) With Salesforce, Salesforce Ben Blog Data Cloud for Marketing, Salesforce Website



QUESTION 3

Service agents can't see the Service Console for Manufacturing app despite the administrator enabling Service Console for Manufacturing in the setup.

What is the recommended method for an administrator to enable the full functionality of the Service Console for Manufacturing app?

- A. Grant the Service Agents the Service Console for Manufacturing and Industry Service Excellence permission sets
- B. Add the Service Console for Manufacturing component to the Service Console Lightning Page Layout.
- C. Create a custom permission set to give access to the Service Console for Manufacturing app and grant it to all Service Agents.

Correct Answer: A

Explanation: To enable the full functionality of the Service Console for Manufacturing app, the administrator should grant the Service Agents the Service Console for Manufacturing and Industry Service Excellence permission sets. These permission sets provide access to the Service Console for Manufacturing app, the Service Console for Manufacturing components, the Engagement Interaction object, and the relevant fields and tabs. The administrator can also assign the Service Console User permission set license to the Service Agents to access the standard features of the Service Console app. References: Enable Service Console for Manufacturing, Assign Permission Sets to Users

QUESTION 4

Which two statements are correct about sales agreement cloning? (Choose 2)

- A. The product details are copied over from the original sales agreement
- B. The default start date of the new sales agreement is equal to the start date of the original sales agreement
- C. The new sales agreement is created in activated status
- D. The agreement term details are copied over from the original sales agreement

Correct Answer: AB

Explanation: Sales agreement cloning is a feature that allows the user to create a new sales agreement by copying the details from an existing one. This can save time and effort when creating similar sales agreements for the same or different accounts. When the user clones a sales agreement, the following statements are correct: The product details are copied over from the original sales agreement. This includes the product name, category, quantity, price, and discount percentage. The user can edit these details as needed in the new sales agreement. The new sales agreement is created in draft status. This means that the new sales agreement is not yet active and does not affect the account forecast or the sales agreement performance. The user can review and modify the new sales agreement before submitting it for approval and activation. The other statements are not correct, as they do not reflect the sales agreement cloning behavior. When the user clones a sales agreement, the following statements are false: The default start date of the new sales agreement is equal to the start date of the original sales agreement. This is not true, as the default start date of the new sales agreement is the current date, not the start date of the original sales agreement. The user can change the start date as needed in the new sales agreement. The new sales agreement is created in activated status. This is not true, as the new sales agreement is created in draft status, not activated status. The user needs to submit the new sales agreement for approval and activation before it becomes effective and impacts the account forecast and the sales agreement performance. The agreement term details are copied over from the original sales agreement. This is not true, as the agreement term details are not copied over from the original sales agreement. The agreement term details are the periods and metrics that define the sales agreement performance and forecast. The user



needs to create and configure the agreement term details for the new sales agreement separately. References: Clone a Sales Agreement, Sales Agreement Fields

QUESTION 5

Universal Containers (UC) uses Sales Agreements and wants to avoid bringing actual orders data into Manufacturing Cloud. However, UC wants to use the actual orders data for its sales agreements.

Which Actuals Calculation mode in the Sales Agreement setup must be selected?

- A. Manually using Actual Orders API
- B. Manually using API upload
- C. Automatically from orders through contracts

Correct Answer: C

Explanation: According to the Salesforce Manufacturing Cloud Learning documents, the actuals calculation mode in the sales agreement setup determines how the actual quantity and amount for products are calculated from active orders associated with a sales agreement¹. If UC wants to avoid bringing actual orders data into Manufacturing Cloud, but still use it for its sales agreements, it can select the automatic mode from orders through contracts². This mode creates contracts and orders from the related list of a sales agreement record and derives the actuals from them. References: Refresh Actuals Calculation Action Choose How Sales Agreement Actuals Are Calculated Approve and Activate a Sales Agreement Create Orders Associated with Contracts to Calculate Sales Agreement Actuals

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