

**Exam Code: Salesforce Communications Cloud**

**Exam Name: Salesforce Communications Cloud Accredited Professional (AP)**



## Exam A

### QUESTION 1

United Telecom has completed the high level design (HLD) phase and has information about the objects involved, data volumes, and file requirements, which three steps should a consultant take to assess the storage need on communication cloud.

- A. Analyze an external data storage system for more cost effective data storage
- B. Access the archiving strategy and determine how storage will be cleared through archiving.
- C. Analyze the storage usage of the existing legacy system
- D. Calculate the file and data storage required based on required data volume and file attachment requirements.
- E. Identify the storage needs between data storage and file storage.

**Correct Answer: B, C, D**

**Section:**

### QUESTION 2

Universal Connect (UC) offers dedicated internet service to business customer. UC requires that when the first dedicated internet service is added then it automatically adds the customer premises Equipment (CPE). UC also has requirement to be able to use the same Ethernet access device for their future offerings like VOIP and business TV. How should consultant model have dedicated internet services and Ethernet across devices offers

- A. Model the Ethernet access device as a child product of the dedicated internet service offer
- B. Model dedicated internet service as a child product of the Ethernet access device offer.
- C. Model Ethernet access device and dedicated Ethernet service offers as two standalone offers with an auto add relationship that adds the Ethernet access device when a dedicated internet service is added.
- D. Model the Ethernet access device and dedicated internet service offers as two standalone offer with a recommends relationship that recommends the Ethernet access device when internet service is added

**Correct Answer: C**

**Section:**

### QUESTION 3

ABC telecom is a large telecommunication operates with 75 million assets across its customer and business customers. The company cloud to take advantage of customer 360 capabilities. There are slight operational differences between the various regions where it sells services, some regions may have different readiness timelines. Which migration strategies should be opt?

- A. Migrate Assets in chunks, portioning by geographical region and account type and then prioritize the migration based on regional timelines.
- B. Do not migrate legacy assets and leverage external objects within salesforce to access them
- C. Coordinate migration readiness across regions and execute migration all at once to ensure consistency
- D. Migrate assets in chunks, portioning by geographical region and account type and then prioritize high value business accounts.

**Correct Answer: A**

**Section:**

### QUESTION 4

Universal Connect (UC) offers a router to its customer which is included as part of the business internet offer. However, the router has no commercial significance to the selling process. UC is currently using industries Order Management (OM). How should a consultant model with respect to the business internet offer?

- A. Model the router technical product and decompose it from the business internet offer.

- B. Model the router as separate standalone offer and add the router once the business internet offer is added via an auto add rule
- C. Model the router as an attribute of the business internet offer with a default value of 'included'
- D. Model the router as a default child product of business internet offer but hide it from the quote document before sending it to the customer for review

**Correct Answer: A**

**Section:**

#### QUESTION 5

Universal Connect (UC) offers business TV services to its customer. As part of the offerings, UC requires the business TV's attribute to be changes to gold if account's SLA field value is 'Gold'. What solution does consultant recommend to achieve the requirement?

- A. Advance Rules
- B. Attribute Rules
- C. Context Rules
- D. Compatibility Rules

**Correct Answer: A**

**Section:**

#### QUESTION 6

Universal containers (UC) is a communication service provider using commination cloud. The provisioning system that activates the mobile service can take up to 10 minutes. How should a consultant design the orchestration for Mobile service?

- A. Configure an Autotask Orchestration Item to send to platform event, the enterprise Service Bus(ESB) will listen for the platform event and do a callback to the asynchronous Callback URL
- B. Configure a callout Orchestration item using the asynchronous system interface to do a callout, and have the enterprise service bus (ESB) to do a callback to the asynchronous call back URL.
- C. Configure a Callout Orchestration item using the enhanced system interface
- D. Configure a callout orchestration item using the default system interface to do a callout, configure a Push Event and have enterprise service Bus (ESB) do a callback to complete the push Event.

**Correct Answer: B**

**Section:**

**Explanation:**

If the asynchronous response for the event is short, you can use the same callout to wait for the response. However, if the callout takes a long time, such as days, then it is best to use a push event to receive the response.

#### QUESTION 7

Universal containers (UC) is a communication service provider using commination cloud. UC plans to migrate their B2C customer and their customer services into communication cloud. UC have configured the products in the Enterprise product catalog. Which entities must be migrated and in which sequence to accomplish the migration?

- A. User, Contacts, Consumer Account, Billing Account, Service Account, Subscriptions, Assets
- B. Users, Consumer Account, Billing Account, Service Account, Contacts, Assets
- C. User, Consumer Account, Billing Account, Service Account, Contacts, Assets Line Items, Assets
- D. User, Person Account, Billing Account, Service Account, Contacts, Assets.

**Correct Answer: A**

**Section:**

#### QUESTION 8

Universal containers (UC) is implementing communication cloud. One of the KPIs for their digital transformation is to reduce time to market for new product and products changes since it is currently takes three-month end to

end to launch new product. Which two actions will help measure product time to market in communication cloud?

- A. Leverage the EPC functionality to track the product related configuration.
- B. Create a Product Time to market app from template in CRM analytics to track the product time to market
- C. Create salesforce report on EPC project object to track the product time to market.
- D. Create a salesforce Report on the Product object to track the product time to market

**Correct Answer: C**

**Section:**

#### QUESTION 9

United Telecom (UT) has a high-level of customization in their existing cultural landscape, which results in higher cost on maintenance and development. They have chosen communication cloud with an expectation that they will be able to drive down the operational cost.

What are the two options to achieve the expectation?

- A. Assess the entire architecture and identify ways to replicate the legacy system in Communication Cloud.
- B. Handle the complex business processes manually outside the IT landscape.
- C. Harmonize their business plan to reduce the complexity
- D. Access the entire architecture to identify application that can be decommissioned.

**Correct Answer: C, D**

**Section:**

#### QUESTION 10

An ABC telecom customer requested a change to their existing services which resulted in a new set of assets. At a later date, the customer changed from a device-based to an installment-based contract. After a few years, the customer then requested to change their telephone number. Which object of the communication data model should a consultant use to manage the life cycle of assets over a time?

- A. Service Entitlement
- B. Service Account
- C. Contract Line Item
- D. Subscription

**Correct Answer: D**

**Section:**

#### QUESTION 11

ABC communication is using communication cloud for managing its product catalog. The inventory maintains SKUs and enter data related to SKUs. A consultant is analyzing options to sync the SKU data with communication cloud EPC products in the product catalog.

Which communication cloud feature should a consultant recommend for this use case to minimize the customer issue?

- A. Integrate communication cloud with inventory management system using enterprise product catalog REST APIs. The inventory will expose the EPC API to create the product and product related records in the product catalog.
- B. Create a custom trigger to insert product and related records in the product catalog, Export data related attribute from inventory management system in .csv format and related records in the product catalog.
- C. Export the SKU data as product and attribute from the inventory management system in .csv format, create a custom object to .....trigger on custom object to insert product and related records in the product catalog.
- D. Integrate communication cloud with the inventory management system using CPQ API getCartProducts. The inventory management system expose EPC API to create product and create records in the product Catalog.

**Correct Answer: A**

**Section:**

**QUESTION 12**

Sonic telecommunication delivers B2C internet (broadband) and TV services to the customer and technician need to perform various task for the add product operations. At one point in the flow there is a manual task that required technician to complete the steps and to provide information back to order management system to identify the equipment ordered, which action should consultant take to support the manual task resolution?

- A. Design and attach the omni scripts to the manual task to help technician with each step that are required to be completed manually
- B. Use the integration procedure to manage the various task that technician need to undertake
- C. Use data raptor to assist with integration and introduce several manual task into the flow.
- D. Use call out to fully automate the flow so that no manual steps are required

**Correct Answer: A**

**Section:**

**QUESTION 13**

A consultant analyzing integrations to various fulfillment systems. While the consultant believes that process shall be automated, they have identified one particular complex integration that has a formatted payload that verify JSON Implemented for nonstandard error response to be returned to order management from the fulfillment system. How should the consultant solve this used case?

- A. Use a dataRaptor to grab the JSON payload from Order Management to pass it to the fulfillment system directly.
- B. Use Apex to be able to send the customized payload and interpret the response
- C. Attach an Omniscrypt ta task and handle the integration manually
- D. Recommend that this step to be handled manually by having the user navigation to the fulfillment system's native UI .....logic

**Correct Answer: B**

**Section:**



**QUESTION 14**

Orbit telecommunication has announced that their B2C mobile business is doing well and there will be high order increase next year well beyond anything they had planned. What are the two preparatory steps that a consultant should take to ensure the stability in production?

- A. Ensure Enterprise sales management (ESM) is employed to split the large order prior to submission to order management system
- B. Ensure that customer have enough Async Apex Callouts and platform events available to cover the load
- C. Ensure platform events mode is enabled
- D. Ensure mule soft is employed for integration to reduce the consumption of salesforce resources

**Correct Answer: B, C**

**Section:**

**QUESTION 15**

T current architecture has two systems one which is sales facing (internal) other is customer facing (website). Currently product catalog is maintained separately in both systems. UT has introduced communication cloud. What approach should consultant recommend for maintaining their product catalog during their digital transformation.

- A. Manage the product catalog internally using communication cloud and use cart API to expose the product catalog to website
- B. Manage product catalog in communication cloud and periodically synchronize the web channels automatically
- C. Manage the product catalog in enterprise product catalog and use digital commerce APIs to extract the product catalog to web channels.
- D. Introduce new product catalog primary application that will synchronize both communication cloud and the web channels.

**Correct Answer: C**

**Section:**

**QUESTION 16**

Exclusive VPN corporation wants to automate their offering of complete B2B services and realizes that their order can be very large and will from time to time violate Order Management's Document size limits. Which two techniques can a consultant use to migrate the risk of large order hitting governor limits?

- A. Ensure platform Events mode is enabled for Order Management
- B. Use enterprise sales model capabilities to ensure orders are split by site prior to submission to order management.
- C. Asynchronously submit the order to Order Management to allow decomposition and orchestration to happen separately.
- D. Split Line Items in the same order before submitting the order and request an increase to order size limits

**Correct Answer: A, B**

**Section:**

**QUESTION 17**

ABC cloud is a communication service provider that uses communication cloud for their B2B market, ABC cloud customer frequently subscribe to the same set of products for different service location. Today ABC cloud sales representatives, have configured several identical quotes for each service location for the customer to sign. ABC cloud would like to accelerate its sale cycle with faster lead to cash journey. What solution can consultant propose for ABC cloud to have a faster lead to cash journey.

- A. Use the LWC CPQ cart to capture all products for all affiliates in the same cart for better visibility. Enable the industries Order Management bulk order handling custom setting to support bulk order decomposition and orchestration
- B. Use multisite CPQ cart capability to capture multiple quotes and utilize Out of the box (OOTB) support for order management.
- C. Use the LWC CPQ cart to capture all products for all affiliates in the same cart for better visibility. Utilize out of the box order split functionality to submit individual products to order management
- D. Use multisite CPQ cart capability to capture multiple quotes and configure order split functionality using Integration Procedure

**Correct Answer: B**

**Section:**

**QUESTION 18**

Universal containers want to include Product A every time they sell the bundle B. Users can opt out this product if they want but cannot take a quantity of more than 1 per bundle. How should a consultant configure the product in the system?

- A. Configure the cardinality Min as 0, Max 1 and default as 1.
- B. Configure the cardinality Min as 1, Max 1 and default as 1
- C. Add an Auto Add rule to include product A with bundle B
- D. Add a Recommendation rule for Product A when bundle B is added

**Correct Answer: A**

**Section:**

**QUESTION 19**

Universal containers (UC) is a communication service provider using communication cloud. UC wants to create a guided ordering processes for their Sales agent and B2C Consumers. Which three option are technically feasible.

- A. Use Salesforce Flow for building the guided ordering journey for agents and salesforce flow via community builder on a salesforce community for customers to leverage the development team's flow expertise
- B. Use Omni Script for building the guided ordering journey for agents and Omni script via Omni out on a salesforce community for customers to maximize governor limits and performance.
- C. Use Omni Script for building the guided ordering journey for agents and call Omni script via community builder on a salesforce community to maximize reuse

- D. Use OmniScript for building the guided the ordering journey for agents and expose OmniScript via OmniOut on a third-party CMS for Customers to Maximize reuse.
- E. Use Salesforce Flow for building the guided ordering journey for agents and salesforce flow via Lightning Out on a third-party CMS for customers to leverage the development team's Flow expertise.

**Correct Answer: A, C, D**

**Section:**

#### QUESTION 20

Fivercorp is migrating its operations from a legacy on-premise system to communication cloud. They have already migrated the account and product information, and are now planning to migrate the asset records and route of MACD processing to Salesforce by the end of the year. Which two considerations should they take into accounts for this processing to be successful?

- A. Large assets volume should be logically partition with staged migration, consider on demand migration to allow seamless operations
- B. Only Migrate the assets needed when customers are trying to place MACD orders.
- C. Both commercial and technical assets need to be present in Salesforce to successfully process the MACD orders.
- D. Only Commercial assets need to be present in salesforce to successfully process the MACD orders.

**Correct Answer: A**

**Section:**

#### QUESTION 21

An ABC telecom customer ordered an internet bundle along with router in their first order. At later date, the customer ordered another internet bundle. Their existing router supports all services. What should be the scope of technical product so that the decomposition process generates fulfillment request lines (FRL) based on the exiting inventory item?

- A. Downstream Order Item Scope
- B. Top Order Item Scope
- C. Order Item Scope
- D. Account Scope



**Correct Answer: D**

**Section:**

#### QUESTION 22

What are three main factors that should lead a consultant to consider assetization of a commercial product or service?

- A. The product services sold can undergo future attribute changes
- B. The Product sold is a device accessory such as phone case
- C. The product/service sold is high volume, one time billing event, such as a pay per view
- D. The product services sold will have child features added in the future
- E. The product Service sold has a recurring charge

**Correct Answer: A, D**

**Section:**

#### QUESTION 23

Airtalk has recently acquired Mobitel, which uses communication cloud as in CPQ and order management system. Airtalk wants to upsell Mobitel products on its consumer portal to increase its revenue and make share without incurring the cost of migrating those products onto its own legacy CPQ and order management system. What should a consultant recommend to quickly integrate Airtalk;s portal application with mobitel's Communication Cloud.

- A. Use Cart Based APIs
- B. Use Digital Commerce APIs
- C. Use CPQAppHandler Methods
- D. Use EPC APIs

**Correct Answer: B**

**Section:**

#### QUESTION 24

Universal containers (UC) is a communication service provider using communication cloud. As a part of internet order fulfillment, UC warehouse agents will use salesforce to enter a router's barcode and enter the shipping tracking number of the router. How should a Communication cloud consultant solve this requirement?

- A. Configure a manual task Orchestration item that will launch a flow to enter the router's barcode number and shipping tracking number.
- B. Configure an Autotask Orchestration item that will automatically launch an OmniScript to enter the router's barcode number and shipping tracking number
- C. Configure a Manual Task Orchestration item that will launch an OmniScript to enter the router's barcode number and shipping tracking number
- D. Configure a Push Event Orchestration item that will receive the router's barcode number and shipping tracking number

**Correct Answer: C**

**Section:**

#### QUESTION 25

A Large Tier 1 Telco with 20 million subscribers needs to move all of their customer data from legacy system to communication cloud. The team have discovered it would take a long time to migrate all the data over. which approach should the fulfillment designer recommend as the migration strategy to ensure that all the orders uninterrupted through the salesforce platform during migration?

- A. Migrate Data on demand as orders are raised through the salesforce interface and implement a bulk migration strategy
- B. Partition the data into logical blocks and run the migration in multiple stages over time, allowing for on demand migration for the non-migrated data to the legacy system
- C. Partition the data into logical blocks and run the migration in multiple stages over time, allowing for on demand migration data when migrations occurs
- D. Disable the production system during off peak hours and migrate the data from the old system to the new system. Ensure both new and old system are online during Peak hours.

**Correct Answer: B**

**Section:**

#### QUESTION 26

Acme technology is Tier 1 Provider selling fixed line internet and TV services. In order to send Set top boxes (STB) and modem they are requiring a single call to the shipping fulfillment system, which combination can be sent to the customer. They also want to ensure optimal performance and avoid unnecessary use of storage of inventory in customer base.

- A. Decompose Modem & STB into one CFS using M:1 decomposition pattern configure scope field on CFS technical product definition to Account
- B. Decompose the Modem & STB to distinct CFS technical product using 1:1 decomposition relationship. Configure the scope field on the modem and STB products to downstream Order Item.
- C. Decompose the Modem & STB to distinct CFS technical product using 1:1 decomposition relationship. Configure the scope field on CFS technical product definition to downstream Order Item.
- D. Decompose the Modem & STB to one CFS technical product using M:1 decomposition relationship. Configure the scope field on the modem and STB products to Account

**Correct Answer: A**

**Section:**

#### QUESTION 27

ABC telecom wishes to offer certain offers to retain its outgoing customers. They would like to give pricing adjustments across the catalog. They also want their agent to have the ability to give runtime adjustments and wish to have the approval process defined around the same. Which features should the consultant suggest to address the above requirements.



- A. Discounts.
- B. Adjustment using Context rules
- C. Promotions
- D. Customizations using CPQ Hooks

**Correct Answer: B**

**Section:**

#### QUESTION 28

An agile team is working on backlog grooming. There are two features that are needed by the customer and one of them is needed by the support team. The agile team is currently working on an iteration, Days later a business representative requests that another feature be included in the same iteration which step should consultant take?

- A. Accommodate the feature since otherwise the business representative will escalate that the team is not adaptable to change
- B. Accommodate the features as It is a small change and push the development team to work on it since itself organized team should know how to manage last minute requirements.
- C. Accommodate the feature since otherwise business representative will not accept the iteration results.
- D. Accommodate the feature by putting it into product backlog and work with the product owner to check its ROI relative to other stories in the backlog items then communicate the outcome back to the business representatives.

**Correct Answer: D**

**Section:**

#### QUESTION 29

Universal container (UC) is implementing communication cloud and the business is asking a consultant to migrate all orders from the last 5 years, which will include millions of orders. What are three valid points consultant should raise in this scenario?

- A. There is a need to raise a support case two weeks before the data load so that salesforce can monitor the performance
- B. Migrating millions of records will cause Order Management to fail during processing due to large volume
- C. Migrating millions of records may reduce query performance due to large data volumes
- D. This would require migrating all products sold within last 5 years, including those that are no longer sold.
- E. Migrating Assets instead of orders would provide more business Value.

**Correct Answer: B, D**

**Section:**

#### QUESTION 30

A B2B Communication company is using industries CPQ solution and need to implement attribute- based pricing for its offerings. The company wants to display the total amount or monthly recurring charge of the product as well as sales tax imposed on that product depending on the zip code of the service account as total price in the cpq cart. How shall the consultant achieve this while minimizing the impact to performance?

- A. Add the delivery zip code customer field as a header in the pricing calculation matrix
- B. Configure the tax rate in the price plan and it will be added automatically when added to the cart.
- C. Write a custom hook class to include the logic to calculate tax and add to the total price using a price calculation matrix
- D. Add a pricing plan step with a custom Apex class to calculate the tax using the price calculation matrix

**Correct Answer: A**

**Section:**

**Explanation:**

If requirement is to have static calculation, then use Hook implementation

If requirement is to have dynamic calculation based on custom fields then use ATB mechanism along with changes in hook to pass custom fields into ATB input map. In this case there is no need to have custom calculations.

#### QUESTION 31

United Telecom has release plan for their digital transformation it includes both legacy CRM and their new communication cloud, both of which will be active until the digital transformation is complete. Customer data from the legacy CRM will be migrated into communication cloud as part of first phase of the digital transformation project. There are business critical operations that will remains active in legacy CRM after the first phase of project. Which strategy should a consultant recommended to keep the customer data to sync between the legacy CRM and communication cloud?

- A. Synchronize real time customer data between the two CRMs when updated happens in either of the two CRMs
- B. Synchronize real time customer data between the two CRMs at the end of business day using batch updates.
- C. Introduce customer data management system as a part of digital transformation to keep customer data up to date
- D. Allow updated on Customer Data only on Communication cloud and synchronize the update to the legacy CRM

**Correct Answer: A**

**Section:**

#### QUESTION 32

Universal Containers (UC) is implementing communication cloud one of the key drivers of their digital transformation is to migrate their high number of B2C customer churn over the past few years. Which two actions will help identify and proactively reduce churn while minimizing the implementation effect.

- A. Create Churn trend reports in CRM Analytics that brings the data from communication cloud and legacy system to identify the customer likely to churn
- B. Expose next best action based on Einstein Discovery prediction to give the customer a discount if they are likely to churn.
- C. Create a churn trend app from a template in CRM analytics to identify customer likely to churn
- D. Create a churn trend report via salesforce report based on disconnect order to identify customers likely to churn

**Correct Answer: B**

**Section:**

#### QUESTION 33

ABC cloud communication service provider that uses communication cloud for their B2B Market. ABC cloud sells services to tier 1 enterprise companies across the globe the number of items in the cart for each customer is usually high and with new products being introduced, the company expects even higher cart numbers. Sales representative started to notice performance reduction while submitting big carts to order management. A consultant was asked to provide design guidance for product design while taking into consideration communication cloud CPQ and order management constraints. Which two options should the consultant consider while designing the commercial catalog?

- A. Keep the number of attribute on the product low, avoid big picklist and direct assignments.
- B. Advise them to use picklist attribute with multiple pick lists values instead of configuring new products
- C. Avoid deep product hierarchy and big list of add on, limit the number of advance rule such as AutoAdd or Auto Remove products.
- D. Model all product in flat while controlling the cardinality with AutoAdd and AutoRemove advanced rules

**Correct Answer: B**

**Section:**