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COMMUNICATIONS CLOUD
ACCREDITED PROFESSIONAL



EXAM GUIDE

Last Updated: 28 July 2022
Exam Content covers up to: Summer '22 Release

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Salesforce Communications Cloud Accredited Professional Sample Questions (Q75-Q80):

NEW QUESTION # 75

UC telecom has requirement to allow customer to upgrade or downgrade from their existing plan from two play pack to three play packs and vice versa Which three are the key offering provided by the change of plan feature in communication cloud.

- A. Customer can choose their plan from all pricing books.
- B. Migrating in/out from bundle offer
- C. Service Continuity
- D. History of subscription updates and traceability
- E. Supported by digital commerce API

Answer: B,C,D

NEW QUESTION # 76

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

Answer: B

NEW QUESTION # 77

Universal containers (UC) is a communication service provider using communication cloud. UC negotiate customer specific pricing with a B2B customer, which will subsequently be used for the pricing order by the customer, which two actions must a consultant take to meet this requirements?

- A. Create a Contract, add Contract line items for the customer specific pricing and mark it as a Frame Agreement Contract
- B. Create a New Promotion, Configure Price Overrides for the customer specific pricing and mark it as a Frame Agreement Promotion
- C. Create New Offering, Configure Price List Entries for the customer specific pricing and mark it as a frame agreement offering
- D. Create a Quote, add customer contract based discounts for the customer specific pricing and create a Frame Agreement from the Quote

Answer: D

NEW QUESTION # 78

Universal containers (UC) sells bundle of the TV service and VOIP line to its customer UC requires a modem to be one of the technical products as part of the bundle decomposition. UC also requires that when a customer orders as additional VOIP line in the future, it reuses the same modem technical product that was decomposed as part of initial bundle order.

- A. Create a 1:1 decomposition relationship between TV to Modem and VOIP to Modem and decompose conditionally based on whether the modem is already present in the Technical Inventory
- B. Create an M:1 decomposition relationship between TV to Modem and VOIP to Modem and set scope to account on modem technical product
- C. Create a 1:1 decomposition relationship between TV and VOIP to modem and set the scope to order item on Modem Technical Product
- D. Create an M:1 decomposition relationship between TV to Modem and delete the decomposition relationships after the initial bundle order.

Answer: B

NEW QUESTION # 79

A company uses an in-house legacy order management system for order fulfillment and inventory management. The order fulfillment support team complains that the items that makes callouts to the inventory management system get stuck and fail for days and manual intervention is required. The company has decided to move the industries Order management (OM) system. How would industries OM Fallout Management reduce this issue for the company.

- A. By automatically balancing order processing tasks across multiple orchestration queues
- B. By automatically queuing the fulfillment request to retry according to fallout analysis report.
- **C. By automatically queuing the fulfillment request to retry according to predefined retry policy.**
- D. By automatically balancing order processing tasks across multiple orchestration items

Answer: C

NEW QUESTION # 80

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