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Salesforce Communications Cloud Accredited Professional Sample Questions (Q48-Q53):

NEW QUESTION # 48

UC rolling out new offer, which must be fulfilled using industries order management. Orchestration must integrate with the provisioning system, which accepts a different payload for activating the service What is the recommendation approach for designing the orchestration while minimizing unnecessary configurations?

- A. Create two orchestration plans, one having the activation orchestration item and other with deactivation item. Configure the orchestration items based on the products
- B. Create one orchestration plan definition with two orchestration definition having mutually exclusive condition. Configure the scenario to include both Add and disconnect actions.
- C. Create two orchestration plan, one having the activation Orchestration item and other with the deactivation. Configure scenario to map activation to add action and deactivate

- D. Create two orchestration plan, one having the activation Orchestration item and other with the deactivation. Configure one scenario to map activation to Add action and deactivation to disconnect action

Answer: D

NEW QUESTION # 49

United Telecom is moving its assets to communication cloud as part of its digital transformation. During the asset migration process, a consultant includes a step to create no change MACD order. Why this is necessary to have this step in migration process?

- A. To create inventory items to be used in subsequent MACD.
- B. To validate the migrated assets data aligns with assets data model
- C. To validate if MACD works on migrated Assets.
- D. To validate if decomposition works on migrated assets

Answer: A

NEW QUESTION # 50

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

Answer: B

NEW QUESTION # 51

UC sales 8 similar home phone offering commercial offerings to its customers. UC wants commercial offering decompose to the same CFS Technical product. What shall consultant recommend to achieve this requirement.

- A. Create one decomposition relationship each from all commercial offerings to the same technical product
- B. Create one decomposition relationship each via one parent class product from all commercial offerings
- C. Create multiple decomposition relationship from all commercial offering to the same technical product and set the parent class product to Account.
- D. Create multiple decomposition relationship from all commercial offering to the same technical product and set the parent class product to order item

Answer: B

NEW QUESTION # 52

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

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

Answer: A

NEW QUESTION # 53

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