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Salesforce Communications Cloud Accredited Professional (AP) Exam Sample Questions (Q19-Q24):

NEW QUESTION # 19

ABC telecom offer advanced B2B connectivity products to companies with multiple service quotes in different regions based quotes and 1000 line items per quote.

Which application suits supports this scnerio?

- A. Enterprise sales management
- B. Advertising sales management

- C. Multiple subscription management
- D. Subscriber lifecycle management

Answer: A

Explanation:

Enterprise Sales Management (A) is suited for managing advanced B2B connectivity products, especially for companies with complex quoting needs across multiple regions and a high volume of line items per quote, offering robust capabilities to handle such scenarios efficiently. References: Salesforce Enterprise Sales Management documentation and capabilities overview.

NEW QUESTION # 20

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

Answer: A,B,C

NEW QUESTION # 21

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 use case?

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

Answer: A

Explanation:

For complex integrations with nonstandard error responses, using Apex to customize the payload and interpret the response (B) offers the flexibility to handle unique integration requirements and error handling, ensuring seamless communication between Salesforce and the fulfillment system. References: Salesforce Apex development documentation and integration best practices.

NEW QUESTION # 22

UC is communications service provider using communication cloud. UC have one callout to the activation system per mobile services and then one calls out to the billing system per item decomposed. How should consultant configure the orchestration to meet the requirement

- A. Create an orchestration plan definition with two orchestration item definition with an orchestration dependency between activation orchestration item to order item and the scope of the billing orchestration item to global
- B. Create two orchestration plan definition with single orchestration item definition, each orchestration dependency on orchestration item. Set the scope of activation orchestration plan to order and scope of the billing orchestration item to order line item
- C. Create two orchestration plan definition with single orchestration item definition, each orchestration item Set the scope of activation orchestration plan to order and scope of the billing orchestration item to global.
- D. Create an orchestration plan definition with two orchestration item definition with an orchestration dependency between activation orchestration item to main order item and the scope of the billing orchestration item to order

Answer: A

Explanation:

To meet the requirement of one callout to the activation system per mobile service followed by a callout to the billing system per item, configuring an orchestration plan with two orchestration items and an orchestration dependency (A) is recommended. This setup ensures that the activation process is completed before billing information is processed, maintaining the correct order of operations. References: Salesforce Communication Cloud Order Management documentation on orchestration plan configuration.

NEW QUESTION # 23

An organization is requesting a negotiated price from UT in their quote for the order which two business flows should UT have in place in communication cloud to meet the customer requirement?

- A. Design order capture and order fulfillment flows
- B. Design a contract creation and contract renewal flows
- C. Design a quoting flow to negotiate price and discount approval process.
- D. Design opportunity management flows and convert the opportunity to quote.

Answer: C,D

NEW QUESTION # 24

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