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Salesforce Salesforce-Communications-Cloud Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> • Delivery: It focuses on translating final designs into implementations by distinguishing OOTB functionality from customizations, aligning architecture and order components, and devising data migration strategies. Mastery in this topic highlights capability as a Communications Cloud professional.
Topic 2	<ul style="list-style-type: none"> • Planning and Design: The topic measures expertise of aspiring Salesforce Communications Cloud professionals in designing scalable, best-practice-driven solutions, including product catalog modeling, order fulfillment, and migration strategies. Communications Cloud professionals are tested on aligning processes and requirements to architectural guidelines, prioritizing user stories, and designing asset management flows.

- Discovery: This section evaluates the abilities of Communications Cloud professionals to assess customer IT ecosystems, define KPIs, map business processes, and address data volume considerations to align Salesforce Communications Cloud solutions with business objectives.

Salesforce Communications Cloud Accredited Professional (AP) Exam Sample Questions (Q37-Q42):

NEW QUESTION # 37

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 EPC APIs
- C. Use Digital Commerce APIs
- D. Use CPQAppHandler Methods

Answer: C

NEW QUESTION # 38

A telecom service provider offers internet, mobile and TV services that can be sold as bundled and independently. Fulfillment consultant designer is designing the orchestration order that contains any combination to consistently improve the customer satisfaction, the consultant need to design a solution that makes the service available to consumers for consumption and support changes for completely fulfilled offers even when other are still being same. what is the recommendation approach for an assets management strategy in this case?

- A. Module each offer as top offer, Use the standard assetization in orchestration to assetize the offer that have been ordered
- B. Module the offer as a top level offers, Use staged assetization in orchestration to assetize the offer that have been ordered
- C. Module the offer as a triple play bundle, Use staged assetization in orchestration to assetize the offer that have been ordered
- D. Module the offer as a triple play bundle, Use standard assetization in orchestration to assetize the offer that have been ordered

Answer: B

NEW QUESTION # 39

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

Answer: B

Explanation:

Salesforce Industries Order Management ' s Fallout Management feature can address the issue of stuck order items by automatically queuing fulfillment requests to retry according to a predefined retry policy (C). This functionality helps manage temporary integration failures or delays without manual intervention, improving the overall reliability and efficiency of order processing tasks. References: Salesforce Industries OM Fallout Management documentation.

NEW QUESTION # 40

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. Create a Salesforce Report on the Product object to track the product time to market
- 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. Leverage the EPC functionality to track the product related configuration.

Answer: C,D

Explanation:

To measure product time to market in Salesforce Communications Cloud, leveraging EPC (Enterprise Product Catalog) functionality to track product configurations (A) and creating Salesforce reports on the EPC project object (C) are effective methods. These actions provide insights into product development timelines and help identify areas for process improvement. References: Salesforce EPC documentation and CRM Analytics best practices.

NEW QUESTION # 41

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

Answer: A,B

Explanation:

In designing the commercial catalog to manage performance with high cart numbers, keeping the number of product attributes low and avoiding large picklists (A), and limiting complex product hierarchies and advanced rules like AutoAdd or AutoRemove (C) are crucial. These practices help maintain system performance by simplifying the product structure and reducing the processing required during CPQ and order management operations. References: Salesforce CPQ and Order Management best practices for product catalog design.

NEW QUESTION # 42

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