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Salesforce Communications Cloud Accredited Professional (AP) Exam Sample Questions (Q49-Q54):

NEW QUESTION # 49

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 report via salesforce report based on disconnect order to identify customers likely to churn
- D. Create a churn trend app from a template in CRM analytics to identify customer likely to churn

Answer: A,D

Explanation:

To identify and proactively reduce customer churn, creating churn trend reports in CRM Analytics (A) and utilizing a churn trend app from a template in CRM analytics (C) are effective strategies. These approaches leverage advanced analytics to uncover patterns and insights into customer behavior, helping to predict which customers are likely to churn. This proactive identification allows for targeted retention efforts. References:

Salesforce CRM Analytics documentation and churn prediction best practices.

NEW QUESTION # 50

Universal Connect (UC) sells several mobile devices to its customer. UC has several attribute like color, storage and screen size that are common across mobile devices. UC is looking for recommendation around efficiency them using SFI product catalog. How should consultant model the product catalog for UC?

- A. Create 'Mobile Offer Spec Type' object with common attribute and set the parent object type as 'Base offer Spec Type'. Then associate mobile device offers with 'Mobile Offer Spec Type' Object Type.
- B. Create 'Mobile Offer Spec Type' object with common attribute and set the parent object type as 'Base offer Spec Type'. Then associate mobile device offers with 'Base Offer Spec Type' Object Type.
- C. Create 'base offer Spec Type' object type with all attribute and associate mobile device offer with this object type
- D. Create 'Mobile offer Spec Type' with base attribute as parent object type and associate mobile device offers with object type and add additional attributes

Answer: D

Explanation:

Base offer Spec Type should not have object sub type as best practice

NEW QUESTION # 51

A Large Tier 1 Telco with 20 million subscribers needs to move all of their customer data form 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. 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
- B. 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.
- 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. Migrate Data on demand as orders are raised through the salesforce interface and implement a bulk migration strategy

Answer: A

NEW QUESTION # 52

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

Answer: B,C

NEW QUESTION # 53

UT required bulk ordering to be implemented in communication cloud base to capture order broadband speed to its customer and applying promotions.

Which two steps should consultant take to perform the impact assessment for bulk ordering in communication cloud

- A. Evaluate the various business scenarios for bulk orders in order to access platform governor limits (CPU time, Database utilization)
- B. Evaluate the various business scenarios for bulk orders in order design automation for order capture and orchestration
- C. Identify the business rules need to be implemented for creation and fulfillment of bulk orders.
- D. Identify the volume and access feasibility from a platform governor limit perspective (CPU time, Database utilization)

Answer: C,D

NEW QUESTION # 54

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