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### Salesforce Communications Cloud Accredited Professional Sample Questions (Q33-Q38):

#### NEW QUESTION # 33

United Telecom has release plan for their digital transformation it includes both legacy CRM and their new communication cloud, both of which will be active until the digital transformation is complete. Customer data from the legacy CRM will be migrated into communication cloud as part of first phase of the digital transformation project. There are business critical operations that will remain active in legacy CRM after the first phase of project. Which strategy should a consultant recommended to keep the customer data to sync between the legacy CRM and communication cloud?

- A. Synchronize real time customer data between the two CRMs when updated happens in either of the two CRMs
- B. Synchronize real time customer data between the two CRMs at the end of business day using batch updates.
- C. Introduce customer data management system as a part of digital transformation to keep customer data up to date
- D. Allow updated on Customer Data only on Communication cloud and synchronize the update to the legacy CRM

**Answer: A**

#### NEW QUESTION # 34

Universal Container had been using Communication cloud CPQ and order management for their B2B use cases. One of the critical requirement was to send a router code to their downstream system. Sending the router code depends on certain condition \*if the customer is moving the internet services and is eligible for router \* if the customer is moving the internet service and did not have router before \* if customer is renewing the internet service and did not have a router before. Which three option should consultant recommend to meet the requirements above while optimizing order submission performance?

- A. Use action type from fulfillment request lines in the callout condition task
- B. Implement the router condition logic within decomposition layer with more conditions.
- C. Use the Action type from Order items to the Decomposition Relationship Conditions.
- D. Map all relevant information to the Customer Facing Service (CFS)
- E. Implement the router condition logic in the integration layer as callout task

**Answer: B**

#### NEW QUESTION # 35

ABC telecom is a large telecommunication operates with 75 million assets across its customer and business customers. The company cloud to take advantage of customer 360 capabilities. There are slight operational differences between the various regions where it sells services, some regions may have different readiness timelines. Which migration strategies should be opt?

- A. Migrate Assets in chunks, portioning by geographical region and account type and then prioritize the migration based on regional timelines.
- B. Do not migrate legacy assets and leverage external objects within salesforce to access them
- C. Coordinate migration readiness across regions and execute migration all at once to ensure consistency
- D. Migrate assets in chunks, portioning by geographical region and account type and then prioritize high value business accounts.

**Answer: A**

#### NEW QUESTION # 36

Universal containers (UC) is a communication service provider using communication cloud. UC wants to create a guided ordering processes for their Sales agent and B2C Consumers. Which three option are technically feasible.

- A. Use Omni Script for building the guided ordering journey for agents and call Omni script via community builder on a salesforce community to maximize reuse
- B. Use Omni Script for building the guided ordering journey for agents and Omni script via Omni out on a salesforce community for customers to maximize governor limits and performance.
- C. Use Salesforce Flow for building the guided ordering journey for agents and salesforce flow via community builder on a salesforce community for customers to leverage the development team's flow expertise
- D. Use OmniScript for building the guided the ordering journey for agents and expose OmniScript via OmniOut on a third-party CMS for Customers to Maximize reuse.
- E. Use Salesforce Flow for building the guided ordering journey for agents and salesforce flow via Lightning Out on a third-party CMS for customers to leverage the development team's Flow expertise.

**Answer: A,C,D**

#### **NEW QUESTION # 37**

Universal containers (UC) provides internet service and recently purchased Industries order Management (OM) licenses for their B2B use cases. They have the following requirements:

\* Product must be grouped during decomposition in order to send products to the billing system based on location  
 \* After grouping the ordered items based on location, send the respective codes to same billing system for each location Which three steps should a consultant take when designing a solution for these requirement?

- A. After splitting the order create one fulfillment request for each location by creating Orchestration scenarios for each other items
- B. Create a decomposition for each service so that it has its own Fulfillment Request and create a Callout task for each of them
- C. Split the order into multiple order and group order items based on the service location
- D. Use the CPQ multisite feature and group the service locations and create orders for each group

**Answer: A**

#### **NEW QUESTION # 38**

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