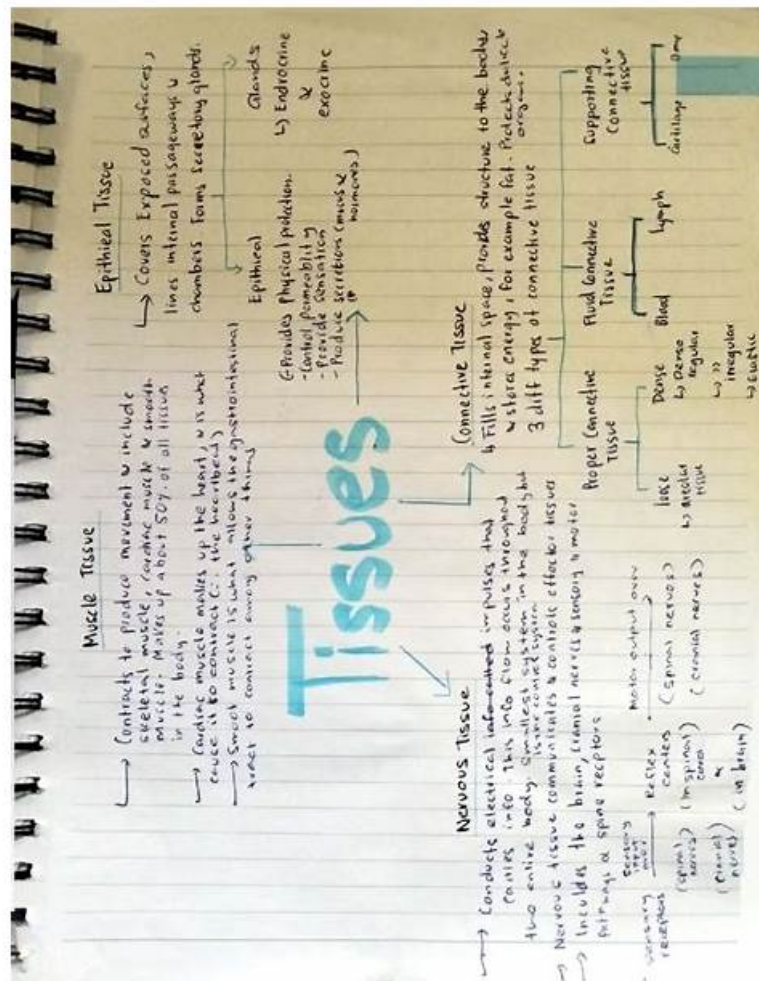


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no chance of failure.

## Salesforce Communications Cloud Accredited Professional Sample Questions (Q15-Q20):

### NEW QUESTION # 15

Infiwave offers Internet and voice services to residential customers. In order to provision the services engineer have to visit the customer location and install the Modem, then provide the modem related data over phone and share the details required to sent to the fulfillment system. Infiwave has identified that having the technician provide the details in phone is error prone.

What two feature from Industries Order Management shall infiwave use to support this functionality and correct order capture.

- A. Implement a milestone orchestration item to execute request on the fulfillment system for activation
- B. Implement a manual orchestration item, assign it to the technician and configure an omni scripts for the technician to fill details
- C. Implement a callout orchestration item to execute a request on the fulfillment system for activation
- D. Implement push orchestration item, assign it to technician and configure omni scripts for the technician to fill details

Answer: C

### NEW QUESTION # 16

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

Answer: D

### NEW QUESTION # 17

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 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
- B. 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
- C. 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.
- D. 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.
- E. 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.

Answer: A,B,C

### NEW QUESTION # 18

ABC telecom is using the communication cloud for the B2C business, The B2B business now wants a new quoting solution for their complete B2B products. B2B customers are large enterprises with hundreds of sites, B2B sales representative wants to configure different products based on sites requirements, group sites together, apply discount as per negotiated price and generate a multi-site proposal document. What Solution should a consultant recommend to meet the requirement above?

- A. Use Enterprise Sales Management Quote Negotiation Process to capture Multi-site quote by uploading the site list and

configuring the offers for the sites.

- B. Use Communication Cloud CPQ to create a quote associated with multiple service Accounts Import a list of Sites to represent service Account and configure offers.
- C. Leverage the communication cloud (CPQ) master quote and group quote capability to associate service accounts to group quotes. Each location can be associated with Quote Line Item
- D. Use Communication Cloud CPQ multisite Quote Capture to upload a site list and configure offers for the sites

**Answer: C**

#### NEW QUESTION # 19

UC telecom has requirement to allow customer to upgrade or downgrade from their existing plan from two play pack to three play packs and vice versa Which three are the key offering provided by the change of plan feature in communication cloud.

- A. Service Continuity
- B. Migrating in/out from bundle offer
- C. History of subscription updates and traceability
- D. Supported by digital commerce API
- E. Customer can choose their plan from all pricing books.

**Answer: A,B,C**

#### NEW QUESTION # 20

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