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Salesforce Salesforce-Communications-Cloud Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<ul style="list-style-type: none"> • 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.
Topic 3	<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.

Salesforce Communications Cloud Accredited Professional (AP) Exam Sample Questions (Q14-Q19):

NEW QUESTION # 14

ABC Telco wants to offers a self-service portal for their B2C customers so they can browse and order from product catalog. Which salesforce industries based solution helps activate this?

- A. Enterprise Sales Management
- B. Assets based ordering
- **C. Digital commerce**
- D. Mobile subscription Management

Answer: C

Explanation:

To offer a self-service portal for B2C customers to browse and order from the product catalog, Salesforce Industries ' Digital Commerce solution is the most suitable (D). This solution is designed to enable customer- facing digital experiences, allowing customers to explore products, configure offerings, and place orders directly through an online portal. References:Salesforce Industries Digital Commerce documentation and best practices for self-service portals.

NEW QUESTION # 15

Acme technology is Tier 1 Provider selling fixed line internet and TV services. In order to send Set top boxes (STB) and modem they are requiring a single call to the shipping fulfillment system, which combination can be sent to the customer. They also want to ensure optimal performance and avoid unnecessary use of storage of inventory in customer base.

- A. Decompose the Modem & STB to distinct CFS technical product using 1:1 decomposition relationship. Configure the scope field on CFS technical product definition to downstream Order Item.
- **B. Decompose Modem & STB into one CFS using M:1 decomposition pattern configure scope field on CFS technical product definition to Account**
- C. Decompose the Modem & STB to one CFS technical product using M:1 decomposition relationship. Configure the scope filed on the modem and STB products to Account
- D. Decompose the Modem & STB to distinct CFS technical product using 1:1 decomposition relationship. Configure the scope filed on the modem and STB products to downstream Order Item.

Answer: B

Explanation:

To send Set-Top Boxes (STBs) and modems with a single call and manage inventory efficiently, decomposing both to one CFS using an M:1 decomposition pattern and setting the scope to Account (A) is optimal. This allows for combined fulfillment while maintaining inventory accuracy. References: Salesforce Industries documentation on decomposition patterns and fulfillment strategies.

NEW QUESTION # 16

United telecom has large product catalog; over time their catalog has increased in number of factors. They have chosen communication cloud as their product of choice to reduce their product catalog size. Which are the two steps shall consultant take to migrate these issue and build a stable product catalog.

- A. Mark the orderable flag on the legacy system to false so that they cannot be used.
- **B. Rationalize the product catalog by identifying duplicates and legacy products that can be removed**
- C. Bundle the similar product together to reduce the volume
- **D. Make use of object types and attributes to better handle scalability using EPC functionality.**

Answer: B,D

Explanation:

To reduce the product catalog size and build a stable product catalog, consultants should utilize Object Types and Attributes (B) to enhance scalability and manageability using EPC functionality, and rationalize the product catalog (C) by identifying and removing duplicates and outdated products. This approach ensures a more organized and efficient product catalog that aligns with current business needs. References: Salesforce Communication Cloud EPC documentation and best practices for product catalog management.

NEW QUESTION # 17

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 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.
- **B. 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**
- C. 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
- D. 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

Answer: B

NEW QUESTION # 18

Has commercial attribute called "access Type" on the internet offers with two values, namely DSL and Fiber.

UC has requirement to model routers as technical products and offer either a DSL or a fiber router based on the "access type" value. What kind of decomposition relationship should a consultant recommend to achieve this requirement?

- A. 1:M
- B. M:M
- C. M:1
- **D. 1:1**

Answer: D

Explanation:

For modeling routers based on the "access type" (DSL or Fiber), a 1:1 decomposition relationship is appropriate. This ensures that for each internet offer (DSL or Fiber), a corresponding router (DSL or Fiber router) is uniquely associated, allowing for precise

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