

Salesforce-Communications-Cloud Practice Braindumps | Salesforce-Communications-Cloud Latest Exam Guide



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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">• 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 3	<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.

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Salesforce Communications Cloud Accredited Professional (AP) Exam

Sample Questions (Q34-Q39):

NEW QUESTION # 34

Universal containers want to include Product A every time they sell the bundle B. Users can opt out this product if they want but cannot take a quantity of more than 1 per bundle. How should a consultant configure the product in the system?

- A. Configure the cardinality Min as 0, Max 1 and default as 1.
- B. Add a Recommendation rule for Product A when bundle B is added
- C. Configure the cardinality Min as 1, Max 1 and default as 1
- D. Add an Auto Add rule to include product A with bundle B

Answer: A

Explanation:

To include Product A every time Bundle B is sold, with the option for users to opt-out but not exceed a quantity of more than 1, the configuration should set the cardinality Min to 0 (allowing opt-out), Max to 1 (limiting to one product), and default to 1 (included by default). This setup in the product catalog ensures that Product A is automatically included with Bundle B, but users have the flexibility to remove it if desired, without exceeding the allowed quantity. References: Salesforce Communications Cloud product catalog and bundle configuration guidelines.

NEW QUESTION # 35

UC uses communication cloud but their legacy system has a large products module on a per stock keeping Unit (SKU) basis. UC wants to rationalize their product catalog What are the three options should consultant configure to meet this requirement

- A. Calculation Matrix
- B. Pricing plan
- C. Price lists
- D. Fields
- E. Attribute

Answer: B,D,E

Explanation:

To rationalize a large product catalog from a SKU-based system, consultants should consider configuring Fields (A) to capture essential product information, Attributes (D) to define product characteristics, and Pricing Plans (E) to manage pricing strategies. These configurations support the creation of a more streamlined and manageable product catalog within Salesforce Communication Cloud by allowing for the consolidation of similar products and the flexible definition of product offerings. References: Salesforce Communication Cloud documentation on Enterprise Product Catalog (EPC) management.

NEW QUESTION # 36

ABC telecom wishes to offer certain offers to retain its outgoing customers. They would like to give pricing adjustments across the catalog. They also want their agent to have the ability to give runtime adjustments and wish to have the approval process defined around the same. Which features should the consultant suggest to address the above requirements.

- A. Adjustment using Context rules
- B. Discounts.
- C. Customizations using CPQ Hooks
- D. Promotions

Answer: A,B

NEW QUESTION # 37

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

Answer: D

NEW QUESTION # 38

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. Expose next best action based on Einstein Discovery prediction to give the customer a discount if they are likely to churn.
- B. Create a churn trend app from a template in CRM analytics to identify customer likely to churn
- C. Create a churn trend report via salesforce report based on disconnect order to identify customers likely to churn
- D. Create Churn trend reports in CRM Analytics that brings the data from communication cloud and legacy system to identify the customer likely to churn

Answer: B,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 # 39

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