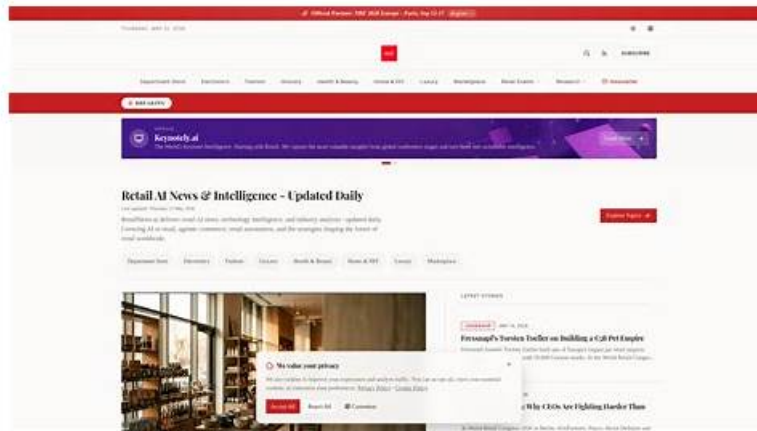


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Salesforce Salesforce-Communications-Cloud Exam Syllabus Topics:

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 (Q78-Q83):

NEW QUESTION # 78

Fivercorp is migrating its operations from a legacy on-premise system to communication cloud. They have already migrated the account and product information, and are now planning to migrate the asset records and route of MACD processing to Salesforce by the end of the year. Which two considerations should they take into accounts for this processing to be successful?

- A. Large assets volume should be logically partition with staged migration, consider on demand migration to allow seamless operations
- B. Both commercial and technical assets need to be present in Salesforce to successfully process the MACD orders.
- C. Only Migrate the assets needed when customers are trying to place MACD orders.
- D. Only Commercial assets need to be present in salesforce to successfully process the MACD orders.

Answer: A

NEW QUESTION # 79

Universal Connect (UC) offers dedicated internet service to business customer. UC requires that when the first dedicated internet service is added then it automatically adds the customer premises Equipment (CPE).

UC also has requirement to be able to use the same Ethernet access device for their future offerings like VOIP and business TV. How should consultant model have dedicated internet services and Ethernet across devices offers

- A. Model the Ethernet access device and dedicated internet service offers as two standalone offer with a recommends relationship that recommends the Ethernet access device when internet service is added
- B. Model the Ethernet access device as a child product of the dedicated internet service offer
- C. Model dedicated internet service as a child product of the Ethernet access device offer.
- D. Model Ethernet access device and dedicated Ethernet service offers as two standalone offers with an auto add relationship that adds the Ethernet access device when a dedicated internet service is added.

Answer: D

Explanation:

When modeling dedicated internet services and Ethernet access devices, especially when the device is reused for future offerings, it's efficient to model them as standalone offers with an auto-add relationship. This approach ensures that the Ethernet access device is automatically included when a dedicated internet service is added, while also allowing for the flexibility to use the device with other services like VOIP and business TV in the future. References: Salesforce CPQ documentation on product modeling and auto-add relationships.

NEW QUESTION # 80

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. Create a churn trend report via salesforce report based on disconnect order to identify customers likely to churn
- C. Expose next best action based on Einstein Discovery prediction to give the customer a discount if they are 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:

