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Salesforce Salesforce-Communications-Cloud Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 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.

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Salesforce Communications Cloud Accredited Professional (AP) Exam Sample Questions (Q65-Q70):

NEW QUESTION # 65

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

Answer: A,D

NEW QUESTION # 66

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. Only Migrate the assets needed when customers are trying to place MACD orders.
- C. Only Commercial assets need to be present in salesforce to successfully process the MACD orders.
- D. Both commercial and technical assets need to be present in Salesforce to successfully process the MACD orders.

Answer: A

NEW QUESTION # 67

Universal containers (UC) is implementing communication cloud. One of the KPIs for their digital transformation is to reduce time to market for new product and products changes since it is currently takes three-month end to end to launch new product. Which two actions will help measure product time to market in communication cloud?

- A. Leverage the EPC functionality to track the product related configuration.
- B. Create a Product Time to market app from template in CRM analytics to track the product time to market
- C. Create a salesforce Report on the Product object to track the product time to market
- D. Create salesforce report on EPC project object to track the product time to market.

Answer: D

NEW QUESTION # 68

UC have completed migration into developer org. Now they are using partial copy sandbox. What are the two reason why consultant should recommend doing a full data load in full copy sandbox before production load?

- A. To identify the risk of hitting governor limit with the production load
- B. To identify the data error that was not surfaced during testing with subset of data
- C. To understand how long, the data load in production should take
- D. To identify the metadata related error not previously seen with a subset of data

Answer: A,B

Explanation:

Performing a full data load in a full copy sandbox before the production load is essential to identify potential governor limit risks (A) and data errors that might not have been evident with a subset of data (B). This provides a realistic environment to test and rectify issues before the production deployment. References:

Salesforce sandbox and data loading strategies, governor limit considerations.

NEW QUESTION # 69

Universal containers is a communication service provider using communication cloud. A member of UC's legacy- system IT team

has provided a consultant with an extract of all the existing products from the legacy system and asked the consultant to migrate the data to communication cloud which two question should the consultant ask in this scenario to clarify the data migration strategy?

- A. Can we rationalize products to a smaller number?
- **B. Which of the provided products are still actively sold?**
- C. Are there customer specific offerings?
- **D. Which of the products are inactive?**

Answer: B,D

Explanation:

When migrating product data from a legacy system to Salesforce Communications Cloud, it ' s essential to identify inactive products (A) and those still actively sold (D) to ensure that only relevant and current products are included in the new system. This rationalization helps streamline the product catalog and ensures that the migrated data aligns with current businessneeds.References:Salesforce product catalog management best practices and data migration guidelines.

NEW QUESTION # 70

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