

# Salesforce-Communications-Cloud Certification Materials | Salesforce-Communications-Cloud Test Engine Version



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## Salesforce Salesforce-Communications-Cloud Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• <b>Discovery:</b> 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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• <b>Delivery:</b> 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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• <b>Planning and Design:</b> 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.</li></ul>

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## Salesforce Communications Cloud Accredited Professional (AP) Exam Sample Questions (Q42-Q47):

### NEW QUESTION # 42

Airtalk has recently acquired Mobitel, which uses communication cloud as in CPQ and order management system. Airtalk wants to upsell Mobitel products on its consumer portal to increase its revenue and make share without incurring the cost of migrating those products onto its own legacy CPQ and order management system. What should a consultant recommend to quickly integrate Airtalk;s portal application with mobitel's Communication Cloud.

- A. Use EPC APIs
- **B. Use Digital Commerce APIs**
- C. Use CPQAppHandler Methods
- D. Use Cart Based APIs

**Answer: B**

Explanation:

For Airtalk to quickly integrate its portal application with Mobitel ' s Communication Cloud for upselling purposes without migrating products, using Digital Commerce APIs is the most effective strategy. These APIs are designed for integrating external commerce platforms with Salesforce ' s CPQ and order management system, allowing Airtalk to access and sell Mobitel products through its consumer portal efficiently.

References:Salesforce Communications Cloud Digital Commerce API documentation and integration guides.

### NEW QUESTION # 43

ABC telecom is a large telecommunication operates with 75 million assets across its customer and business customers. The company cloud to take advantage of customer 360 capabilities. There are slight operational differences between the various regions where it sells services, some regions may have different readiness timelines. Which migration strategies should be opt?

- A. Do not migrate legacy assets and leverage external objects within salesforce to access them
- B. Migrate assets in chunks, portioning by geographical region and account type and then prioritize high value business accounts.
- **C. Migrate Assets in chunks, portioning by geographical region and account type and then prioritize the migration based on regional timelines.**
- D. Coordinate migration readiness across regions and execute migration all at once to ensure consistency

**Answer: C**

Explanation:

Given ABC Telecom ' s large asset base and regional operational differences, migrating assets in chunks by geographical region and account type allows for a more manageable and tailored approach. Prioritizing migration based on regional readiness timelines ensures that each region ' s specific needs and timelines are accommodated, facilitating a smoother transition to Customer 360 capabilities.References:Salesforce best practices for large-scale data migrations and regional implementation strategies.

### NEW QUESTION # 44

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 loud?

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

**Answer: B,D**

Explanation:

To measure product time to market in Salesforce Communications Cloud, leveraging EPC (Enterprise Product Catalog) functionality

to track product configurations (A) and creating Salesforce reports on the EPC project object (C) are effective methods. These actions provide insights into product development timelines and help identify areas for process improvement. References: Salesforce EPC documentation and CRM Analytics best practices.

#### NEW QUESTION # 45

A Company wants to improve their quote to order journey experience, the journey contains manufacturing products and services, and integration with inventory system for device reservation. They want to have smooth omni channel experience. What approach should a consultant take during planning to ensure optimal development and time to market?

- A. UX experience is the most important. Fully design and validate the UX before designing the integration step
- B. Exact data in integration is an input to the ux design. Detailed Design of the integration... can start
- C. Plan for three user stories running subsequently: UX design first, Device Reservation API second, and inventory management system at last
- **D. Plan for three user stories running in parallel: UX design, Device reservation, API and inventory system integration**

**Answer: D**

Explanation:

For optimal development and time to market, planning three user stories to run in parallel (A) covering UX design, Device Reservation API, and inventory system integration ensures that all essential components of the quote-to-order journey are developed concurrently. This approach facilitates a smoother omnichannel experience by integrating device reservation and inventory management seamlessly with the user interface design. References: Best practices for agile project management and omnichannel strategy development.

#### NEW QUESTION # 46

UT required bulk ordering to be implemented in communication cloud base to capture order broadband speed to its customer and applying promotions.

Which two steps should consultant take to perform the impact assessment for bulk ordering in communication cloud

- A. Evaluate the various business scenarios for bulk orders in order design automation for order capture and orchestration
- **B. Identify the volume and access feasibility from a platform governor limit perspective (CPU time, Database utilization)**
- C. Evaluate the various business scenarios for bulk orders in order to access platform governor limits (CPU time, Database utilization)
- **D. Identify the business rules need to be implemented for creation and fulfillment of bulk orders.**

**Answer: B,D**

#### NEW QUESTION # 47

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