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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

- 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 (Q57-Q62):

NEW QUESTION # 57

Universal Connect (UC) offers only internet service. However, they plan on extending their offering to include TV services for the existing customers. Fulfillment of Internet and TV orders will only require customers to activate one access line. Consultant plans on mapping Internet and TV products to the same technical product for the access line using decomposition, but there is a common attribute called "Installation Type" on the internet and TV offer. What will be the consultant see as a result if the consumer order internet and TV together?

- A. An error at runtime no value will be assigned to the attribute "installation Type" on the technical product
- B. No errors will be returned the value for 'Installation type' on the technical product will be set to most recently modified attribute.
- C. No error will be returned the "installation type" will be copied as empty/null after decomposition on the technical product
- D. An error at design time, an error will be returned while configuring the decomposition relationship because of the duplicate attributes

Answer: B

NEW QUESTION # 58

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

Answer: A

NEW QUESTION # 59

Orbit telecommunication has announced that their B2C mobile business is doing well and there will be high order increase next year well beyond anything they had planned.

What are the two preparatory steps that a consultant should take to ensure the stability in production?

- A. Ensure platform events mode is enabled
- B. Ensure that customer have enough Async Apex Callouts and platform events available to cover the load
- C. Ensure Enterprise sales management (ESM) is employed to split the large order prior to submission to order management system
- D. Ensure mule soft is employed for integration to reduce the consumption of salesforce resources

Answer: A,B

Explanation:

To prepare for a high order increase, ensuring sufficient Async Apex Callouts and Platform Events (B) and enabling Platform Events mode (C) are crucial steps. These preparations help manage the increased load efficiently, maintaining system stability and performance. References: Salesforce governor limits documentation and Platform Events configuration.

NEW QUESTION # 60

The discovery phase has identified the industries order management should integrate with the provisioning system using HTTP

protocol, however to activate the service the external system requires two HTTP requests passing formatted JSON payloads. A temporary identifier is returned from the first request and must be used on the second one, but it has no relevance to CRM. The provisioning system is known to reply within 750ms for each request. What are two out of the box options for integration within this system?

- A. Use Data raptor technology to make the request and return the response to order management
- B. Design for one callout each request and save the identifier in a non-assetizable attribute on the fulfillment request line
- C. Design for one callout each request and cache the identifier in memory
- D. Design integration procedure that makes both request and returns the result to order Management.

Answer: A,B

NEW QUESTION # 61

Universal Connect (UC) offers a router to its customer which is included as part of the business internet offer. However, the router has no commercial significance to the selling process. UC is currently using industries Order Management (OM). How should a consultant model with respect to the business internet offer?

- A. Model the router as a default child product of business internet offer but hide it from the quote document before sending it to the customer for review
- B. Model the router as an attribute of the business internet offer with a default value of 'included'
- C. Model the router technical product and decompose it from the business internet offer.
- D. Model the router as separate standalone offer and add the router once the business internet offer is added via an auto add rule

Answer: C

Explanation:

If the router included in the business internet offer has no commercial significance, it should be modeled as a technical product and decomposed from the business internet offer. This approach keeps the commercial offer clean and focused on significant elements while ensuring the necessary technical components are included in the order for fulfillment purposes. References:Salesforce Industries Order Management (OM) documentation on product modeling and decomposition.

NEW QUESTION # 62

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