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Salesforce Communications Cloud Accredited Professional Sample Questions (Q25-Q30):

NEW QUESTION # 25

Universal containers (UC) is a communication service provider using communication cloud. UC gathered the following from their sales agent about their current legacy system quoting and order capture flows

- * They often need to refer back to their documents for routine customer requests
- * They are able to handle the majority of customer request themselves despite of current challenges
- * Routine customer requests require many clicks and they want the new system to focus user experience.

One of the common MACD transactions is to increase the quality of the assets What approach should a consultant recommend for designing the quoting and order capture flow in communication cloud to alleviate the agents' feedback while minimizing implementation efforts?

- A. Leverage omni scripts for all used cases to minimize the training efforts for the sales agents.
- B. Leverage guided selling OmniScripts for common use cases and the CPQ cart for other use cases.
- C. Build a custom CPQ Cart using FlexCards and LWC to align to the legacy systems UI
- D. Leverage the CPQ cart for all cases minimize the implementation effort

Answer: B

NEW QUESTION # 26

The current architecture has two systems one which is sales facing (internal) other is customer facing (website). Currently product catalog is maintained separately in both systems.

UT has introduced communication cloud. What approach should consultant recommend for maintaining their product catalog during their digital transformation.

- A. Manage product catalog in communication cloud and periodically synchronize the web channels automatically
- B. Manage the product catalog internally using communication cloud and use cart API to expose the product catalog to website
- C. Introduce new product catalog primary application that will synchronize both communication cloud and the web channels.
- **D. Manage the product catalog in enterprise product catalog and use digital commerce APIs to extract the product catalog to web channels.**

Answer: D

NEW QUESTION # 27

Universal communication is a digital cable leader across the United States. They have started using communication cloud for the B2B use case. One of their new requirements is One time charge (OTCs) that depend on multiple factors. Some of the factors are account related while other factors are product related. They already use matrix based pricing for their recurring price that depends on different sets of properties on product and account. What approach should consultant take to implement OTC within the existing matrix- based recurring pricing model?

- A. Create OTCs as additional products with Prices and add those products to the cart using a separate button that uses postCartItems
- **B. Add more Columns within the existing matrix for recurring charges and calculate the OTCs using that matrix**
- C. Create Apex class and hook code to calculate the price and add as a step within the pricing plan
- D. Create another matrix for OTC's and add all the attributes from Account and product as input and price as Output.

Answer: B

NEW QUESTION # 28

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: A

NEW QUESTION # 29

Universal containers (UC) is a communication service provider using communication cloud. As a part of internet order fulfillment, UC warehouse agents will use salesforce to enter a router's barcode and enter the shipping tracking number of the router. How should a Communication cloud consultant solve this requirement?

- A. Configure a manual task Orchestration item that will launch a flow to enter the router's barcode number and shipping tracking number.
- B. Configure a Push Event Orchestration item that will receive the router's barcode number and shipping tracking number
- **C. Configure a Manual Task Orchestration item that will launch an OmniScript to enter the router's barcode number and shipping tracking number**
- D. Configure an Autotask Orchestration item that will automatically launch an OmniScript to enter the router's barcode

Answer: C

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