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Exam : **Salesforce-Communications-Cloud**

Title : Salesforce Communications Cloud Accredited Professional (AP) Exam

Vendor : Salesforce

Version : DEMO

NO.4 UC is communications service provider using communication cloud. UC have one callout to the activation system per mobile services and then one calls out to the billing system per item decomposed. How should consultant configure the orchestration to meet the requirement

- A.** Create an orchestration plan definition with two orchestration item definition with an orchestration dependency between activation orchestration item to order item and the scope of the billing orchestration item to global
- B.** Create an orchestration plan definition with two orchestration item definition with an orchestration dependency between activation orchestration item to main order item and the scope of the billing orchestration item to order
- C.** Create two orchestration plan definition with single orchestration item definition, each orchestration dependency on orchestration item. Set the scope of activation orchestration plan to order and scope of the billing orchestration item to order line item
- D.** Create two orchestration plan definition with single orchestration item definition, each orchestration item Set the scope of activation orchestration plan to order and scope of the billing orchestration item to global.

Answer: A

Explanation:

To meet the requirement of one callout to the activation system per mobile service followed by a callout to the billing system per item, configuring an orchestration plan with two orchestration items and an orchestration dependency (A) is recommended. This setup ensures that the activation process is completed before billing information is processed, maintaining the correct order of operations. References: Salesforce Communication Cloud Order Management documentation on orchestration plan configuration.

NO.5 United Telecom has release plan for their digital transformation it includes both legacy CRM and their new communication cloud, both of which will be active until the digital transformation is complete. Customer data from the legacy CRM will be migrated into communication cloud as part of first phase of the digital transformation project. There are business critical operations that will remains active in legacy CRM after the first phase of project. Which strategy should a consultant recommended to keep the customer data to sync between the legacy CRM and communication cloud?

- A.** Synchronize real time customer data between the two CRMs when updated happens in either of the two CRMs
- B.** Synchronize real time customer data between the two CRMs at the end of business day using batch updates.
- C.** Introduce customer data management system as a part of digital transformation to keep customer data up to date
- D.** Allow updated on Customer Data only on Communication cloud and synchronize the update to the legacy CRM

Answer: A

Explanation:

To keep customer data synchronized between the legacy CRM and Salesforce Communications Cloud during a phased digital transformation, real-time data synchronization when updates occur in either system (A) is the most effective strategy. This ensures that customer data remains consistent and up-

forecasting. References: Salesforce documentation on enabling field history tracking and managing price list entries.

NO.8 What are three main factors that should lead a consultant to consider assetization of a commercial product or service?

- A.** The product services sold can undergo future attribute changes
- B.** The Product sold is a device accessory such as phone case
- C.** The product/service sold is high volume, one time billing event, such as a pay per view
- D.** The product services sold will have child features added in the future
- E.** The product Service sold has a recurring charge

Answer: A D E

Explanation:

Assetization of a commercial product or service should be considered when: A. The product or service can undergo future attribute changes, requiring tracking and management of these changes over time. D. The product or service will have child features added in the future, necessitating a structured approach to manage these hierarchical relationships. E. The product or service has a recurring charge, implying a need for ongoing management and billing of the service. These factors indicate a complex product or service lifecycle that benefits from the structured management and flexibility provided by assetization. References: Salesforce Communications Cloud asset management best practices and product catalog management documentation.