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Q&A

Exam : **Salesforce Communications Cloud**

Title : Salesforce Communications Cloud Accredited Professional (AP) Exam

Version : DEMO

1.Universal containers (UC) is a communication service provider using commination cloud. The provisioning system that activates the mobile service can take up to 10 minutes.

How should a consultant design the orchestration for Mobile service?

A. Configure an Autotask Orchestration Item to send to platform event, the enterprise Service Bus(ESB) will listen for the platform event and do a callback to the asynchronous Callback URL

B. Configure a callout Orchestration item using the asynchronous system interface to do a callout, and have the enterprise service bus (ESB) to do a callback to the asynchronous call back URL.

C. Configure a Callout Orchestration item using the enhanced system interface

D. Configure a callout orchestration item using the default system interface to do a callout, configure a Push Event and have enterprise service Bus (ESB) do a callback to complete the push Event.

Answer: B

Explanation:

If the asynchronous response for the event is short, you can use the same callout to wait for the response. However, if the callout takes a long time, such as days, then it is best to use a push event to receive the response.

2.Universal containers (UC) is a communication service provider using commination cloud. UC plans to migrate their B2C customer and their customer services into communication cloud. UC have configured the products in the Enterprise product catalog.

Which entities must be migrated and in which sequence to accomplish the migration?

A. User, Contacts, Consumer Account, Billing Account, Service Account, Subscriptions, Assets

B. Users, Consumer Account, Billing Account, Service Account, Contacts, Assets

C. User, Consumer Account, Billing Account, Service Account, Contacts, Assets Line Items, Assets

D. User, Person Account, Billing Account, Service Account, Contacts, Assets.

Answer: A

3.Universal containers want to include Product A every time they sell the bundle B. Users can opt out this product if they want but cannot take a quantity of more than 1 per bundle.

How should a consultant configure the product in the system?

A. Configure the cardinality Min as 0, Max 1 and default as 1.

B. Configure the cardinality Min as 1, Max 1 and default as 1

C. Add an Auto Add rule to include product A with bundle B

D. Add a Recommendation rule for Product A when bundle B is added

Answer: A

4.Universal containers (UC) is a communication service provider using commination cloud. UC wants to create a guided ordering processes for their Sales agent and B2C Consumers.

Which three option are technically feasible.

A. Use Salesforce Flow for building the guided ordering journey for agents and salesforce flow via community builder on a salesforce community for customers to leverage the development team's flow expertize

B. Use Omni Script for building the guided ordering journey for agents and Omni script via Omni out on a salesforce community for customers to maximize governor limits and performance.

C. Use Omni Script for building the guided ordering journey for agents and call Omni script via

community builder on a salesforce community to maximize reuse

D. Use OmniScript for building the guided the ordering journey for agents and expose OmniScript via OmniOut on a third-party CMS for Customers to Maximize reuse.

E. Use Salesforce Flow for building the guided ordering journey for agents and salesforce flow via Lightning Out on a third-party CMS for customers to leverage the development team's Flow expertise.

Answer: A, C, D

5.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. Both commercial and technical assets need to be present in Salesforce to successfully process the MACD orders.

D. Only Commercial assets need to be present in salesforce to successfully process the MACD orders.

Answer: A