



Free Questions for [Salesforce-Communications-Cloud](#) by [vceexamstest](#)

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Question 1

Question Type: MultipleChoice

UT have finalized a design for launching sales & self-service channels to enhance user experience. Which two out of box capabilities should UT should use to support customers through multiple channels.

Options:

- A- Custom API via lightening Out
- B- Digital commerce SDK
- C- Digital Commerce API
- D- Cart Based API using Omni Out

Answer:

B, C

Question 2

Question Type: MultipleChoice

ABC communication is using communication cloud for managing its product catalog. The inventory maintains SKUs and enter data related to SKUs. A consultant is analyzing options to sync the SKU data with communication cloud EPC products in the product catalog.

Which communication cloud feature should consultant recommend for this use case to minimize the customer issue

Options:

- A-** Integrate communication cloud with inventory management system using enterprise product catalog REST APIs. The inventory will expose the EPC API to create the product and product related records in the product catalog.
- B-** Create a custom trigger to insert product and related records in the product catalog, Export data related attribute from inventory management system in .csv format and related records in the product catalog.
- C-** Export the SKU data as product and attribute from the inventory management system in .csv format, create a custom object totrigger on custom object to insert product and related records in the product catalog.
- D-** Integrate communication cloud with the inventory management system using CPQ API getCartProducts. The inventory management system expose EPC API to create product and create records in the product Catalog.

Answer:

A

Question 3

Question Type: MultipleChoice

An ABC telecom customer requested a change to their existing services which resulted in new set of assets. At later date customer changed from device based to an installment based contract. After few year customer then requested to change their telephone number. Which object of communication data model should a consultant use to manage the life cycle of assets over a time?

Options:

- A- Service Entitlement
- B- Service Account
- C- Contract Line Item
- D- Subscription

Answer:

D

Question 4

Question Type: MultipleChoice

United Telecom (UT) has a high-level of customization in their existing cultural landscape, which results in higher cost on maintenance and development. They have chosen communication cloud with an expectation that they will be able to drive down the operational cost.

What are the two options to achieve the expectation?

Options:

- A-** Assess the entire architecture and identify ways to replicate the legacy system in Communication Cloud.
- B-** Handle the complex business processes manually outside the IT landscape.
- C-** Harmonize their business plan to reduce the complexity
- D-** Assess the entire architecture to identify application that can be decommissioned.

Answer:

C, D

Question 5

Question Type: MultipleChoice

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?

Options:

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

Answer:

C

Question 6

Question Type: MultipleChoice

United Telecom has completed the high level design (HLD) phase and has information about the objects involved, data volumes, and file requirements, which three steps should a consultant take to assess the storage need on communication cloud.

Options:

- A- Analyze an external data storage system for more cost effective data storage
- B- Access the archiving strategy and determine how storage will be cleared through archiving.
- C- Analyze the storage usage of the existing legacy system
- D- Calculate the file and data storage required based on required data volume and file attachment requirements.
- E- Identify the storage needs between data storage and file storage.

Answer:

B, C, D

Question 7

Question Type: MultipleChoice

ABC cloud is a communication service provider that uses communication cloud for their B2B market, ABC cloud customer frequently subscribe to the same set of products for different service location. Today ABC cloud sales representatives, have configured several identical quotes for each service location for the customer to sign. ABC cloud would like to accelerate its sale cycle with faster lead to cash journey. What solution can consultant propose for ABC cloud to have a faster lead to cash journey.

Options:

- A-** Use the LWC CPQ cart to capture all products for all affiliates in the same cart for better visibility. Enable the industries Order Management bulk order handling custom setting to support bulk order decomposition and orchestration
- B-** Use multisite CPQ cart capability to capture multiple quotes and utilize Out of the box (OOTB) support for order management.
- C-** Use the LWC CPQ cart to capture all products for all affiliates in the same cart for better visibility. Utilize out of the box order split functionality to submit individual products to order management
- D-** Use multisite CPQ cart capability to capture multiple quotes and configure order split functionality using Integration Procedure

Answer:

B

Question 8

Question Type: MultipleChoice

Exclusive VPN corporation wants to automate their offering of complete B2B services and realizes that their order can be very large and will from time to time violate Order Management's Document size limits. Which two techniques can a consultant use to migrate the risk of large order hitting governor limits?

Options:

- A- Ensure platform Events mode is enabled for Order Management
- B- User enterprise sales model capabilities to ensure orders are split by site prior to submission to order management.
- C- Asynchronously submit the order to Order Management to allow decomposition and orchestration to happen separately.
- D- Split Line Items in the same order before submitting the order and request an increase to order size limits

Answer:

A, B

Question 9

Question Type: MultipleChoice

Universal Connect has a requirement to capture site address for its high speed business internet offerings in order to do a serviceability check. Which two entities are used in communication cloud to capture location information?

Options:

- A- Service Account

- B- Place
- C- Premise
- D- Address

Answer:

A, C

Question 10

Question Type: MultipleChoice

ABC telecom is using communication cloud for their enterprise customers. ABC telecom has a requirement wherein assets must be synchronized to the assurance platform as soon as the sale of MACD order placed by each reseller throughout the day. There are hundreds of active reseller user present in the system. How should consultant recommend that ABC telecom integrate communication cloud with their assurance platform?

Options:

- A- Use industry order management to inform the assurance platform as a part of the orchestration plan

- B-** Use an on-demand data pull from communication cloud using REST API from service assurance
- C-** Use a Bulk API connector via middleware
- D-** Use platform events and GetAsset API

Answer:

A

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