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Salesforce Communications Cloud Accredited Professional (AP) Exam

Salesforce Salesforce-Communications-Cloud

Version Demo

Total Demo Questions: 10

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Topic Break Down

Topic	No. of Questions
Topic 1, Communications Cloud Overview	16
Topic 2, Enterprise Product Catalog	31
Topic 3, Industries CPQ	19
Topic 4, Order Management	36
Topic 5, Service Management	1
Total	103

QUESTION NO: 1

Unified communication is dependent on a large number of legacy systems that work in virtual product silos. Business capacities are duplicated across multiple systems, requiring manual efforts to complete orders and service requests.

The complex system landscape makes it difficult to support growing business models so UC is planning to upgrade the communication cloud while also considering migration for their existing subscribers to communication cloud. What are three questions a consultant should ask that would directly impact the technical factors of their migration strategy?

- A. What data and from which system will be migrated
- B. Who will be the main point of contact for migration
- C. What tools and databases will be used to perform the migration
- D. What will be the overall cost for migration?
- E. What is the quality, structure and frequency of the data migration?

ANSWER: A C E

Explanation:

A migration strategy needs a precise inventory of what data is being moved and the legacy systems that own it. Identifying "What data and from which system will be migrated" establishes data scope, source-of-truth responsibilities, object mappings, dependencies, and the extraction approach. The question "What tools and databases will be used to perform the migration" directly determines the technical implementation, including how data is extracted, transformed, loaded, validated, and reconciled between source systems and Salesforce.

Assessing "What is the quality, structure and frequency of the data migration?" is equally essential because duplicate, incomplete, inconsistent, or poorly structured subscriber and service data must be profiled and cleansed before loading. Migration frequency also determines whether a one-time cutover, phased loads, delta loads, or ongoing synchronization is required. Together, these questions define the source data model, integration and loading architecture, data-governance work, volume planning, and validation criteria needed for a reliable Communications Cloud migration. Salesforce's guidance on importing and preparing data emphasizes matching source data to Salesforce fields and maintaining data quality, while Data Loader documentation describes supported bulk data movement capabilities. See [Salesforce data import guidance](#) and [Salesforce Data Loader documentation](#).

QUESTION NO: 2

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 a consultant take to implement OTC within the existing matrix-based recurring pricing model?

- A. Add more Columns within the existing matrix for recurring charges and calculate the OTCs using that matrix
- B. Create OTCs as additional products with Prices and add those products to the cart using a separate button that uses postCartItems
- 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: D

Explanation:

Create another matrix for OTC's and add all the attributes from Account and product as input and price as Output. This approach keeps the one-time-charge calculation declarative while supporting pricing that varies by a combination of customer and product characteristics. In Communications Cloud, a pricing matrix is well suited to a lookup-style pricing decision: the relevant account and product attributes form the input dimensions, and the applicable monetary amount is

returned as the matrix output. The OTC matrix can therefore contain the combinations that determine an installation, activation, setup, or other nonrecurring fee, while the existing recurring-charge matrix continues to determine periodic pricing.

Using a dedicated matrix also makes the charge model easier to maintain over time. Business users can add or amend matrix rows when commercial rules change, without changing the pricing-plan structure or custom code. The pricing plan can evaluate the appropriate matrix for the corresponding charge type, ensuring that the one-time amount is calculated from the same account and product context available during cart pricing. Salesforce Industries CPQ supports configurable, catalog-driven pricing and pricing procedures for product offers; see the [Salesforce Industries CPQ Foundations Trailhead module](#) and the [Salesforce Industries Communications, Media, and Energy developer documentation](#).

QUESTION NO: 3

Universal container (UC) is implementing communication cloud and the business is asking a consultant to migrate all orders from the last 5 years, which will include millions of orders. What are three valid points consultant should raise in this scenario?

- A. There is a need to raise a support case two weeks before the data load so that salesforce can monitor the performance
- B. Migrating millions of records will cause Order Management to fail during processing due to large volume
- C. Migrating millions of records may reduce query performance due to large data volumes
- D. This would require migrating all products sold within last 5 years, including those that are no longer sold.
- E. Migrating Assets instead of orders would provide more business Value.

ANSWER: A C D

Explanation:

“There is a need to raise a support case two weeks before the data load so that salesforce can monitor the performance” is a valid planning consideration for a migration at this scale. Large-volume loads should be planned with Salesforce well in advance so the load approach, operational timing, throughput, and potential platform impacts can be assessed and monitored. “Migrating millions of records may reduce query performance due to large data volumes” is also valid because historical orders increase data volume substantially. The implementation should account for large-data-volume design practices, including selective queries, appropriate indexing where applicable, and archival or data-retention decisions that support the intended user experience. Finally, “This would require migrating all products sold within last 5 years, including those that are no longer sold.” is valid because migrated order and order-line history must retain its relationships to the products that were sold. Historical products can remain in the catalog as inactive records so they are not available for new selling while still supporting accurate historical order information, reporting, and service processes. Salesforce’s large data volume guidance is available in the [Large Data Volumes overview](#), and product activation behavior is documented in the [Salesforce product documentation](#).

QUESTION NO: 4

UC telecom has requirement to allow customer to upgrade or downgrade from their existing plan from two play pack to three play packs and vice versa

Which three are the key offering provided by the change of plan feature in communication cloud.

- A. History of subscription updates and traceability
- B. Supported by digital commerce API
- C. Service Continuity
- D. Migrating in/out from bundle offer
- E. Customer can choose their plan from all pricing books.

ANSWER: A C D

Explanation:

Change of Plan in Salesforce Communications Cloud is designed to manage an existing customer's subscription lifecycle when the customer moves between eligible offers, such as changing from a two-play package to a three-play package or back again. **History of subscription updates and traceability** is a core capability because plan changes must create an auditable record of the subscription's prior and updated state. This gives service agents and operational teams visibility into what changed, when it changed, and the subscription context for the change. **Service Continuity** is essential because a plan change should preserve the customer's active services wherever possible, rather than unnecessarily disconnecting and recreating services. **Migrating in/out from bundle offer** supports the commercial scenario directly: customers can move into a new bundle or leave an existing bundle while the platform manages the related product, service, and subscription relationships. Together, these capabilities enable controlled upgrades and downgrades while preserving customer service and subscription records. For background on Communications Cloud's industry product and order capabilities, see [Salesforce Communications Cloud](#) and the [Salesforce Industries CPQ Foundations Trailhead module](#).

QUESTION NO: 5

A company is selling voice products to business customers. The offer allows customers to select devices of various models. The product modeler intends to create a phone add-on product specification with voice offers with a cardinality that allows up to 700. Which of the three statements are valid regarding the product model in this scenario?

- A. Since the product model uses OOTB features of EPC, MACD operations and decomposition are guaranteed to work well
- B. Modeling children with large cardinalities can result in processing inefficiencies for MACD operations.
- C. Product Model uses hierarchical modeling which natively supports EPC
- D. Product model uses OOTB features from EPC. Decomposition may fail when the maximum number of products is processed.
- E. This type of modeling is not supported in EPC and modular should follow a flat modelling technique.

ANSWER: B C D

Explanation:

"Modeling children with large cardinalities can result in processing inefficiencies for MACD operations." is valid because a 700-device maximum can create a very large set of child product instances. Move, add, change, and disconnect processing must evaluate and update the relevant configuration and asset relationships, so models with very high child cardinalities require careful performance testing and design.

"Product Model uses hierarchical modeling which natively supports EPC" is also valid in principle: Enterprise Product Catalog supports hierarchical product models, including parent offers and child add-on products. Hierarchies are a standard way to represent a voice offer with selectable device products.

"Product model uses OOTB features from EPC. Decomposition may fail when the maximum number of products is processed." is valid because downstream decomposition must process the complete configured order and its related product instances. At the maximum configured quantity, the generated payload and processing workload can exceed practical platform or orchestration limits. Product designers should validate the full order-to-decomposition flow at realistic peak quantities rather than assuming that an out-of-the-box modeling capability guarantees scalability. Salesforce Communications Cloud provides the catalog and order-management capabilities used for these product and fulfillment models; see [Salesforce Communications Cloud](#) and [Salesforce Industries CPQ Foundations on Trailhead](#).

QUESTION NO: 6

Universal Connect sells a business security bundle. The bundle must always include one monitoring service. Sales users cannot remove the monitoring service or increase its quantity beyond one.

How should a consultant configure the monitoring-service cardinality?

- A. Configure the cardinality Min as 0, Max as 1, and default as 1.
- B. Configure the cardinality Min as 1, Max as 1, and default as 1.
- C. Configure the cardinality Min as 1, Max as 5, and default as 1.
- D. Configure an Auto Add rule without setting product cardinality.

ANSWER: B

Explanation:

Configure the cardinality with Min 1, Max 1, and default 1. A minimum cardinality of 1 makes the monitoring service mandatory, a maximum of 1 prevents additional quantities, and the default value of 1 includes the required service when the bundle is configured.

A minimum of 0 would allow users to remove the service. A maximum greater than 1 would allow multiple monitoring services. An Auto Add rule can add a product, but cardinality is the appropriate catalog control for enforcing exactly one required child product in the bundle.

QUESTION NO: 7

Universal Connect (UC) offers dedicated internet service to business customer. UC requires that when the first dedicated internet service is added then it automatically adds the customer premises Equipment (CPE). UC also has requirement to be able to use the same Ethernet access device for their future offerings like VOIP and business TV. How should consultant model have dedicated internet services and Ethernet across devices offers

- A. Model the Ethernet access device as a child product of the dedicated internet service offer
- B. Model dedicated internet service as a child product of the Ethernet access device offer.
- C. Model Ethernet access device and dedicated internet service offers as two standalone offers with an auto add relationship that adds the Ethernet access device when a dedicated internet service is added.
- D. Model the Ethernet access device and dedicated internet service offers as two standalone offer with a recommends relationship that recommends the Ethernet access device when internet service is added

ANSWER: C

Explanation:

Model Ethernet access device and dedicated internet service offers as two standalone offers with an auto add relationship that adds the Ethernet access device when a dedicated internet service is added. This structure meets both commercial requirements: the required CPE is placed on the order automatically when the customer first selects dedicated internet, and the access device remains an independently modeled catalog item that can be associated with later services, such as VoIP or business TV. Modeling the device independently is important because it represents reusable customer-premises infrastructure rather than a component that exists only within one internet-service offer. The auto-add relationship provides the required ordering behavior without requiring a sales representative to remember to add the device manually. It also supports a cleaner lifecycle: the device can remain installed and be referenced or reused as additional compatible services are ordered in the future. Salesforce Industries CPQ product modeling uses product relationships to control how commercial products are presented and added during configuration, while the catalog model supports reusable products and services. See Salesforce's [Industries CPQ Foundations](#) and the [Salesforce Industries product catalog documentation](#) for product-catalog and relationship-modeling concepts.

QUESTION NO: 8

niversal containers (UC) is a communication service provider using commination cloud. UC negotiate customer specific pricing with a B2B customer, which will subsequently be used for the pricing order by thle customer, which two actions must a consultant take to meet this requirements?

- A.** Create a New Promotion, Configure Price Overrides for the customer specific pricing and mark it as a Frame Agreement Promotion
- B.** Create a Contract, add Contract line items for the customer specific pricing and mark it as a Frame Agreement Contract
- C.** Create New Offering, Configure Price List Entries for the customer specific pricing and mark it as a frame agreement offering
- D.** Create a Quote, add customer contract based discounts for the customer specific pricing and create a Frame Agreement from the Quote

ANSWER: A B

Explanation:

Creating a New Promotion, configuring price overrides for the customer-specific pricing, and marking it as a Frame Agreement Promotion establishes the commercial offer that represents the negotiated terms. A frame agreement promotion is designed to make negotiated pricing and offer eligibility available in the context of an ongoing agreement with a business customer. The price overrides ensure that the price applied during ordering reflects the agreed commercial price rather than only the standard catalog price.

Creating a Contract, adding Contract line items for the customer-specific pricing, and marking it as a Frame Agreement Contract provides the contractual record that governs those negotiated terms. The contract and its line items associate the agreed products, services, quantities, and commercial conditions with the specific account. Together, the frame agreement contract and frame agreement promotion allow Communications Cloud to identify the applicable agreement during the ordering journey and consistently apply its negotiated pricing. This supports the B2B requirement for reusable, governed customer-specific commercial terms across subsequent orders. Salesforce describes Communications Cloud as supporting communications-industry customer lifecycle and monetization processes at [Salesforce Communications Cloud](#). Additional Salesforce Industries learning material is available through [Communications Cloud Basics on Trailhead](#).

QUESTION NO: 9

A Large Tier 1 Telco with 20 million subscribers needs to move all of their customer data from legacy system to communication cloud. The team have discovered it would take a long time to migrate all the data over.

which approach should the fulfillment designer recommend as the migration strategy to ensure that all the orders uninterrupted through the salesforce platform during migration?

- A.** Migrate Data on demand as orders are raised through the salesforce interface and implement a bulk migration strategy
- B.** Partition the data into logical blocks and migrate in stages, with on-demand migration from the legacy system for non-migrated data.
- C.** Partition the data into logical blocks and run the migration in multiple stages over time, allowing for on demand migration data when migrations occurs
- D.** Disable the production system during off peak hours and migrate the data from the old system to the new system. Ensure both new and old system are online during Peak hours.

ANSWER: B

Explanation:

Partition the data into logical blocks and migrate in stages, with on-demand migration from the legacy system for non-migrated data, is the appropriate strategy for a large telco migration because it supports continuity of fulfillment while reducing the risk of a single, disruptive cutover. Customer and service data can be grouped into manageable cohorts, such as customer segments, product lines, geographic regions, or account ranges, and validated progressively after each migration wave. This limits the operational and data-quality impact of each release and gives the delivery team opportunities to reconcile records, refine mappings, and monitor performance before proceeding.

Critically, when an order needs information for a customer whose data has not yet been included in a scheduled wave, an on-demand migration process can retrieve and create the necessary data from the legacy platform. Salesforce can therefore

remain the order-processing platform throughout the transition rather than requiring the business to wait for the full historical data set to be loaded. Bulk processing is well suited to the planned high-volume waves, while the on-demand path handles exceptions needed for live order capture and fulfillment. Salesforce documents asynchronous bulk processing capabilities in the [Bulk API 2.0 Developer Guide](#) and provides data-migration planning guidance in its [data migration resources](#).

QUESTION NO: 10

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

ANSWER: A

Explanation:

Leverage guided selling OmniScripts for common use cases and the CPQ cart for other use cases. is the appropriate approach because it combines a focused, low-click guided experience for frequent MACD requests with the standard Industries CPQ cart's broad quoting and order-capture capabilities. OmniScripts are designed to orchestrate guided interactions: they can present only the questions, selections, and steps relevant to a specific customer request, use conditional logic to simplify the flow, and invoke reusable integration and data actions. This directly supports agents who can handle most requests but need help completing routine work without repeatedly consulting documentation.

For a common asset-change transaction, a purpose-built guided OmniScript can lead an agent through the required choices and validations in a consistent sequence. Less frequent, more varied, or more complex requests can remain in the CPQ cart, avoiding the unnecessary effort of creating and maintaining a guided flow for every possible scenario. This is a pragmatic implementation strategy: standard cart functionality is retained where it is already suitable, while OmniScripts are selectively used where streamlined guidance produces the greatest usability benefit. Salesforce describes OmniScripts as configurable guided processes in its [OmniScripts Trailhead module](#) and documents Industries CPQ capabilities in [Salesforce Help](#).