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Question: 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:
The activation operation is a long-running downstream transaction, so it should not be held open as a synchronous Salesforce request. Industries Order Management provides an asynchronous system-interface pattern in which the Callout sends the fulfillment request and the downstream ESB or provisioning platform later invokes the callback URL when activation completes. That callback completes the orchestration item and releases dependent work without holding a platform transaction for the full provisioning duration. This is the decisive architectural point in this scenario because the Salesforce Industries model separates commercial selling concerns from fulfillment, lifecycle, and integration concerns. The normal synchronous interface is appropriate only when the functional response arrives within the original transaction. Adding a separate Push Event is unnecessary when the asynchronous callback mechanism already owns completion of the callout. Using the standard capability also keeps the design supportable across releases, reduces unnecessary custom code, and makes operational behavior easier to trace during troubleshooting. From an implementation perspective, the configuration should be tested with representative product structures and transaction volumes so that rules, mappings, and downstream dependencies behave exactly as intended. The resulting design is therefore both functionally correct and aligned with the managed Communications Cloud operating model.
Study Guide Reference:Order Management orchestration; asynchronous callouts; system interfaces; callback processing.

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Question: 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

Explanation:
A B2C migration must respect the dependency order of the Communications data model. Identity and customer records are established first, followed by the Consumer Account and its Billing and Service Account hierarchy. Subscriptions then represent the continuing service relationship, while Assets are loaded after the account and service context exists so that installed products can be associated correctly and later participate in lifecycle operations. The recommended configuration follows the native Communications Cloud responsibility boundary: catalog and CPQ determine the commercial request, while Order Management, OmniStudio, or the relevant platform service performs the downstream processing required by the use case. Loading downstream records before their parent or reference records creates broken relationships and complicates reconciliation. The sequence therefore follows parent-before-child dependencies rather than simply loading objects in any convenient order. Avoiding duplicate logic is important because repeated rules across catalog, integration, and orchestration layers quickly become inconsistent as products evolve. The selected approach keeps the authoritative data in the correct object model, supports later lifecycle operations, and minimizes additional processing or manual intervention. It should be implemented declaratively wherever the platform feature can express the requirement, with customization reserved only for behavior that genuinely falls outside the supported framework.
Study Guide Reference:Communications data model; Consumer Accounts; Billing Accounts; Service Accounts; Subscriptions; Assets; migration sequencing.

Question: 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

Explanation:
The requirement is entirely a bundle-cardinality requirement. Setting the default quantity to 1 automatically includes the child when the bundle is configured, setting the minimum to 0 allows the user to remove it, and setting the maximum to 1 prevents a quantity greater than one. This expresses the commercial behavior declaratively on the bundle relationship without adding unnecessary rule processing. This approach is preferable because it uses the platform feature designed for the exact lifecycle stage involved, rather than forcing the requirement into a neighboring layer. A minimum of 1 would make the child mandatory and eliminate the opt-out requirement. Recommendation rules only suggest a product, and an Auto Add rule does not by itself enforce the complete minimum, maximum, and default quantity behavior. In Communications Cloud, that separation materially affects maintainability, performance, and the accuracy of future MACD or order-processing behavior. The solution should therefore preserve parent-child and inventory dependencies, use standard qualification or orchestration semantics, and ensure that downstream systems receive only the information relevant to their responsibility. The same design also simplifies regression testing because the business rule is expressed in one authoritative place and can be validated independently from unrelated product or integration behavior.
Study Guide Reference:Enterprise Product Catalog; bundle cardinalities; child products; default/minimum/maximum quantity.

Question: 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 expertise
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

Explanation:
Guided order capture can be implemented with OmniScript for assisted users and exposed natively in Salesforce Experience Cloud through Experience Builder. For a true off-platform web property or third-party CMS, OmniOut is the intended mechanism for running OmniStudio components outside the Salesforce-hosted experience. The design should therefore distinguish native Experience Cloud embedding from external-channel deployment rather than using the same hosting mechanism everywhere. The practical benefit is that the solution remains scalable and deterministic as order volume or catalog complexity grows. OmniOut is not required simply to place an OmniScript on an Experience Cloud page, because Experience Builder already provides native support. Conversely, third-party CMS deployment needs the off-platform OmniOut pattern rather than a Salesforce-only page component. A design that relies on unnecessary custom code, duplicated catalog records, or manual recovery may work for a small pilot but becomes difficult to operate at telecommunications scale. The standard Salesforce Industries capability provides the expected lifecycle hooks, data ownership, and processing semantics needed for production support. Configuration should therefore be kept as close as possible to the managed feature set, with clear dependencies and explicit conditions so that each transaction produces a predictable commercial and technical result.
Study Guide Reference:OmniScript; Experience Cloud; Experience Builder; OmniOut; guided order capture.

Question: 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, C

Explanation:
MACD processing depends on both the customer's commercial Assets and the technical inventory state used by Industries Order Management during decomposition. For large estates, the migration should be partitioned and staged so that operational continuity is preserved. Migrated Assets must also have corresponding technical inventory available, commonly created

by processing NoChange activity or by another controlled inventory-initialization approach before later MACD orders rely on that state. The key is to represent the requirement in the same layer where Salesforce evaluates that business state. Migrating only commercial Assets leaves Order Management unable to recognize technical resources that already exist. A single monolithic migration also increases operational risk and makes error isolation, reconciliation, and cutover management substantially harder. This avoids mixing customer-facing product logic with downstream technical state or using integration code as a substitute for catalog and orchestration design. When the model is aligned correctly, the platform can validate the request, retain the required lifecycle information, and generate the appropriate downstream action without redundant processing. That improves auditability and makes later changes easier because administrators can adjust the relevant metadata rather than reworking multiple custom components.
Study Guide Reference:Asset migration; Technical Inventory; NoChange MACD; phased migration; MACD readiness.

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