

Salesforce

AP-203

Communications Cloud Accredited Professional



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Question: 1

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 Ethernet 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:

Question: 2

ABC telecom is a large telecommunication operates with 75 million assets across its customer and business customers. The company cloud to take advantage of customer 360 capabilities. There are slight operational differences between the various regions where it sells services, some regions may have different readiness timelines. Which migration strategies should be opt?

- A. Migrate Assets in chunks, portioning by geographical region and account type and then prioritize the migration based on regional timelines.
- B. Do not migrate legacy assets and leverage external objects within salesforce to access them
- C. Coordinate migration readiness across regions and execute migration all at once to ensure consistency
- D. Migrate assets in chunks, portioning by geographical region and account type and then prioritize high value business accounts.

Answer: A

Explanation:

Question: 3

Universal Connect (UC) offers a router to its customer which is included as part of the business internet offer. However, the router has no commercial significance to the selling process. UC is currently using industries Order Management (OM). How should a consultant model with respect to the business internet offer?

- A. Model the router technical product and decompose it from the business internet offer.
- B. Model the router as separate standalone offer and add the router once the business internet offer is added via an auto add rule
- C. Model the router as an attribute of the business internet offer with a default value of 'included'
- D. Model the router as a default child product of business internet offer but hide it from the quote document before sending it to the customer for review

Answer: A

Explanation:

Question: 4

Universal Connect (UC) offers business TV services to its customer. As part of the offerings, UC requires the business TV's attribute to be changes to gold if account's SLA field value is 'Gold'. What solution does consultant recommend to achieve the requirement?

- A. Advance Rules
- B. Attribute Rules
- C. Context Rules
- D. Compatibility Rules

Answer: A

Explanation:

Question: 5

Universal Connect (UC) offers only internet service. However, they plan on extending their offering to include TV services for the existing customers. Fulfillment of Internet and TV orders will only require customers to activate one access line.

Consultant plans on mapping Internet and TV products to the same technical product for the access line using decomposition, but there is a common attribute called "Installation Type" on the internet and TV offer. What will be the consultant see as a result if the consumer order internet and TV together?

- A. An error at runtime no value will be assigned to the attribute "installation Type" on the technical product
- B. No errors will be returned the value for 'Installation type' on the technical product will be set to most recently modified attribute.
- C. No error will be returned the "installation type" will be copied as empty/null after decomposition on the technical product
- D. An error at design time, an error will be returned while configuring the decomposition relationship because of the duplicate attributes

Answer: B

Explanation:

Question: 6

United Telecom is moving its assets to communication cloud as part of its digital transformation. During the asset migration process, a consultant includes a step to create no change MACD order. Why this is necessary to have this step in migration process?

- A. To create inventory items to be used in subsequent MACD.
- B. To validate the migrated assets data aligns with assets data model
- C. To validate if decomposition works on migrated assets
- D. To validate if MACD works on migrated Assets.

Answer: A

Explanation:

Question: 7

Has commercial attribute called "access Type" on the internet offers with two values, namely DSL and Fiber. UC has requirement to model routers as technical products and offer either a DSL or a fiber router based on the "access type" value. What kind of decomposition relationship should a consultant recommend to achieve this requirement?

- A. M:M
- B. M:1
- C. 1:M
- D. 1:1

Answer: C

Explanation:

Question: 8

The discovery phase has identified the industries order management should integrate with the provisioning system using HTTP protocol, however to activate the service the external system requires two HTTP requests passing formatted JSON payloads. A temporary identifier is returned from the first request and must be used on the second one, but it has no relevance to CRM. The provisioning system is known to reply within 750ms for each request. What are two out of the box options for integration within this system?

- A. Design for one callout each request and cache the identifier in memory
- B. Design integration procedure that makes both request and returns the result to order Management.
- C. Use Data raptor technology to make the request and return the response to order management
- D. Design for one callout each request and save the identifier in a non-assetizable attribute on the fulfillment request line

Answer: C, D

Explanation:

Question: 9

Unified communication is dependents on a large number legacy system that works in virtual product silos. Business capacities are duplicated across multiple system, requiring manual efforts to complete orders and service request.

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 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:

Question: 10

A developer has modified the EPC price amount of one mobile device using the product designer from communication cloud. After the price have been changed the developer wants to check the previous EPC price amount to track pricing matrices and get some forecast matrices. How can developer check the previous price amount on the mobile device?

- A. Creating a new customer field on price list Entry and populating it with the trigger that was created before changing the price
- B. Use the versioning feature and comparing the prices for the version product after having enabled the feature
- C. Use EPC project feature checking the changes done for the defaulted project after having enable the feature
- D. Use price list history checking the changes done after having enabled the track field history on the Price list entry object

Answer: C

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