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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:
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.

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:

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:

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 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

Explanation:

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

Explanation:

Question: 6

An ABC telecom customer ordered an internet bundle along with router in their first order. At later date, the customer ordered another internet bundle. Their existing router supports all services. What should be the scope of technical product so that the decomposition process generates fulfillment request lines (FRL) based on the exiting inventory item?

A. Downstream Order Item Scope
B. Top Order Item Scope
C. Order Item Scope
D. Account Scope

Answer: D

Explanation:

Question: 7

What are three main factors that should lead a consultant to consider assetization of a commercial product or service?

A. The product services sold can undergo future attribute changes
B. The Product sold is a device accessory such as phone case
C. The product/service sold is high volume, one time billing event, such as a pay per view
D. The product services sold will have child features added in the future
E. The product Service sold has a recurring charge

Answer: A, D

Explanation:

Question: 8

Airtalk has recently acquired Mobitel, which uses communication cloud as in CPQ and order management system. Airtalk wants to upsell Mobitel products on its consumer portal to increase its revenue and make share without incurring the cost of migrating those products onto its own legacy CPQ and order management system. What should a consultant recommend to quickly integrate Airtalk;s portal application with mobitel's Communication Cloud.

A. Use Cart Based APIs
B. Use Digital Commerce APIs
C. Use CPQAppHandler Methods
D. Use EPC APIs

Answer: B

Explanation:

Question: 9

Universal containers (UC) is a communication service provider using commination cloud. As a part of internet order fulfillment, UC warehouse agents will use salesforce to enter a router's barcode and enter the shipping tracking number of the router. How should a Communication cloud consultant solve this requirement?

A. Configure a manual task Orchestration item that will launch a flow to enter the router's barcode number and shipping tracking number.
B. Configure an Autotask Orchestration item that will automatically launch an OmniScript to enter the router's barcode number and shipping tracking number
C. Configure a Manual Task Orchestration item that will launch an OmniScript to enter the router's barcode number and shipping tracking number
D. Configure a Push Event Orchestration item that will receive the router's barcode number and shipping tracking number

Answer: C

Explanation:

Question: 10

Universal containers (UC) is a communication service provider using commination 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:

Question: 11

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 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: A

Explanation:

Question: 12

ABC telecom is using the communication cloud for the B2C business, The B2B business now wants a new quoting solution for their complete B2B products. B2B customers are large enterprises with hundreds of sites, B2B sales representative wants to configure different products based on sites requirements, group sites together, apply discount as per negotiated price and generate a multi-site proposal document. What Solution should a consultant recommend to meet the requirement above?

A. Use Communication Cloud CPQ to create a quote associated with multiple service Accounts Import a list of Sites to represent service Account and configure offers.
B. Leverage the communication cloud (CPQ) master quote and group quote capability to associate service accounts to group quotes. Each location can be associated with Quote Line Item
C. Use Communication Cloud CPQ multisite Quote Capture to upload a site list and configure offers for the sites
D. Use Enterprise Sales Management Quote Negotiation Process to capture Multi-site quote by uploading the site list and configuring the offers for the sites.

Answer: B

Explanation:

Question: 13

United Telecom has initiated high speed offerings on communication cloud after upgrading its network. Which out of the box MACD process should UT consider when upgrade existing assets to high speed offers for interested customer.

A. Change of Plan
B. Apply Promotion

C. Modify Order
D. Disconnect and New order

Answer: A

Explanation:

Question: 14

Universal Container had been using Communication cloud CPQ and order management for their B2B use cases. One of the critical requirement was to send a router code to their downstream system. Sending the router code depends on certain condition *if the customer is moving the internet services and is eligible for router * if the customer is moving the internet service and did not have router before * if customer is renewing the internet service and did not have a router before. Which three option should consultant recommend to meet the requirements above while optimizing order submission performance?

A. Implement the router condition logic in the integration layer as callout task
B. Map all relevant information to the Customer Facing Service (CFS)
C. Use action type from fulfillment request lines in the callout condition task
D. Implement the router condition logic within decomposition layer with more conditions.
E. Use the Action type from Order items to the Decomposition Relationship Conditions.

Answer: D

Explanation:

Question: 15

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: D

Explanation:

Question: 16

During the discovery phase a consultant learns that provisioning the internet service requires multiple steps of integration. The first step returns as identifier that is required for the second steps, but is meaningless in ensuring steps afterwards. How should the consultant implement this requirement in Order Management with the least amount of configurations?

A. Model a non- assetizable attribute on the technical product to hold the identifiers configure both orchestration items for provisioning on the same swimlane
B. Create a Callout that uses a customer adaptor. This adaptor is implemented in Apex and can make both callouts and keep the identifier in memory in between callouts
C. Implement the integration using an integration procedure, which can make both callouts, and pass identifier as a variable from one step to another
D. Implement the multiple call logic in Enterprise service Bus and have a single callout to the ESB in orchestration

Answer: A

Explanation:

Question: 17

Universal containers (UC) provides internet service and recently purchased Industries order Management (OM) licenses for their B2B use cases. They have the following requirements:

- Product must be grouped during decomposition in order to send products to the billing system based on location
- After grouping the ordered items based on location, send the respective codes to same billing system for each location

Which three steps should a consultant take when designing a solution for these requirement?

A. Split the order into multiple order and group order items based on the service location
B. Create a decomposition for each service so that it has its own Fulfillment Request and create a Callout task for each of them
C. Use the CPQ multisite feature and group the service locations and create orders for each group
D. After splitting the order create one fulfillment request for each location by creating Orchestration scenarios for each other items

Answer: D

Explanation:

Question: 18

Universal containers (UC) is a communication using commination cloud and would like to introduce a limited- time offer of their customers. The offer will be available on UC's website through DC APIs and once claimed, will give customers a 10% discount for three months. Which options should a consultant configure to meet the requirement?

A. Discount
B. Promotions
C. Time Plan
D. Offering

Answer: B, C

Explanation:

Question: 19

Universal containers (UC) sells bundle of the TV service and VOIP line to its customer UC requires a modem to be one of the technical products as part of the bundle decomposition. UC also requires that when a customer orders as additional VOIP line in the future, it reuses the same modem technical product that was decomposed as part of initial bundle order.

A. Create a 1:1 decomposition relationship between TV and VOIP to modem and set the scope to order item on Modem Technical Product
B. Create a 1:1 decomposition relationship between TV to Modem and VOIP to Modem and decompose conditionally based on whether the modem Is already present in the Technical Inventory
C. Create an M:1 decomposition relationship between TV to Modem and delete the decomposition relationships after the initial bundle order.
D. Create an M:1 decomposition relationship between TV to Modem and VOIP to Modem and set scope to account on modem technical product

Answer: D

Explanation:

Question: 20

ABC telecom wishes to offer certain offers to retain its outgoing customers. They would like to give pricing adjustments across the catalog. They also want their agent to have the ability to give runtime adjustments and wish to have the approval process defined around the same. Which features should the consultant suggest to address the above requirements.

A. Discounts.
B. Adjustment using Context rules
C. Promotions
D. Customizations using CPQ Hooks

Answer: B

Explanation:

Question: 21

An agile team is working on backlog grooming. There are two features that are needed by the customer and one of them is needed by the support team. The agile team is currently working on an iteration, Days later a business representative requests that another feature be included in the same iteration which step should consultant take?

A. Accommodate the feature since otherwise the business representative will escalate that the team is not adaptable to change
B. Accommodate the features as It is a small change and push the development team to work on it since itself organized team should know how to manage last minute requirements.
C. Accommodate the feature since otherwise business representative will not accept the iteration results.
D. Accommodate the feature by putting it into product backlog and work with the product owner to check its ROI relative to other stories in the backlog items then communicate the outcome back to the business representatives.

Answer: D

Explanation:

Question: 22

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: 23

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: 24

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: 25

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: 26

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: 27

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: 28

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: 29

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: 30

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: 31

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

Explanation:

Question: 32

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: B, D

Explanation:

Question: 33

A B2B Communication company is using industries CPQ solution and need to implement attribute- based pricing for its offerings. The company wants to display the total amount or monthly recurring charge of the product as well as sales tax imposed on that product depending on the zip code of the service account as total price in the cpq cart. How shall the consultant achieve this while minimizing the impact to performance?

A. Add the delivery zip code customer field as a header in the pricing calculation matrix
B. Configure the tax rate in the price plan and it will be added automatically when added to the cart.
C. Write a custom hook class to include the logic to calculate tax and add to the total price using a price calculation matrix
D. Add a pricing plan step with a custom Apex class to calculate the tax using the price calculation matrix

Answer: A

Explanation:
If requirement is to have static calculation, then use Hook implementation
If requirement is to have dynamic calculation based on custom fields then use ATB mechanism along with changes in hook to pass custom fields into ATB input map. In this case there is no need to have custom calculations.

Question: 34

Universal containers is a communication service provider using communication cloud. A member of UC's legacy- system IT team has provided a consultant with an extract of all the existing products from the legacy system and asked the consultant to migrate the data to communication cloud which two question should the consultant ask in this scenario to clarify the data migration strategy?

A. Which of the products are inactive?
B. Are there customer specific offerings?
C. Can we rationalize products to a smaller number?
D. Which of the provided products are still actively sold?

Answer: B

Explanation:

Question: 35

ABC cloud is using communication cloud's order Management for the provision and activations of service. As part of the integration with ERP, the ERP order identifiers are required to be saved in the synchronous response in the SFI order record for the reference and troubleshooting purpose. A consultant has started their design using existing velocity process libraries. What solution should consultant propose to save ERP order identifiers back to salesforce Order record.

A. Configure integration procedure in conjunction with Auto Task to perform CREATE order in ERP and process response to save return from ERP order identifiers using Load DataRaptor.
B. Enhance OOTB integration adaptor to process CREATE response from ERP and save returned ERP order identifier to SFI order record
C. Configure GET ERP order callout task straight after the callout task that create an order in ERP. Enhance out of the box integration adaptor to process GET response from ERP and save returned ERP order identifier to SFI order record
D. Configure response data raptor bundle to process create response from ERP and save returned ERP order identifier to SFI order record

Answer: D

Explanation:

Question: 36

A company uses as in-house legacy order management system for order fulfillment and inventory management. The order fulfillment support team complains that the items that makes callouts to the inventory management system get stuck and fail for days and manual intervention is required. The company has decided to move the industries Order management (OM) system. How would industries OM Fallout Management reduce this issue for the company.

A. By automatically balancing order processing tasks across multiple orchestration items
B. By automatically balancing order processing tasks across multiple orchestration queues
C. By automatically queuing the fulfillment request to retry according to predefined retry policy.
D. By automatically queuing the fulfillment request to retry according to fallout analysis report.

Answer: C

Explanation:

Question: 37

Universal Connect (UC) sells several mobile devices to its customer. UC has several attribute like color, storage and screen size that are common across mobile devices. UC is looking for recommendation around efficiency them using SFI product catalog. How should consultant model the product catalog for UC?

A. Create 'Mobile Offer Spec Type' object with common attribute and set the patent object type as 'Base offer Spec Type'. Then associate mobile device offers with 'Mobile Offer Spec Type' Object Type.
B. Create 'Mobile offer Spec Type' with base attribute as parent object type and associate mobile device offers with object type and add additional attributes
C. Create 'base offer Spec Type' object type with all attribute and associate mobile device offer with this object type
D. Create 'Mobile Offer Spec Type' object with common attribute and set the patent object type as 'Base offer Spec Type'. Then associate mobile device offers with 'Base Offer Spec Type' Object Type.

Answer: B

Explanation:
Base offer Spec Type should not have object sub type as best practice

Question: 38

ABC cloud currently using communication cloud's order management (OM) to orchestrate orders, they also want to start using it for billing activation. ABC cloud's architecture principle is to use an Apigee (Middleware) layer between industries OM and any underlying systems. The billing system interface requires a series of callouts in order to place an order. Which solution should a consultant propose?

A. Configure a synchronous call out task for each request to the billing system as well as dependencies between those to orchestrate correct sequence
B. Configure single synchronous callout task and push the entire payload for Apigee to split into series of calls. The asynchronous callout will accept synchronous response from apigee and asynchronous responses from Apigee about the result of the order submission.
C. Configure single synchronous callout task and push the entire payload for Apigee to split into series of calls. Accept synchronous response from Apigee. Configure a Push Event for asynchronous response from Apigee about the result of the order submission.
D. Configure an Autotask and integration procedure that orchestrate a series of calles to the billing system via Apigee.

Answer: B

Explanation:

Question: 39

ABC Telco wants to offers a self-service portal for their B2C customers so they can browse and order from product catalog. Which salesforce industries based solution helps activate this?

A. Enterprise Sales Management
B. Assets based ordering
C. Mobile subscription Management
D. Digital commerce

Answer: C

Explanation:

Question: 40

United Telecom has release plan for their digital transformation it includes both legacy CRM and their new communication cloud, both of which will be active until the digital transformation is complete. Customer data from the legacy CRM will be migrated into communication cloud as part of first phase of the digital transformation project. There are business critical operations that will remains active in legacy CRM after the first phase of project. Which strategy should a consultant recommended to keep the customer data to sync between the legacy CRM and communication cloud?

A. Synchronize real time customer data between the two CRMs when updated happens in either of the two CRMs
B. Synchronize real time customer data between the two CRMs at the end of business day using batch updates.
C. Introduce customer data management system as a part of digital transformation to keep customer data up to date
D. Allow updated on Customer Data only on Communication cloud and synchronize the update to the legacy CRM

Answer: A

Explanation:

Question: 41

Universal Containers (UC) is implementing communication cloud one of the key drivers of their digital transformation is to migrate their high number of B2C customer churn over the past few years. Which two actions will help identify and proactively reduce churn while minimizing the implementation effect.

A. Create Churn trend reports in CRM Analytics that brings the data from communication cloud and legacy system to identify the customer likely to churn
B. Expose next best action based on Einstein Discovery prediction to give the customer a discount if they are likely to churn.
C. Create a churn trend app from a template in CRM analytics to identify customer likely to churn
D. Create a churn trend report via salesforce report based on disconnect order to identify customers likely to churn

Answer: B

Explanation:

Question: 42

ABC cloud communication service provider that uses communication cloud for their B2B Market. ABC cloud sells services to tier 1 enterprise companies across the globe the number of items in the cart for each customer is usually high and with new products being introduced, the company expects even higher cart numbers. Sales representative started to notice performance reduction while submitting big carts to order management. A consultant was asked to provide design guidance for product design while taking into consideration communication cloud CPQ and order management constraints. Which two options should the consultant consider while designing the commercial catalog?

A. Keep the number of attribute on the product low, avoid big picklist and direct assignments.
B. Advise them to use picklist attribute with multiple pick lists values instead of configuring new products
C. Avoid deep product hierarchy and big list of add on, limit the number of advance rule such as AutoAdd or Auto Remove products.
D. Model all product in flat while controlling the cardinality with AutoAdd and AutoRemove advanced rules

Answer: B

Explanation:

Question: 43

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?

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 servicer assurance
C. Use a Bulk API connector via middleware
D. Use platform events and GetAsset API

Answer: A

Explanation:

Question: 44

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?

A. Service Account
B. Place
C. Premise
D. Address

Answer: A, C

Explanation:

Question: 45

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?

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

Explanation:

Question: 46

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.

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

Explanation:

Question: 47

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.

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 though 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

Explanation:

Question: 48

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?

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

Explanation:

Question: 49

United Telecom (UT) has a high-level of customization in their exiting 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 option to achieve the expectation?

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. Access the entire architecture to identify application that can be decommission.

Answer: C, D

Explanation:

Question: 50

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?

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

Answer: D

Explanation:

Question: 51

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

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 to ……trigger 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

Explanation:

Question: 52

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.

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

Answer: B, C

Explanation:

Question: 53

UC is a communication service provider using communication cloud. UC done migration by successfully loading full data set into a Full copy sandbox with no errors. UC have started loading data in production.
What two action a consultant shall recommend once the load is completed in production?

A. Analyze and resolve any errors that were encountered and perform additional data load for any failed records
B. Validate that the resulting volumes in production match expectation, and spot check record for individual corrosiveness
C. Inform the business that data migration is completed and errors resolved in development
D. Raise support case to retrieve a data load report to summarize the data load.

Answer: A, B

Explanation:

Question: 54

UC have completed migration into developer org. Now they are using partial copy sandbox. What are the two reason why consultant should recommend doing a full data load in full copy sandbox before production load?

A. To identify the risk of hitting governor limit with the production load
B. To identify the data error that was not surfaced during testing with subset of data
C. To identify the metadata related error not previously seen with a subset of data
D. To understand how long, the data load in production should take

Answer: A, B

Explanation:

Question: 55

Sonic telecommunication delivers B2C internet (broadband) and TV services to the customer and technician need to perform various task for the add product operations. At one point in the flow there is a manual task that required technician to complete the steps and to provide information back to order management system to identify the equipment ordered, which action should consultant take to support the manual task resolution?

A. Design and attach the omni scripts to the manual task to help technician with each step that are required to be completed manually
B. Use the integration procedure to manage the various task that technician need to undertake
C. Use data raptor to assist with integration and introduce several manual task into the flow.
D. Use call out to fully automate the flow so that no manual steps are required

Answer: A

Explanation:

Question: 56

A consultant analyzing integrations to various fulfillment systems. While the consultant beliefs that process shall be automated, they have identified one particular complex integration that has a formatted payload that verify JSON Implemented for nonstandard error response to be

returned to order management from the fulfillment system. How should the consultant solve this used case?

A. Use a dataRaptor to grab the JSON payload from Order Management to pass it to the fulfillment system directly.
B. Use Apex to be able to send the customized payload and interpret the response
C. Attach an Omniscript ta task and handle the integration manually
D. Recommend that this step to be handled manually by having the user navigation to the fulfillment system's native UI …….logic

Answer: B

Explanation:

Question: 57

Orbit telecommunication has announced that their B2C mobile business is doing well and there will be high order increase next year well beyond anything they had planned.
What are the two preparatory steps that a consultant should take to ensure the stability in production?

A. Ensure Enterprise sales management (ESM) is employed to split the large order prior to submission to order management system
B. Ensure that customer have enough Async Apex Callouts and platform events available to cover the load
C. Ensure platform events mode is enabled
D. Ensure mule soft is employed for integration to reduce the consumption of salesforce resources

Answer: B, C

Explanation:

Question: 58

T current architecture has two systems one which is sales facing (internal) other is customer facing (website). Currently product catalog is maintained separately in both systems.
UT has introduced communication cloud. What approach should consultant recommend for maintaining their product catalog during their digital transformation.

A. Manage the product catalog internally using communication cloud and use cart API to expose the product catalog to website

B. Manage product catalog in communication cloud and periodically synchronize the web channels automatically
C. Manage the product catalog in enterprise product catalog and use digital commerce APIs to extract the product catalog to web channels.
D. Introduce new product catalog primary application that will synchronize both communication cloud and the web channels.

Answer: C

Explanation:

Question: 59

UT required bulk ordering to be implemented in communication cloud base to capture order broadband speed to its customer and applying promotions.
Which two steps should consultant take to perform the impact assessment for bulk ordering in communication cloud

A. Evaluate the various business scenarios for bulk orders in order design automation for order capture and orchestration
B. Evaluate the various business scenarios for bulk orders in order to access platform governor limits (CPU time, Database utilization)
C. Identify the volume and access feasibility from a platform governor limit perspective (CPU time, Database utilization)
D. Identify the business rules need to be implemented for creation and fulfillment of bulk orders.

Answer: C, D

Explanation:

Question: 60

ABC telecom offer advanced B2B connectivity products to companies with multiple service quotes in different regions based quotes and 1000 line items per quote.
Which application suits supports this scnerio?

A. Enterprise sales management
B. Subscriber lifecycle management
C. Advertising sales management
D. Multiple subscription management

Answer: A

Explanation:

Question: 61

UC offers business internet to its customers. UC has two requirements based on customer regions in order to offer competitive prices in each region and customer must able to see prices before adding to cart. What are the two ways customer meet this requirement?

A. Create price list and price list entries associated with context Rules per region
B. Create an attribute on business internet offers and use attribute based pricing
C. Create price list per region and use context Rules to determine the correct Price List
D. Create base price list and multiple child price list per region

Answer: A

Explanation:

Question: 62

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 statement are valid regarding the product model in this scenario?

A. Since the product model uses OOTB feature 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 use hierarchical modeling which is 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:

Question: 63

An organization is requesting a negotiated price from UT in their quote for the order which two business flows should UT have in place in communication cloud to meet the customer requirement?

A. Design order capture and order fulfillment flows
B. Design a quoting flow to negotiate price and discount approval process.
C. Design a contract creation and contract renewal flows
D. Design opportunity management flows and convert the opportunity to quote.

Answer: B, D

Explanation:

Question: 64

UC sales 8 similar home phone offering commercial offerings to its customers. UC wants commercial offering decompose to the same CFS Technical product. What shall consultant recommend to achieve this requirement.

A. Create one decomposition relationship each from all commercial offerings to the same technical product
B. Create multiple decomposition relationship from all commercial offering to the same technical product and set the parent class product to order item
C. Create one decomposition relationship each via one parent class product from all commercial offerings
D. Create multiple decomposition relationship from all commercial offering to the same technical product and set the parent class product to Account.

Answer: C

Explanation:

Question: 65

Infiwawe offers Internet and voice services to residential customers. In order to provision the services engineer have to visit the customer location and install the Modem, then provide the modem related data over phone and share the details required to sent to the fulfillment system. Infiwave has identified that having the technician provide the details in phone is error prone.

What two feature from Industries Order Management shall infiwave use to support this functionality and correct order capture.

A. Implement a callout orchestration item to execute a request on the fulfillment system for activation
B. Implement a manual orchestration item, assign it to the technician and configure an omni scripts for the technician to fill details
C. Implement a milestone orchestration item to execute request on the fulfillment system for activation
D. Implement push orchestration item, assign it to technician and configure omni scripts for the technician to fill details

Answer: A

Explanation:

Question: 66

A Large Tier 1 Telco with 20 million subscribers needs to move all of their customer data form 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 run the migration in multiple stages over time, allowing for on demand migration for the non-migrated data to the legacy system
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:

Question: 67

Acme technology is Tier 1 Provider selling fixed line internet and TV services. In order to send Set top boxes (STB) and modem they are requiring a single call to the shipping fulfillment

system, which combination can be sent to the customer. They also want to ensure optimal performance and avoid unnecessary use of storage of inventory in customer base.

A. Decompose Modem & STB into one CFS using M:1 decomposition pattern configure scope field on CFS technical product definition to Account
B. Decompose the Modem & STB to distinct CFS technical product using 1:1 decomposition relationship. Configure the scope filed on the modem and STB products to downstream Order Item.
C. Decompose the Modem & STB to distinct CFS technical product using 1:1 decomposition relationship. Configure the scope field on CFS technical product definition to downstream Order Item.
D. Decompose the Modem & STB to one CFS technical product using M:1 decomposition relationship. Configure the scope filed on the modem and STB products to Account

Answer: A

Explanation:

Question: 68

Acme technology is an internet service provider that has 20 distinct download and 10 upload speeds, unique billing code must be sent to billing system during fulfillment.
Which two actions should a consultant recommend for modeling the technical product catalog and decomposition relationship?

A. Create a single CFS specifications and map the upload and download speeds. Retrieve the fulfillment details from the calculation matrix market using the integration procedure invoked by an auto task
B. Create a single CFS specifications and map the upload and download speeds. Retrieve the fulfillment details from the calculation matrix using a custom auto task
C. Create a technical product catalog which maps 1:1 to the billing model. Use the out of the box tool to create product and generate billing code. Use unconditional decomposition relationships to select the correct technical product
D. Create Multiple CFS specification where the billing code attribute is defined. Use attribute based decomposition relationship to map the various upload/download speeds to the billing code attribute

Answer: B, D

Explanation:

Question: 69

UC rolling out new offer, which must be fulfilled using industries order management. Orchestration must integrate with the provisioning system, which accepts a different payload for activating the service
What is the recommendation approach for designing the orchestration while minimizing unnecessary configurations?

A. Create two orchestration plan, one having the activation Orchestration item and other with the deactivation. Configure one scenario to map activation to Add action and deactivation to disconnect action
B. Create two orchestration plan, one having the activation Orchestration item and other with the deactivation. Configure scenario to map activation to add action and deactivate
C. Create one orchestration plan definition with two orchestration definition having mutually exclusive condition. Configure the scenario to include both Add and disconnect actions.
D. Create two orchestration plans, one having the activation orchestration item and other with deactivation item. Configure the orchestration items based on the products

Answer: A

Explanation:

Question: 70

UC rolling out products to the market in multiple go live iterations. Top offer sold is mobile followed by TV, during discovery phase it was identified that regardless of the top offer sold. Same activity of sending out a notification email to the account.
Which two ways consultant model the orchestration to make it reusable, have the least amount of time to go live and require minimal maintenance over time?

A. Create a product class and assign it to all top level offers, create orchestration plan with a scenario on a product
B. Use product class to decompose each top offer to a CFS specific for the notification email orchestration plan with a scenario on the CFS
C. Create a decomposition relationship for each product offer to a CFS specific for the notification email orchestration plan with a scenario on the CFS
D. Create an orchestration plan and define a scenario for each top product offer

Answer: A, B

Explanation:

Question: 71

UC uses communication cloud but their legacy system has a large products module on a per stock keeping Unit (SKU) basis. UC wants to rationalize their product catalog
What are the three options should consultant configure to meet this requirement

A. Fields
B. Calculation Matrix
C. Price lists
D. Attribute
E. Pricing plan

Answer: A, B, D

Explanation:

Question: 72

United telecom has large product catalog; over time their catalog has increased in number of factors. They have choosen communication cloud as their product of choice to reduce their product catalog size. Which are the two steps shall consultant take to migrate these issue and build a stable product catalog.

A. Bundle the similar product together to reduce the volume
B. Make use of object types and attributes to better handle scalability using EPC functionality.
C. Rationalize the product catalog by identifying duplicates and legacy products that can be removed
D. Mark the orderable flag on the legacy system to false so that they cannot be used.

Answer: B, C

Explanation:

Question: 73

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

Question: 74

UC is communications service provider using communication cloud. UC have one callout to the activation system per mobile services and then one calls out to the billing system per item decomposed. How should consultant configure the orchestration to meet the requirement

A. Create an orchestration plan definition with two orchestration item definition with an orchestration dependency between activation orchestration item to order item and the scope of the billing orchestration item to global
B. Create an orchestration plan definition with two orchestration item definition with an orchestration dependency between activation orchestration item to main order item and the scope of the billing orchestration item to order
C. Create two orchestration plan definition with single orchestration item definition, each orchestration dependency on orchestration item. Set the scope of activation orchestration plan to order and scope of the billing orchestration item to order line item
D. Create two orchestration plan definition with single orchestration item definition, each orchestration item Set the scope of activation orchestration plan to order and scope of the billing orchestration item to global.

Answer: B

Explanation:

Question: 75

What are the 3 keys inputs used by order management to determine the output of MACD order.

A. Order and order item details
B. Quote and quote line items records
C. Fulfillment request and fulfillment request line records
D. Assets and inventory item records
E. Commercial and technical product configurations

Answer: A, D, E

Explanation:

Question: 76

A Company wants to improve their quote to order journey experience, the journey contains manufacturing products and services, and integration with inventory system for device reservation. They want to have smooth omni channel experience. What approach should a consultant take during planning to ensure optimal development and time to market?

A. Plan for three user stories running in parallel: UX design, Device reservation, API and inventory system integration
B. Plan for three user stories running subsequently: UX design first, Device Reservation API second, and inventory management system at last
C. UX experience is the most important. Fully design and validate the UX before designing the integration step
D. Exact data in integration is an input to the ux design. Detailed Design of the integration… can start

Answer: A

Question: 77

A telecom service provider offers internet, mobile and TV services that can be sold as bundled and independently. Fulfillment consultant designer is designing the orchestration order that contains any combination to consistently improve the customer satisfaction, the consultant need to design a solution that makes the service available to consumers for consumption and support changes for completely fulfilled offers even when other are still being same. what is the recommendation approach for an assets management strategy in this case?

A. Module each offer as top offer, Use the standard assetization in orchestration to assetize the offer that have been ordered
B. Module the offer as a triple play bundle, Use standard assetization in orchestration to assetize the offer that have been ordered
C. Module the offer as a triple play bundle, Use staged assetization in orchestration to assetize the offer that have been ordered
D. Module the offer as a top level offers, Use staged assetization in orchestration to assetize the offer that have been ordered

Answer: D

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