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NEW QUESTION: 1

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: (SHOW ANSWER)

When several similar commercial products have identical fulfillment behavior, a Product Class provides the reusable abstraction. The offers are associated with the parent class and the class owns a single decomposition relationship to the shared CFS. This centralizes the technical mapping and lets new products inherit the same fulfillment behavior without creating another nearly identical decomposition rule. The practical benefit is that the solution remains scalable and deterministic as order volume or catalog complexity grows. Creating one relationship for every offer is functional but duplicates configuration and increases the chance of inconsistent mappings over time. Scope settings solve technical-instance reuse, not decomposition-definition reuse. 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:Product Class Decomposition; reusable CFS mapping; fulfillment-model maintainability.

NEW QUESTION: 2

A B2B telecommunications company uses Communications Cloud to sell technically complex products. Their operations team faced order fallouts due to incorrect configurations of the quotes. At the same time, their sales team said that it takes too much time to educate a new account executive due to the product ' s complexity, and even after studying, it doesn ' t prevent mistakes in the quotes. What two options need to be implemented to improve the current situation?

- A. Create an order validation task in the Order Fulfillment process.
- B. Configure steps in the Order Fulfillment process to guide the product configuration.
- C. Configure Advanced Rules to validate the quote configuration.
- D. Implement the Guided Sales using OmniScripts.

Answer: ([SHOW ANSWER](#))

Quote errors should be prevented before the order reaches fulfillment. Advanced Rules can validate allowed product combinations, dependencies, and configuration conditions inside the Industries CPQ cart, while an OmniScript guided-selling journey reduces the amount of product knowledge a new account executive must memorize by leading the user through the correct decisions in sequence. 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. Adding validation only in Order Fulfillment is too late because an invalid quote has already become an order. The combination of guided UX and declarative configuration rules attacks both training complexity and fallout at the source. 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:Advanced Rules; configuration validation; Guided Selling; OmniScript; quote accuracy; fallout prevention.

NEW QUESTION: 3

Universal Containers is using Communications Cloud for their B2B use cases. They have an integration with a legacy stack that will handle network provisioning and billing. As part of their Order Management process they have to send the customer data to the legacy app, which in turn provisions billing. What should a Consultant recommend to make this callout easier to configure, easier to maintain, and performant?

- A. Create a custom integration adapter to fetch the customer info and pass it to the payload that will be sent to the external application.

B. Model the customer data to Technical Products along with other Products and Services and create Decomposition relationships accordingly to send the right information within the callout tasks.

C. Model the customer data as fields on Order and pass the fields along with the other attributes to the payload.

D. Model the customer data as multi picklist attributes within the cart and create Decomposition relationships accordingly to send the right information within the callout tasks.

Answer: C ([LEAVE A REPLY](#))

Customer information that is needed in a downstream callout but is not itself a technical product should be modeled on the Order or related transactional context and extracted into the request payload through standard mapping. This keeps customer master/transaction data separate from the technical catalog and makes the integration easier to understand and maintain. In a Communications Cloud implementation, this pattern provides the cleanest balance of reuse, governance, and runtime efficiency. Creating artificial technical products or multi-select product attributes just to transport customer data pollutes the fulfillment model, while a custom adapter adds query and code complexity that standard request mapping can avoid. The alternative designs either introduce unnecessary coupling, fail to preserve the required lifecycle state, or move standard platform behavior into bespoke code. Keeping the solution within the documented product, pricing, migration, or orchestration framework also gives operations teams clearer monitoring and recovery paths. For production readiness, the configuration should be exercised with realistic data volumes and representative MACD scenarios so that the behavior remains correct after the initial sale and throughout subsequent service changes.

Study Guide Reference: Order-level integration data; Callout payloads; Data Mappers; technical-product modeling boundaries.

NEW QUESTION: 4

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: ([SHOW ANSWER](#))

Two standard patterns can carry a short-lived identifier between fulfillment calls. An Integration Procedure can execute both HTTP requests in one server-side transaction and pass the first response value directly to the second action. Alternatively, separate orchestration callouts can persist the value temporarily on a technical Fulfillment Request Line using a non-assetizable attribute so that later processing can consume it without carrying it into the long-term technical asset state. The key is to represent the requirement in the same layer where Salesforce evaluates that business state. DataRaptor/Data Mapper alone is a transformation tool rather than the external HTTP orchestration mechanism. Pure in-memory caching between independently executed orchestration items does not provide the durable handoff required by the process. 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: Integration Procedures; HTTP Actions; non-assetizable attributes; transient fulfillment data.

NEW QUESTION: 5

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 strategy should a Consultant

Answer: (SHOW ANSWER)

The Subscription object provides a persistent service-level relationship that can survive changes to the underlying commercial assets, device arrangements, contract terms, or identifiers. That makes it suitable for tracking the continuing lifecycle of a telecommunications service as customers modify the service over time.

Assets can change as fulfillment changes the installed state, while the subscription remains the higher-level continuity context. 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. A Service Account identifies where or for whom service is delivered, and a Contract Line Item represents contractual terms.

Neither is the primary object for the end-to-end lifecycle of the subscribed service itself. 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:Subscriptions; service lifecycle; Assets; contracts; MACD; subscriber management.

NEW QUESTION: 6

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: (SHOW ANSWER)

If the downstream shipping system must receive modem and set-top-box information in a single fulfillment request, a many-to-one decomposition pattern can aggregate the source products into one CFS. Account Scope can then prevent unnecessary duplication of the resulting shared technical inventory when that technical representation is meant to exist once per customer account. This is the decisive architectural point in this scenario because the Salesforce Industries model separates commercial selling concerns from fulfillment, lifecycle, and integration concerns. Two independent one-to-one technical products would create separate fulfillment structures and potentially separate calls. The combined technical representation is specifically useful when the downstream platform expects one consolidated business request. 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:M:1 decomposition; Account Scope; consolidated shipping fulfillment; technical inventory.

NEW QUESTION: 7

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: ([SHOW ANSWER](#))

A Calculation Matrix is the standard declarative mechanism for multidimensional pricing where the charge depends on several product, account, or contextual inputs. A separate matrix for the one-time charge keeps OTC logic distinct from the existing recurring-charge calculation while still allowing the same relevant account and product characteristics to be used as matrix inputs and the one-time amount to be returned as the output. The key is to represent the requirement in the same layer where Salesforce evaluates that business state. Extending an unrelated recurring-charge matrix makes the pricing model harder to understand and maintain. Custom Apex or artificial charge products are unnecessary when the standard matrix framework already expresses the required decision table. 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:Industries CPQ pricing; Calculation Matrices; attribute/context-based pricing; one- time charges.

NEW QUESTION: 8

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

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.

NEW QUESTION: 9

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 calls to the billing system via Apigee.

Answer: ([SHOW ANSWER](#))

Where Apigee is the mandated middleware layer, Salesforce should keep the business-level orchestration boundary clean rather than reproducing every low-level billing-system call in Order Management. A single synchronous callout can submit the business payload to Apigee, which performs the detailed downstream sequence. If final completion arrives later, a Push Event can represent the asynchronous business milestone that releases the next orchestration stage. 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. Creating separate Salesforce callouts for every internal billing step duplicates middleware responsibility and tightly couples OM to the downstream implementation. An asynchronous completion signal is better represented as a Push Event than by trying to force both immediate and delayed responses into one synchronous transaction. 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:Middleware architecture; synchronous callouts; Push Events; billing integration; orchestration boundaries.

NEW QUESTION: 10

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 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: ([SHOW ANSWER](#))

For tens of millions of subscribers, a staged migration should partition the estate into logical blocks and move them progressively. During the coexistence period, an on-demand path must handle customers whose data has not yet been migrated so that new Salesforce-originated orders are not blocked. This allows business operations to continue while the bulk migration proceeds over time. In a Communications Cloud implementation, this pattern provides the cleanest balance of reuse, governance, and runtime efficiency.

Repeated outages for bulk migration are unsuitable for a Tier 1 provider, and an all-at-once cutover unnecessarily concentrates risk. Staged plus on-demand processing gives operational continuity and controlled reconciliation. The alternative designs either introduce unnecessary coupling, fail to preserve the required lifecycle state, or move standard platform behavior into bespoke code. Keeping the solution within the documented product, pricing, migration, or orchestration framework also gives operations teams clearer monitoring and recovery paths. For production readiness, the configuration should be exercised with realistic data volumes and representative MACD scenarios so that the behavior remains correct after the initial sale and throughout subsequent service changes.

Study Guide Reference: Large-scale migration; staged migration; on-demand migration; coexistence; service continuity.

NEW QUESTION: 11

Cloud Kicks uses the standard Account Type field to indicate different account tiers. Users find this confusing, so management has asked that the field be changed to read " Tier " on the page layouts. How should a Platform Administrator implement this change?

- A.** Create a global picklist value set.
- B.** Build a custom field called Tier and delete Type.
- C.** Use Rename Tabs and Labels.
- D.** Edit the Type field and change the name.

Answer: ([SHOW ANSWER](#))

Rename Tabs and Labels changes supported user-facing Salesforce terminology without replacing the underlying standard field. Renaming Account Type to Tier through this setup feature preserves the existing field ' s API identity, data, reports, automation references, permissions, and integrations while improving the page-layout terminology presented to users. This is the decisive architectural point in this scenario because the Salesforce Industries model separates commercial selling concerns from fulfillment, lifecycle, and integration concerns. Creating a duplicate custom field introduces data migration and synchronization work, and a global value set changes reusable picklist values rather than the field label. The standard field itself is not renamed through the same edit mechanism used for a custom field. 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:Salesforce administration; Rename Tabs and Labels; standard-field labels; schema- preserving customization.

NEW QUESTION: 12

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: ([SHOW ANSWER](#))

There are two declarative ways to derive the billing representation from speed characteristics. One is to keep a single CFS, map upload/download speeds into it, and use a Calculation Matrix invoked through an Integration Procedure to return the correct billing code. The other is to use conditional/attribute-based decomposition so that speed combinations select the appropriate technical CFS or fulfillment variant that already carries the billing code. 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. An unconditional mapping cannot choose among speed-dependent outcomes, and custom Apex is unnecessary when the standard calculation and decomposition mechanisms can express the mapping. 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:CFS modeling; attribute-based decomposition; Calculation Matrices; Integration Procedures; billing-code derivation.

NEW QUESTION: 13

Universal Containers sells multiple mobile devices, each treated as a distinct commercial product. They all need integration with the same device inventory system. What ' s the most optimal way to minimize decomposition relationships in this scenario?

- A.** Create decomposition relationships for each product offer and map this to a single Inventory CFS.
- B.** Create decomposition relationships for each product offer and map this to many Inventory CFSs.
- C.** Create a product specification for the mobile device. Create device product offers based on this product specification. Create a single decomposition relationship from the product specification to a single Inventory CFS.
- D.** Create a product specification for the mobile device. Create device product offers based on this product specification. Create multiple decomposition relationships from the product specification to a single Inventory CFS.

Answer: ([SHOW ANSWER](#))

When several similar commercial products have identical fulfillment behavior, a Product Class provides the reusable abstraction. The offers are associated with the parent class and the class owns a single decomposition relationship to the shared CFS. This centralizes the technical mapping and lets new products inherit the same fulfillment behavior without creating another nearly identical decomposition rule. The practical benefit is that the solution remains scalable and deterministic as order volume or catalog complexity grows. Creating one relationship for every offer is functional but duplicates configuration and increases the chance of inconsistent mappings over time. Scope settings solve technical-instance reuse, not decomposition-definition reuse. 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:Product Class Decomposition; reusable CFS mapping; fulfillment-model maintainability.

NEW QUESTION: 14

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: ([SHOW ANSWER](#))

Large B2B carts benefit from catalog rationalization and controlled product-model complexity. Legitimate product variation can often be represented through attributes instead of multiplying near-identical products, while deep hierarchies, very large add-on lists, and excessive Auto Add/Auto Remove rules should be limited because they increase runtime validation, decomposition, and orchestration work. The commercial model should remain expressive without creating unnecessary line-item expansion. In a Communications Cloud implementation, this pattern provides the cleanest balance of reuse, governance, and runtime efficiency. Flattening everything and compensating with many advanced rules can be equally expensive. The design goal is balanced reuse: enough attribute-driven modeling to reduce product count, but not so much hierarchy or rule complexity that large carts become computationally heavy. The alternative designs either introduce unnecessary coupling, fail to preserve the required lifecycle state, or move standard platform behavior into bespoke code. Keeping the solution within the documented product, pricing, migration, or orchestration framework also gives operations teams clearer monitoring and recovery paths. For production readiness, the configuration should be exercised with realistic data volumes and representative MACD scenarios so that the behavior remains correct after the initial sale and throughout subsequent service changes. Study Guide Reference: Industries CPQ performance; EPC modeling; large carts; attributes; Advanced Rules; Order Management constraints.

NEW QUESTION: 15

Universal Containers (UC) is a Communications Service Provider using Communications Cloud. UC wants to create a guided ordering process for their Sales Agents and B2C Customers. Which two options are technically feasible?

- A.** Use OmniScript to build the guided ordering journey for agents and OmniScript via OmniOut on a Salesforce Experience for customers.
- B.** Use OmniScript to build the guided ordering journey for agents and call OmniScript via Experience Builder on a Salesforce Experience Cloud.
- C.** Use Salesforce Flow to build the guided ordering journey for agents and Salesforce Flow via Lightning Out on a third-party CMS for customers.
- D.** Use OmniScript to build the guided ordering journey for agents and expose OmniScript via OmniOut on a third- party CMS.

Answer: ([SHOW ANSWER](#))

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 key is to represent the requirement in the same layer where Salesforce evaluates that business state. 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. 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:OmniScript; Experience Cloud; Experience Builder; OmniOut; guided order capture.

NEW QUESTION: 16

Universal Containers has a requirement to establish dependencies between independent commercial products, such as ensuring that the ' Roaming Service ' cannot be activated without first activating the ' Voice Service ' .

The provisioning system insists on receiving a single request for the activation of both products. Which approach should the consultant recommend to ensure seamless integration and streamlined operations while addressing these business requirements?

- A.** Create a Relies-On Relationship between products and set the decomposition scope to Relies-on.
- B.** Create a Relies-On Relationship between product and set the decomposition scope to Account
- C.** Create a Bundle Product and Multilevel Decomposition for fulfillment
- D.** Create a Relies-On Relationship between products and set the decomposition scope to OrderItem

Answer: ([SHOW ANSWER](#))

Relies On Scope is designed for independent commercial products that must be treated as one logical fulfillment group. A Relies-On relationship can connect Voice and Roaming even though they are not parent

/child products, and the shared technical decomposition can then produce a single fulfillment instance for the provisioning system while preserving the commercial independence of the offers. 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. Account Scope is broader than necessary and can cause reuse across separate transactions. Order Item Scope does not provide the required consolidation, and creating an artificial commercial bundle changes

the selling model simply to satisfy a downstream dependency. 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:Relies-On relationships; Relies On Scope; independent products; consolidated technical fulfillment.

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NEW QUESTION: 17

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 ([LEAVE A REPLY](#))

A Manual Task is the correct orchestration item whenever fulfillment depends on deliberate human input.

Associating an OmniScript with that task gives the technician or warehouse user a guided form to capture identifiers, tracking data, installation details, or other operational values with validation and a controlled completion path. Once the Manual Task is completed, Order Management can continue with the dependent automated steps. This is the decisive architectural point in this scenario because the Salesforce Industries model separates commercial selling concerns from fulfillment, lifecycle, and integration concerns. Auto Tasks and Callouts are intended for automated processing, while Push Events wait for externally initiated state changes. None

provides the required user-facing guided data-entry experience by itself. 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:Manual Tasks; manual queues; OmniScript; human-in-the-loop fulfillment; order enrichment.

NEW QUESTION: 18

ABC Telco wants to offer a self-service portal for their B2C customers so they can browse and order from the product catalog. Which Salesforce Industries cloud-based solution helps achieve this?

- A.** Digital Commerce
- B.** Mobile Subscription Management (MSM)
- C.** Asset Based Ordering
- D.** Enterprise Sales Management (ESM)

Answer: ([SHOW ANSWER](#))

Digital Commerce is the Communications Cloud channel layer designed for high-volume product discovery, configuration, basket management, and self-service ordering. It lets an external portal consume offers and commerce functions from the same Enterprise Product Catalog and CPQ environment without replicating the full catalog into another selling platform. This keeps Communications Cloud as the commercial system of record while exposing channel-appropriate APIs to the web experience. 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. EPC APIs are primarily catalog-management interfaces, while cart APIs operate at a lower transactional CPQ level. Digital Commerce provides the optimized digital-browsing and basket abstraction required for consumer portal use cases and peak digital traffic. 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:Digital Commerce; Digital Commerce APIs; external portals; offer discovery; baskets; digital order capture.

NEW QUESTION: 19

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 ([LEAVE A REPLY](#))

One commercial Internet offer can lead to different technical router products depending on the Access Type attribute. That is a one-to-many decomposition pattern: the single source product has relationships to multiple candidate technical products, and conditional execution determines whether the DSL or Fiber router relationship is used for the particular order. The practical benefit is that the solution remains scalable and deterministic as order volume or catalog complexity grows. A one-to-one relationship would allow only one fixed destination. Many-to-one and many-to-many models solve different consolidation problems and are unnecessary when one source product is selecting among several technical outcomes. 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: 1:M decomposition; conditional decomposition; attribute-based technical-product selection.

NEW QUESTION: 20

Universal Containers uses the Industries CPQ solution for Quoting and Order Capture. During Product Configuration in the cart, the pricing of a product is determined by the range in which a particular Attribute value exists. Which out-of-the-box feature will achieve this requirement?

- A. Use the AttributePricing interface implementation, and use RangeBased Pricing.
- B. Use the RangeAttributePricingProcedure for this requirement.
- C. Use AttributePricingProcedure and pass a parameter Range = < ATT_Code > in the pricing plan.
- D. Apply customizations to the pricing plan to interpret the range.

Answer: ([SHOW ANSWER](#)**)**

RangeAttributePricingProcedure is the out-of-the-box pricing procedure intended for cases in which the applicable price is determined by the range containing an attribute value. The corresponding range matrix stores thresholds and outputs, and Industries CPQ evaluates the configured value against those ranges during cart pricing without requiring custom interpretation logic. 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. The standard exact-match AttributePricingProcedure does not provide the same range semantics, and custom pricing-plan code is unnecessary when the specialized range procedure is already supplied by the platform. 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:Attribute-Based Pricing; RangeAttributePricingProcedure; RangeAttributePricingMatrix; Industries CPQ pricing.

NEW QUESTION: 21

Universal Connect (UC) sells several mobile devices to its customers. UC has several attributes like color, storage, and screen size that are common across mobile devices. UC is looking for recommendations around efficiently modeling them using the SFI product catalog. How should the Consultant model the product catalog to achieve UC ' s requirements?

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

Answer: ([SHOW ANSWER](#))

EPC Object Types provide inheritance for products that share common characteristics. A specialized Mobile Offer Spec Type should contain mobile-specific attributes such as color, storage, and screen size and inherit the generic properties of the Base Offer Spec Type. Individual mobile-device offers should then be associated with the specialized mobile type so that common configuration is defined once and reused consistently. 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. Putting mobile-specific characteristics on the base type exposes them to unrelated offers, while associating device offers only with the base type bypasses the specialized inheritance layer. The subtype architecture keeps the catalog normalized and extensible. 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:EPC Object Types; inheritance; Base Offer Spec Type; Mobile Offer Spec Type; reusable attributes.

NEW QUESTION: 22

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: ([SHOW ANSWER](#))

CRM Analytics can combine Communications Cloud and legacy information to identify churn patterns across subscriber behavior, service history, payment behavior, usage, and other relevant indicators. Einstein Discovery or predictive scoring can then operationalize that analysis through Next Best Action, presenting the agent with a configured retention treatment when the customer is assessed as likely to churn. The key is to represent the requirement in the same layer where Salesforce evaluates that business state. A simple report of completed disconnects is retrospective and does not proactively identify customers at risk. The objective is to detect risk before churn occurs and put the recommended intervention directly into the service or sales interaction. 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:CRM Analytics; churn prediction; Einstein Discovery; Next Best Action; retention.

NEW QUESTION: 23

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 options 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 applications that can be decommissioned.

Answer: ([SHOW ANSWER](#))

The transformation should reduce legacy complexity rather than reproduce it in Communications Cloud.

Business-process harmonization removes unnecessary regional or system-specific variants, while architecture rationalization identifies applications that become redundant once Communications Cloud provides the required catalog, CPQ, order capture, and fulfillment capabilities.

Decommissioning those duplicated platforms reduces integration, licensing, testing, and support cost. This is the decisive architectural point in this scenario because the Salesforce Industries model separates commercial selling concerns from fulfillment, lifecycle, and integration concerns. Replicating every legacy customization transfers technical debt into the new solution, and moving difficult processes outside the system into manual work shifts cost rather than eliminating it. The economic benefit comes from simplification and consolidation. 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: Process harmonization; application rationalization; decommissioning; reduction of customization and operating cost.

NEW QUESTION: 24

Extreme Orbit Telecom has announced that their B2C mobile business is doing so well that their expected volumes are going to increase next year well beyond anything they had planned. What are two preparatory steps that a Consultant should take to ensure stability in the production environment?

- A.** Ensure Enterprise Sales Management (ESM) is employed to split large orders prior to submission to Order Management.
- B.** Ensure that the customer has enough async Apex callouts and Platform Events available to cover the extra load.
- C.** Ensure that Platform Events mode is enabled.
- D.** Ensure that Mulesoft is employed for integration to reduce the consumption of Salesforce resources.

Answer: ([SHOW ANSWER](#))

Rapid growth in B2C order volume must be matched by Order Management capacity planning. Platform Events mode should be enabled so orchestration uses the event-driven asynchronous processing model, and the organization must have enough Platform Event entitlement and asynchronous Apex/callout capacity for the projected number of Callouts, Auto Tasks, retries, and other asynchronous consumers. 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. Enterprise Sales Management solves a different B2B large- transaction problem, and middleware does not eliminate the Salesforce-side asynchronous processing consumed by Industries Order Management. Capacity must be sized where the workload actually executes.

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: Order Management scalability; Platform Events mode; asynchronous Apex; capacity planning; production stability.

NEW QUESTION: 25

Product managers requested to make a brand new product available for the initial sale by account executives in Industries CPQ and support order fulfillment. What are the two scope items to be included in the following sprints to meet the requirements?

- A.** Decomposition Relationships
- B.** Orchestration Process for MACD
- C.** Product Model
- D.** OmniScript for Guided Selling Process

Answer: ([SHOW ANSWER](#))

To make a brand-new product sellable and fulfillable, the sprint scope must include the commercial Product Model and the decomposition relationships that translate the sold item into the technical products required by downstream fulfillment. Those two elements establish both the CPQ-facing catalog definition and the Order Management fulfillment mapping. 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. A MACD-specific orchestration process is not inherently required for the initial sale, and a Guided Selling OmniScript is optional UX rather than the minimum capability needed to make the product orderable and decomposable. 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:Product onboarding; Enterprise Product Catalog; Product Model; decomposition relationships; fulfillment readiness.

NEW QUESTION: 26

ABC Telco wants to offer 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: ([SHOW ANSWER](#))

Digital Commerce is the Communications Cloud channel layer designed for high-volume product discovery, configuration, basket management, and self-service ordering. It lets an external portal consume offers and commerce functions from the same Enterprise Product Catalog and CPQ environment without replicating the full catalog into another selling platform. This keeps Communications Cloud as the commercial system of record while exposing channel-appropriate APIs to the web experience. 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. EPC APIs are primarily catalog-management interfaces, while cart APIs operate at a lower transactional CPQ level. Digital Commerce provides the optimized digital-browsing and basket abstraction required for consumer portal use cases and peak digital traffic. 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:Digital Commerce; Digital Commerce APIs; external portals; offer discovery; baskets; digital order capture.

NEW QUESTION: 27

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: ([SHOW ANSWER](#))

Commercial assetization is justified when the sold product or service must persist as an in-life customer state after the original order completes. Future attribute changes, the later addition of child features, and recurring- charge services all require a durable representation that can be referenced by customer care and subsequent asset-based ordering. The Asset becomes the commercial baseline from which later MACD operations are initiated. This is the decisive architectural point in this scenario because the Salesforce Industries model separates commercial selling concerns from fulfillment, lifecycle, and integration concerns. A simple one- time accessory or high-volume transactional event that has no later lifecycle behavior normally should not create a long-lived commercial Asset merely because it appeared on an order. Persisting such records creates volume without providing corresponding lifecycle value. 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:Assetization strategy; customer Assets; recurring services; MACD; lifecycle management.

NEW QUESTION: 28

UT 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: ([SHOW ANSWER](#))

Enterprise Product Catalog should become the single governed catalog for both internal sales and external digital channels. Digital Commerce APIs can expose the same offers and product information to web properties without maintaining a second independent catalog. This reduces inconsistent pricing, eligibility, product descriptions, and lifecycle status across channels and simplifies catalog governance. The practical benefit is that the solution remains scalable and deterministic as order volume or catalog complexity grows.

Periodic synchronization preserves duplication and introduces windows of inconsistency, while creating another master product application adds an unnecessary system of record. Cart APIs are transactional and are not the preferred digital catalog-browsing abstraction. 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:Enterprise Product Catalog; Digital Commerce APIs; single catalog strategy; omnichannel product management.

NEW QUESTION: 29

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: (SHOW ANSWER)

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.

NEW QUESTION: 30

For an Enterprise Sales Management quoting journey for fixed-line products for an enterprise customer, United Telecom needs to have a feasibility check for the requested product for desired locations. Which of the following features can meet the requirement?

- A. Location Based Serviceability
- B. Product Eligibility Rules
- C. Product Availability Rules
- D. Location Based Feasibility

Answer: ([SHOW ANSWER](#))

Enterprise fixed-line selling needs a technical feasibility check at the requested service location because commercial eligibility alone does not prove that network infrastructure can deliver the product. Location Based Feasibility evaluates the product/location combination so the enterprise quote can proceed only with technically serviceable sites or can route exceptions for further qualification. 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.

Product eligibility and availability rules answer commercial catalog questions, not the network feasibility of delivering a fixed-line service at a particular premise. The distinction is critical in enterprise location-based quoting. 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 Sales Management; Location Based Feasibility; fixed-line qualification; service locations.

NEW QUESTION: 31

ABC Telecom wants to enable Experience Cloud for their partners. They want Communications Cloud to communicate with external systems during an order capture journey for their partners. Users should go through a guided journey and connect with an external system seamlessly. Which two features must a Consultant use to meet their needs?

- A. OmniScripts
- B. FlexCards
- C. Integration Procedures
- D. DataRaptors

Answer: ([SHOW ANSWER](#))

An Integration Procedure is appropriate when several external calls form one logical server-side transaction and an intermediate value is needed only while that transaction executes. The first HTTP request can return the temporary identifier into the Integration Procedure data JSON, and

the second action can consume that value immediately without persisting it as CRM or asset data. This minimizes configuration and avoids custom Apex for a supported integration pattern. In a Communications Cloud implementation, this pattern provides the cleanest balance of reuse, governance, and runtime efficiency. Persisting a short-lived identifier in the product or asset model creates unnecessary lifecycle data. Moving the logic to custom code or an external ESB is also avoidable when the OmniStudio server-side integration layer already supports sequential callouts and data passing. The alternative designs either introduce unnecessary coupling, fail to preserve the required lifecycle state, or move standard platform behavior into bespoke code. Keeping the solution within the documented product, pricing, migration, or orchestration framework also gives operations teams clearer monitoring and recovery paths. For production readiness, the configuration should be exercised with realistic data volumes and representative MACD scenarios so that the behavior remains correct after the initial sale and throughout subsequent service changes.

Study Guide Reference:OmniStudio Integration Procedures; HTTP Actions; transient integration state; Auto Tasks.

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NEW QUESTION: 32

Universal Containers (UC) is rolling out a new offer, which must be fulfilled using Industries Order Management. During fulfillment, the orchestration must integrate with the provisioning system, which accepts a different payload for activation and deactivation of the service. What is the recommended approach for designing the orchestration while minimizing unnecessary configurations?

- A.** Create two Orchestration Plan Definitions, one having the Activation Orchestration item and the other with the Deactivation Orchestration item. Configure one scenario to map Activation to Add action and Deactivation to Disconnect action.
- B.** Create one Orchestration Plan Definition with two Orchestration item definitions having mutually exclusive conditions on the product action. Configure Scenario to include both Add and Disconnect actions.
- C.** Create two Orchestration Plan Definitions, one having the Activation Orchestration item and the other with Deactivation Orchestration item. Set conditions on Orchestration items based on product action.

D. Create two Orchestration Plan Definitions, one having the Activation Orchestration item and the other with Deactivation orchestration item. Configure scenarios to map Activation to Add action and Deactivation to Delete action.

Answer: ([SHOW ANSWER](#))

Activation and deactivation require different downstream payloads, so orchestration should select the correct task based on the product action. A concise design can use action-aware scenarios or mutually exclusive orchestration-item conditions so that Add executes the activation callout and Disconnect executes the deactivation behavior. The objective is to avoid duplicating unrelated plan structure while still keeping the payload contracts distinct. This is the decisive architectural point in this scenario because the Salesforce Industries model separates commercial selling concerns from fulfillment, lifecycle, and integration concerns.

Product-only conditions are insufficient because the same product can be added and later disconnected. Delete is not the standard service-lifecycle action for this case; Disconnect represents deactivation. 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:Orchestration scenarios; Add/Disconnect actions; conditional orchestration items; provisioning payloads.

NEW QUESTION: 33

Universal Containers (UC) is implementing Communications Cloud. One of the KPIs for their digital transformation is to reduce time-to-market for new products and product changes since it currently takes them three months end-to-end to launch a new product. Which two actions will help measure product time-to- market in Communications Cloud?

- A.** Create a Salesforce Report on the Product object to track the product time-to-market
- B.** Leverage the EPC Project functionality to track the product related configurations
- C.** Create a Salesforce Report on the EPC Project object to track the product time-to-market
- D.** Create a Product Time-To-Market app from a template in CRM Analytics to track the product time-to- market

Answer: ([SHOW ANSWER](#))

EPC Projects provide a change-management unit for product-related configuration work. They track changes to supported catalog artifacts so that the organization can measure when a product initiative starts, how it progresses through the catalog lifecycle, and when it reaches deployment. Salesforce reporting on the EPC Project object can then calculate duration, throughput, and other time-to-market KPIs across releases. In a Communications Cloud implementation, this pattern provides the cleanest balance of reuse, governance, and runtime efficiency. Reporting only on Product records misses related attributes, pricing, promotions, picklists, and other catalog components that contribute to the actual launch effort. Project-level tracking gives the broader

configuration context required for a meaningful time-to-market measure. The alternative designs either introduce unnecessary coupling, fail to preserve the required lifecycle state, or move standard platform behavior into bespoke code. Keeping the solution within the documented product, pricing, migration, or orchestration framework also gives operations teams clearer monitoring and recovery paths. For production readiness, the configuration should be exercised with realistic data volumes and representative MACD scenarios so that the behavior remains correct after the initial sale and throughout subsequent service changes.

Study Guide Reference:EPC Projects; Product Designer; catalog change management; reporting; time-to- market KPI.

NEW QUESTION: 34

Universal Containers (UC) is a Communications Service Provider using Communications Cloud. UC negotiates customer-specific pricing with a B2B customer, which will subsequently be used for pricing orders by this customer. Which two actions must a Consultant take to meet this requirement?

- A.** Create a Contract, add Contract Line Items for the customer-specific pricing, and mark it as a Frame Agreement Contract
- B.** Create a new Offering, configure Price List Entries for the customer-specific pricing, and mark it as a Frame Agreement Offering
- C.** Create a Quote, add custom Contract Based Discounts for the customer-specific pricing, and create a Frame Agreement from the Quote
- D.** Create a new Promotion, configure Price Overrides for the customer-specific pricing, and mark it as a Frame Agreement Promotion

Answer: ([SHOW ANSWER](#))

Customer-specific B2B pricing should be persisted as contract-based pricing through a Frame Agreement. A Contract marked as a frame agreement can contain Contract Line Items with the negotiated product prices, and a negotiated quote can also be used to create the Frame Agreement after the applicable discounts and approvals have been established. Future eligible quotes or orders for that customer can then reuse the agreed commercial terms. The practical benefit is that the solution remains scalable and deterministic as order volume or catalog complexity grows. Ordinary promotions or standalone Price List Entries do not create the same persistent customer-specific contractual relationship. The frame agreement is the governance mechanism that binds negotiated terms to the account for later reuse. 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:Frame Agreements; Contracts; Contract Line Items; contract-based discounts; negotiated B2B pricing.

NEW 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 ([LEAVE A REPLY](#))

When a synchronous downstream CREATE call already returns the ERP identifier, the most efficient design is to process that response directly and map the returned value back to the Salesforce Order. Industries Order Management supports response DataRaptor/Data Mapper bundles on callout orchestration items for extracting response values and updating Order, Fulfillment Request, Order Item, or FRL data as appropriate. The key is to represent the requirement in the same layer where Salesforce evaluates that business state. A second GET request adds unnecessary latency and another failure point. Enhancing the adapter or building a custom Auto Task is also unnecessary when the standard response-mapping mechanism already performs the required persistence. 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:Callout orchestration; response DataRaptor/Data Mapper; ERP integration; response persistence.

NEW QUESTION: 36

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: ([SHOW ANSWER](#))

A Full Copy sandbox is the appropriate final rehearsal environment because it can reproduce production-scale data shape and volume much more closely than Developer or Partial Copy sandboxes. Running the complete load exposes volume-sensitive problems such as governor-limit pressure, automation behavior, locking, outlier data-quality issues, and record relationships that a small sample may never exercise. In a Communications Cloud implementation, this pattern provides the cleanest balance of reuse, governance, and runtime efficiency. Sandbox runtime is not a precise predictor of production duration because infrastructure and concurrent usage differ. The value of the rehearsal is discovering scale and data exceptions before cutover, not obtaining an exact production stopwatch estimate. The alternative designs either introduce unnecessary coupling, fail to preserve the required lifecycle state, or move standard platform behavior into bespoke code. Keeping the solution within the documented product, pricing, migration, or orchestration framework also gives operations teams clearer monitoring and recovery paths. For production readiness, the configuration should be exercised with realistic data volumes and representative MACD scenarios so that the behavior remains correct after the initial sale and throughout subsequent service changes.

Study Guide Reference: Full Copy sandbox; migration rehearsal; production-scale testing; governor limits; data quality.

NEW QUESTION: 37

Universal Connect (UC) sells eight similar home phone commercial offerings to its customers. UC requires that all commercial offerings decompose to the same Customer Facing Service (CFS) technical product. What should a 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 relationships from all commercial offerings to the same Technical Product and set the order scope on technical product to Account.
- C.** Create one decomposition relationship via one parent class product for all commercial offerings.
- D.** Create multiple decomposition relationships from all commercial offerings to the same Technical product and set the order scope on technical product to Order Item.

Answer: ([SHOW ANSWER](#))

When several similar commercial products have identical fulfillment behavior, a Product Class provides the reusable abstraction. The offers are associated with the parent class and the class owns a single decomposition relationship to the shared CFS. This centralizes the technical mapping and lets new products inherit the same fulfillment behavior without creating another nearly identical decomposition rule. The practical benefit is that the solution remains scalable and deterministic as order volume or catalog complexity grows. Creating one relationship for every

offer is functional but duplicates configuration and increases the chance of inconsistent mappings over time. Scope settings solve technical-instance reuse, not decomposition-definition reuse. 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:Product Class Decomposition; reusable CFS mapping; fulfillment-model maintainability.

NEW QUESTION: 38

A communications company wants to improve their quote to order journey experience. The journey has several steps, which include selecting products and services, and integration with the inventory system for device reservation. They want to create a modern, multi-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. UX only requires the API information to be complete.
- B.** Knowing the exact data exchanged in integration is an input to the UX design. Detailed design of the integration step is required before UX design can start.
- C.** Plan for three user stories running sequentially: UX Design first, Device Reservation API second, and Inventory System Integration last.
- D.** UX experience is the most important. Fully design and validate the UX before designing the integration step.

Answer: (SHOW ANSWER)

UX design, reservation API design, and inventory-system integration should be planned as coordinated parallel workstreams once the interface contract is understood. The UX team needs the shape and behavior of the reservation API, but it does not need the complete downstream implementation to be finished before prototyping and validation can begin. Frequent integration checkpoints keep the streams aligned and shorten elapsed delivery time. 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.

Fully sequential delivery creates avoidable waiting and often exposes integration constraints too late, forcing redesign. The goal is contract-first collaboration rather than one team completing all work before the next begins. 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:Agile implementation planning; API-first design; omnichannel UX; inventory integration; time-to-market.

NEW QUESTION: 39

ABC Telecom is using Communication Cloud ' s Order Management capabilities to track order milestones.

They would like to get informed when the order is at risk of missing the service level agreement (SLA) defined in the system. For example, if there is an installation delay due to construction work or equipment not being delivered due to an issue with the delivery partner. How should a Consultant configure their environment so that ABC Telecom is informed of risks?

- A.** Schedule Apex to monitor orders and create an incident /case
- B.** Configure the dates and safety interval for Jeopardy Management
- C.** Configure fallout handling with resolve fallout orchestration item definition
- D.** Create manual tasks based on the response from the fulfillment system

Answer: ([SHOW ANSWER](#))

Rapid growth in B2C order volume must be matched by Order Management capacity planning. Platform Events mode should be enabled so orchestration uses the event-driven asynchronous processing model, and the organization must have enough Platform Event entitlement and asynchronous Apex/callout capacity for the projected number of Callouts, Auto Tasks, retries, and other asynchronous consumers. The key is to represent the requirement in the same layer where Salesforce evaluates that business state. Enterprise Sales Management solves a different B2B large-transaction problem, and middleware does not eliminate the Salesforce-side asynchronous processing consumed by Industries Order Management. Capacity must be sized where the workload actually executes. 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:Order Management scalability; Platform Events mode; asynchronous Apex; capacity planning; production stability.

NEW QUESTION: 40

A B2B communications company routinely manages intricate product configurations with over 1000 line items, leading to notable operational complexities. The company is concerned about the performance and scalability of the solution as the order volume is expected to increase progressively. Which Salesforce Communication Cloud solution would you recommend to streamline the configure, price, and quote (CPQ) process and address the customer ' s performance and scalability concerns?

- A.** Enterprise Sales Management
- B.** Large Account Sales Management

C. Multi-site CPQ

D. Multiplay Subscription Management

Answer: ([SHOW ANSWER](#))

Enterprise Sales Management is designed for complex B2B communications transactions that contain many locations, large numbers of quote lines, negotiated prices, and enterprise proposal activity. It supports location and subscriber grouping, bulk operations, large-transaction quote management, and controlled pricing adjustments. This makes it the appropriate architecture when conventional cart interactions become operationally inefficient at enterprise scale. The practical benefit is that the solution remains scalable and deterministic as order volume or catalog complexity grows. Multi-site functionality can address repeated configurations across locations, but ESM is the broader large-transaction framework for very large quotes and negotiated enterprise selling. Consumer subscription capabilities do not solve this B2B scale and governance problem. 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:Enterprise Sales Management; large B2B quotes; multi-location sales; negotiated pricing; scalability.

NEW QUESTION: 41

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 cloud?

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: ([SHOW ANSWER](#))

EPC Projects provide a change-management unit for product-related configuration work. They track changes to supported catalog artifacts so that the organization can measure when a product initiative starts, how it progresses through the catalog lifecycle, and when it reaches deployment. Salesforce reporting on the EPC Project object can then calculate duration, throughput, and other time-to-market KPIs across releases. In a Communications Cloud implementation, this pattern provides the cleanest balance of reuse, governance, and runtime efficiency. Reporting only on Product records misses related attributes, pricing, promotions, picklists, and other catalog components that contribute to the actual launch effort. Project-level tracking gives the broader

configuration context required for a meaningful time-to-market measure. The alternative designs either introduce unnecessary coupling, fail to preserve the required lifecycle state, or move standard platform behavior into bespoke code. Keeping the solution within the documented product, pricing, migration, or orchestration framework also gives operations teams clearer monitoring and recovery paths. For production readiness, the configuration should be exercised with realistic data volumes and representative MACD scenarios so that the behavior remains correct after the initial sale and throughout subsequent service changes.

Study Guide Reference:EPC Projects; Product Designer; catalog change management; reporting; time-to- market KPI.

NEW QUESTION: 42

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: (SHOW ANSWER)

Communications Cloud represents the customer service context through a Service Account and the physical site through Premises/location entities. Together they provide the commercial relationship and geographic location required for serviceability or feasibility checks. This separation allows the customer/account hierarchy to remain distinct from the physical network location while still linking the two for qualification and fulfillment. 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. A generic address value alone does not provide the full industry service-location model, and the consultant should avoid collapsing the service relationship and physical premises into a single undifferentiated field. 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:Service Accounts; Premises; Communications data model; service location; serviceability.

NEW QUESTION: 43

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 is natively supported in 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 modeling technique.

Answer: B,C,D (LEAVE A REPLY)

EPC supports hierarchical product modeling, but very high child cardinalities can create substantial runtime cost. Hundreds of instantiated child products increase cart validation, MACD comparison, decomposition volume, generated Fulfillment Request Lines, heap use, and orchestration-plan composition. A technically supported catalog structure can therefore become operationally inefficient or exceed transaction limits at its maximum configured size. 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. The correct conclusion is not that hierarchy is unsupported; it is that product-model scale must be tested against CPQ and Order Management limits. Large cardinalities should be justified and modeled with performance consequences in mind. 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: EPC hierarchy; cardinality; MACD performance; decomposition scalability; governor limits.

NEW QUESTION: 44

Airtalk has recently acquired Mobitel, which uses Communications Cloud as its CPQ and Order Management system. Airtalk wants to upsell Mobitel products on its customer portal to increase its revenue and market share without incurring the cost of migrating those products onto its own legacy CPQ and Order Management systems. What should a Consultant recommend to quickly integrate Airtalk's portal application with Mobitel's Communications Cloud?

- A. Use EPC APIs
- B. Use CPQAppHandler methods

C. Use Digital Commerce APIs

D. Use cart-based APIs

Answer: ([SHOW ANSWER](#))

Digital Commerce is the Communications Cloud channel layer designed for high-volume product discovery, configuration, basket management, and self-service ordering. It lets an external portal consume offers and commerce functions from the same Enterprise Product Catalog and CPQ environment without replicating the full catalog into another selling platform. This keeps Communications Cloud as the commercial system of record while exposing channel-appropriate APIs to the web experience. The key is to represent the requirement in the same layer where Salesforce evaluates that business state. EPC APIs are primarily catalog- management interfaces, while cart APIs operate at a lower transactional CPQ level. Digital Commerce provides the optimized digital-browsing and basket abstraction required for consumer portal use cases and peak digital traffic. 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: Digital Commerce; Digital Commerce APIs; external portals; offer discovery; baskets; digital order capture.

NEW QUESTION: 45

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: ([SHOW ANSWER](#))

Enterprise Product Catalog REST APIs are the appropriate integration boundary when an external inventory or master-data platform must create or synchronize catalog entities in Communications Cloud. The APIs operate on EPC product structures rather than on a transactional CPQ cart, allowing the external system to maintain SKU-related product information without introducing custom staging triggers or file-based synchronization. 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. `getCartProducts` is intended for order-capture/cart scenarios, not catalog-master maintenance. CSV files plus custom triggers add bespoke processing, monitoring, and error handling when a supported catalog API already exists. 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:EPC REST APIs; product synchronization; SKU data; external catalog integration.

NEW QUESTION: 46

Unified communication is depends 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: ([SHOW ANSWER](#))

Migration architecture is driven by the scope and characteristics of the source data. The consultant must know which data from which systems will move, what migration/ETL technologies and source databases are involved, and the quality, structure, and frequency of the data movement. These inputs determine mappings, transformations, throughput, synchronization design, cleansing effort, and cutover strategy. In a Communications Cloud implementation, this pattern provides the cleanest balance of reuse, governance, and runtime efficiency. The primary contact and overall project cost matter to program governance but do not define the technical migration pattern as directly as source-system scope, data characteristics, and movement

technology. The alternative designs either introduce unnecessary coupling, fail to preserve the required lifecycle state, or move standard platform behavior into bespoke code. Keeping the solution within the documented product, pricing, migration, or orchestration framework also gives operations teams clearer monitoring and recovery paths. For production readiness, the configuration should be exercised with realistic data volumes and representative MACD scenarios so that the behavior remains correct after the initial sale and throughout subsequent service changes.

Study Guide Reference: Migration discovery; source-system assessment; data quality; ETL tooling; migration frequency.

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NEW QUESTION: 47

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: (SHOW ANSWER)

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.

NEW QUESTION: 48

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 (LEAVE A REPLY)

Large B2B order stability improves when Order Management uses Platform Events processing and when the commercial transaction is segmented into manageable site-based units before submission. Event-based orchestration avoids the tighter Batch Apex concurrency model, while site grouping or enterprise-sales capabilities reduce the number of lines and technical records processed in one transaction. Together they lower heap, CPU, and orchestration-plan pressure. 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. Simply requesting larger governor limits is not a sustainable design, and placing all lines into one oversized order preserves the underlying transaction-size problem. The workload should be scaled by both processing mode and transaction segmentation. 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:Large-order optimization; Platform Events mode; site-based segmentation; ESM; governor limits.

NEW QUESTION: 49

Universal Containers sells mobile devices with product attributes defining characteristics like color and capacity for iPhone models. They use attribute-based pricing to determine the mobile device based on customer selections. The billing system requires a unique SKU for each product variation. What minimal configuration out-of-the-box solution should a Consultant recommend to ensure correct SKUs are sent to the Billing system during order orchestration?

- A. Use Calculation Matrices to store the mapping and retrieve it during Orchestration Plan.
- B. Create Technical products and use decomposition relationships.
- C. Create a new middleware component to transform.
- D. Create a custom Object and Apex Class to create the desired mapping.

Answer: (SHOW ANSWER)

A router that is required for fulfillment but has no independent commercial relevance should be represented as a technical product rather than exposed as a sellable catalog component. The commercial Internet offer decomposes into the technical router representation, allowing Order Management to create the Fulfillment Request Line required by logistics or provisioning while keeping the selling experience focused on what the customer actually buys. In a Communications Cloud implementation, this pattern provides the cleanest balance of reuse, governance, and runtime efficiency. Representing the router as a commercial child or standalone offer implies commercial significance that the scenario explicitly excludes. An attribute is also insufficient when the downstream process requires a concrete technical fulfillment resource. The alternative designs either introduce unnecessary coupling, fail to preserve the required lifecycle state, or move standard platform behavior into bespoke code. Keeping the solution within the documented product, pricing, migration, or orchestration framework also gives operations teams clearer monitoring and recovery paths. For production readiness, the configuration should be exercised with realistic data volumes and representative MACD scenarios so that the behavior remains correct after the initial sale and throughout subsequent service changes.

Study Guide Reference: Commercial versus technical products; decomposition; CFS/RFS modeling; downstream fulfillment.

NEW QUESTION: 50

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: ([SHOW ANSWER](#))

For very large estates with different regional readiness dates, migration should be partitioned into logical cohorts and executed in waves. Geography and account type provide practical partitioning keys, while the actual sequence should follow regional readiness so that prepared regions can cut over without waiting for the entire enterprise. Each wave can be reconciled and validated independently. The key is to represent the requirement in the same layer where Salesforce evaluates that business state. A single big-bang migration increases operational risk and ignores the stated readiness differences. Prioritizing only high-value accounts also fails to align the migration with the operational dependency that actually controls cutover. 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: Phased migration; logical partitioning; regional readiness; large data volumes; cutover planning.

NEW QUESTION: 51

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: ([SHOW ANSWER](#))

A production migration is complete only after the load has been reconciled. Failed or rejected records must be analyzed, corrected, and reloaded, and the final record counts should be compared with the expected source volumes. Representative records should then be spot-checked for field values, relationships, and business correctness so that the production result is proven rather than assumed. The key is to represent the requirement in the same layer where Salesforce evaluates that business state. A successful Full Copy rehearsal reduces risk but cannot replace validation of the actual production execution. Production can still contain data-quality, relationship, permission, automation, or exception differences that require explicit verification. 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: Production migration; error reconciliation; failed-record reloads; record-count validation; spot checks.

NEW QUESTION: 52

United Telecom (UT) has initiated high-speed offerings on Communications Cloud after upgrading its network. Which out-of-the-box MACD process should UT consider when upgrading existing assets to high-speed offers for interested customers?

- A. Modify order
- B. Disconnect and new order
- C. Change of Plan
- D. Apply Promotion

Answer: ([SHOW ANSWER](#))

Change of Plan is the standard asset-based ordering process for moving an existing customer from one commercial plan or bundle to another while preserving service continuity. The transformation compares the current asset structure with the target offer, retaining components that can continue, adding newly required elements, and disconnecting components that no longer apply. This is the natural operation for upgrades and downgrades between defined service plans. This is the decisive architectural point in this scenario because the Salesforce Industries model separates commercial selling concerns from fulfillment, lifecycle, and integration concerns. A generic Modify is better suited to changes within the same product configuration, while disconnecting and creating a new order unnecessarily breaks lifecycle continuity. A Promotion changes commercial terms but does not perform the service-plan transformation. 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: Asset-Based Ordering; MACD; Change of Plan; offer transformation; service continuity.

NEW QUESTION: 53

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: ([SHOW ANSWER](#))

Industries CPQ discounts are the appropriate mechanism when agents need to apply pricing reductions at runtime and the organization must govern those reductions with approvals.

Discounts can be predefined or created in the selling process, and approval rules can control which negotiated adjustments require authorization before the transaction proceeds. This supports retention scenarios without custom pricing code.

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. Context rules can qualify when an adjustment is applicable, but they are not the primary business object for managing a negotiable discount lifecycle and approval process. Promotions are better suited to predesigned campaigns rather than discretionary agent negotiation. 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: Industries CPQ discounts; runtime pricing adjustments; discount approval; retention offers.

NEW QUESTION: 54

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: ([SHOW ANSWER](#))

Change of Plan preserves the customer ' s service relationship while moving between eligible source and target offers. The feature supports service continuity, retains traceability of subscription or asset changes, and can transform customers into or out of bundled multi-play offers as commercial plans evolve. These behaviors are central to upgrades and downgrades that should not be modeled as a complete disconnect and repurchase.

In a Communications Cloud implementation, this pattern provides the cleanest balance of reuse, governance, and runtime efficiency. The feature does not make every price book universally selectable; eligibility and supported plan relationships still control the valid target offers. Digital-channel exposure is secondary to the core lifecycle behavior. The alternative designs either introduce unnecessary coupling, fail to preserve the required lifecycle state, or move standard platform behavior into bespoke code. Keeping the solution within the documented product, pricing, migration, or orchestration framework also gives operations teams clearer monitoring and recovery paths. For production readiness, the configuration should be exercised with realistic data volumes and representative MACD scenarios so that the behavior remains correct after the initial sale and throughout subsequent service changes.

Study Guide Reference: Change of Plan; service continuity; subscription traceability; multi-play transformation.

NEW QUESTION: 55

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 Configure a single asynchronous callout

Answer: (SHOW ANSWER)

EPC Versioning is the appropriate capability for inspecting how a product and its pricing changed over time.

Version history preserves earlier catalog states and allows product versions to be compared, including changes to pricing and other product configuration. This gives a controlled product-lifecycle audit rather than relying on custom fields or bespoke triggers to remember one previous amount. This is the decisive architectural point in this scenario because the Salesforce Industries model separates commercial selling concerns from fulfillment, lifecycle, and integration concerns. EPC Projects track grouped catalog changes for change-management and deployment purposes, but they are not a substitute for comparing the actual historical versions of a specific product. Field-history customization is unnecessary when the native version lifecycle already provides the required product context. 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:EPC Versioning; Product Designer; version history; pricing lifecycle; catalog governance.

NEW QUESTION: 56

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: ([SHOW ANSWER](#))

A NoChange MACD order is used after commercial Assets have been migrated so that Industries Order Management can create the corresponding technical inventory state. Decomposition produces the technical Fulfillment Request Lines, and assetization creates the Inventory Items that later MACD orders rely on to understand which technical resources already exist. This synchronizes the commercial and technical representations without changing the customer 's service. 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. The purpose is not merely to test the migration. Without technical inventory, a later MACD order can incorrectly treat an existing downstream resource as something that must be added again. 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:NoChange MACD; technical inventory; asset migration; assetization; post-migration readiness.

NEW QUESTION: 57

Universal containers (UC) is a communication service provider using communication 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: ([SHOW ANSWER](#))

A Manual Task is the correct orchestration item whenever fulfillment depends on deliberate human input.

Associating an OmniScript with that task gives the technician or warehouse user a guided form to capture identifiers, tracking data, installation details, or other operational values with validation and a controlled completion path. Once the Manual Task is completed, Order Management can continue with the dependent automated steps. 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. Auto Tasks and Callouts are intended for automated processing, while Push Events wait for externally initiated state changes. None provides the required user-facing guided data-entry experience by itself. 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:Manual Tasks; manual queues; OmniScript; human-in-the-loop fulfillment; order enrichment.

NEW QUESTION: 58

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: ([SHOW ANSWER](#))

A common notification that must run for many top-level offers should be abstracted behind a shared technical CFS rather than duplicated in every product-specific orchestration plan. Product Class decomposition can route a family of offers to that shared CFS, or individual decomposition relationships can converge on the same CFS. A single orchestration scenario on the technical product then executes the notification behavior.

The practical benefit is that the solution remains scalable and deterministic as order volume or catalog complexity grows. Defining a separate plan or scenario for every commercial offer creates repetitive configuration and higher maintenance as new offers are launched. A shared technical abstraction gives a stable reusable fulfillment hook. 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: Reusable decomposition; Product Classes; shared CFS; technical-product orchestration scenarios.

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