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QUESTIONS & ANSWERS

DEMO VERSION

(LIMITED CONTENT)

Question 1

Question Type: MultipleChoice

A large Tier-1 telco with 20 million subscribers needs to move all of their customer data from a legacy system onto Communications Cloud. The team has discovered it could take a long time to migrate all the data over.

Which approach should the fulfillment designer recommend as the migration strategy to ensure that the company is able to process all the orders uninterrupted through the Salesforce platform during migration?

Options:

A- Disable the production system during off peak hours and migrate the data from the old system to the new system until all data has been migrated. Ensure that both the new and old system are online during peak hours.
B- Partition the data into logical blocks and run the migration in multiple stages over time, allowing for on-demand migration and direct requests of non-migrated data to the legacy system.
C- Migrate data on-demand as orders are raised through the Salesforce interface and implement a bulk migration strategy.
D- Partition the data into logical blocks and run the migration in multiple stages over time, allowing for on-demand migration while the staged migration occurs.

Answer:

D

Explanation:

For a Tier-1 Telco with a massive data volume (20 million subscribers), a 'Big Bang' migration (shutting down and moving everything at once) is impossible due to the required downtime and risk. The Consultant must recommend a Hybrid Migration Strategy that ensures business continuity.

Staged/Partitioned Migration (The 'Bulk' Strategy):

To handle the 20 million records, the data must be partitioned into logical blocks (e.g., by Region, Billing Cycle, or Account Status).

These blocks are migrated in multiple stages (batches) over time in the background. This minimizes system load and allows for validation at each stage.

This aligns with the prompt's requirement to address the 'long time to migrate.'

On-Demand / Just-In-Time (JIT) Migration (The 'Continuity' Strategy):

The critical requirement is to process orders 'uninterrupted through the Salesforce platform'.

If a customer whose data has not yet been migrated calls to place an order, the system cannot tell them to wait.

Instead, the system must perform an On-Demand (Just-In-Time) migration for that specific customer record immediately, bringing their asset data into Salesforce so the order can be captured and processed within Salesforce.

Why other options are incorrect:

A (Disable production): Impossible for a Tier-1 Telco; downtime for 20M records would be unacceptable.

B (Direct requests to legacy): This violates the requirement to process orders through the Salesforce platform. Relying on the legacy system for active orders creates a 'split brain' scenario and prevents Salesforce from becoming the system of record.

C (Migrate on-demand...): While partially correct, Option D is the better architectural answer because it explicitly defines the Partitioning/Staging strategy required to manage the bulk volume, whereas C is less specific about how the background migration is handled.

Question 2

Question Type: MultipleChoice

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?

Options:

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

Answer:

B, D

Explanation:

The company is facing:

Order fallouts misconfigured services

High training effort for new sales reps

Complex product configurations

To solve this:

B. Advanced Rules

Advanced Rules validate complex commercial configurations before the quote is finalized. They prevent invalid combinations or missing configurations, eliminating fallouts in Orders and Fulfillment.

D. Guided Selling with OmniScripts

Guided selling wizards simplify journeys for sales reps by:

Reducing clicks

Hiding complexity

Asking only relevant questions

Auto-configuring offers

Reducing training time significantly

Why the others are wrong:

A: Order Fulfillment steps affect fulfillment, not quoting.

C: An ''order validation task'' fixes issues after quoting---too late and inefficient.

Question 3

Question Type: MultipleChoice

An Organization wants to maintain data related to the line items and assets in custom objects under the line items (Object 'A') and assets (Object Name 'B').

What will ensure the data is saved under assets during assetization and can be leveraged for MACD Orders?

Options:

A- Write an APEX Hook Class during Checkout and AssetToOrder for creating the records as a post step on the API.
B- Use Object Mapper to Map the line item object from A to B.
C- Use Field Mapper to map fields from Object A to B and another mapping from Object B to A.
D- Use Object Mapper to map the line item object from A to B and another mapping from Object B to A.

Answer:

D

Explanation:

This scenario involves managing the lifecycle of data stored in custom child objects (Object A attached to Order Items, and Object B attached to Assets). To ensure data integrity throughout the full commercial cycle---Sale (Assetization) and Change (MACD)---a bidirectional mapping strategy is required using the Custom Object Map feature (referred to as Object Mapper in the options).

Assetization (Order to Asset Flow):

When an order is completed, the system runs the 'Assetize' process.

To move data from the custom object under the Order Item (Object A) to the custom object under the Asset (Object B), you must define a Source-to-Destination mapping.

This is the A $\rightarrow$ B mapping. Without this, the custom data entered during the sale would be lost and not stored on the customer's asset record.

MACD / Asset-Based Ordering (Asset to Order Flow):

When a customer requests a Move, Add, Change, or Delete (MACD), the system creates a new Order/Quote by reading the existing Asset data.

To ensure the new 'Change Order' includes the current details from the Asset (Object B) back onto the line items (Object A) for the agent to view or modify, the system requires a reverse mapping.

This is the B $\rightarrow$ A mapping.

Why other options fail:

Option A (Apex Hook): While feasible for complex edge cases, using Apex is not the best practice when a declarative configuration tool (Object Maps) exists for this exact purpose. It increases maintenance debt.

Option B (Map A to B only): This handles the initial sale but fails during MACD. When the customer tries to change their service later, the data from Object B would not copy back to the new order, leading to data loss or errors.

Option C (Field Mapper): Field Mappers are typically used for mapping specific fields on the primary

objects (e.g., OrderLineItem.Description to Asset.Description). For mapping entire related child objects, the Object Map mechanism is the correct architectural component.

Question 4

Question Type: MultipleChoice

ABC Telecom uses Communications Cloud while its distributors use their own CRM system. ABC Telecom wants to share product catalog information, including technical descriptions of products from ABC Telecom's Communications Cloud. Distributors can then use this information to set up their own CRM product catalog.

What should a Consultant suggest as a starting point for this integration?

Options:

A- Use Object REST APIs to retrieve data from Product2 Object.
B- Use productized TM Forum 620 Catalog Open APIs to retrieve product specifications and product offerings.
C- Use Enterprise Product Catalog REST APIs to retrieve product specifications and product offerings.
D- Use CPQ API getCartProducts to create a cart and retrieve product specifications and product offerings.

Answer:

C

Explanation:

In Communications Cloud, the single source of truth for commercial and technical products is the Enterprise Product Catalog (EPC). For external systems---like distributors' CRMs---to consume product specifications, offerings, attributes, technical details, and bundled components, Salesforce provides EPC REST APIs.

These APIs expose:

Product Offerings

Product Specifications

Commercial & technical attributes

Prices (optional depending on configuration)

Relationships and hierarchies

They are designed explicitly for external catalog synchronization, making them the ideal starting point for distributors to pull up-to-date product definitions.

Why others are incorrect:

A (Product2 APIs): Product2 is not used for Communications Cloud catalog; EPC uses Vlocity EPC objects.

B (TMF620): Salesforce EPC is not natively TMF620 compliant. TMF620 requires a mediation layer; using EPC APIs directly is the recommended starting point.

D (getCartProducts): CPQ APIs require a cart context and do not expose full catalog specs.

Question 5

Question Type: MultipleChoice

ABC Telecom has a requirement to allow their customers to upgrade or downgrade plans from an unlimited plan to a limited plan or from two play packs to three play packs and vice versa.

Which three are key offerings provided by the change of plan feature in Communications Cloud?

Options:

A- Supported by Digital Commerce APIs
B- Moving to/out from the bundled offer
C- History of Subscription Updates and Traceability
D- Customers can choose from all plans in the price book.
E- Service Continuity

Answer:

A, B, E

Explanation:

The 'Change of Plan' feature in Salesforce Communications Cloud (often accessed via Digital Commerce APIs or the Cart) is designed to handle the complex logic of modifying an existing customer's service portfolio. The three key offerings/capabilities are:

Supported by Digital Commerce APIs (A): Salesforce provides specific Digital Commerce (DC) APIs (e.g., getChangeOfPlanOffers or generateChangeOfPlan) that allow this complex logic to be exposed

on self-service portals. This enables customers to view eligible upgrade/downgrade paths and execute the change without agent assistance, calculating pro-rated costs in real-time.

Moving to/out from the bundled offer (B): The feature is sophisticated enough to handle structural changes in the product hierarchy. It can take a standalone asset and move it into a bundle (e.g., moving a standalone internet line into a 'Triple Play' bundle) or unbundle a service, maintaining the integrity of the commercial and technical data throughout the transition.

Service Continuity (E): A critical requirement in Telecom is that the 'Change of Plan' (Commercial Change) does not accidentally disconnect the underlying technical service (Technical Change) unless intended. The Change of Plan feature ensures Service Continuity by preserving the link to the existing Technical Products (RFS) and Assets, ensuring that a customer upgrading their billing plan doesn't suffer a service outage during the provisioning process.

Why C and D are incorrect:

D (Customers can choose from all plans...): This is incorrect. The Change of Plan feature specifically uses Eligibility and Context Rules to filter the catalog. A customer on a Fiber plan cannot 'choose' a legacy Copper plan if rules forbid it. They only see eligible target paths, not all plans.

C (History...): While Salesforce tracks field history and asset history, 'Traceability' is a platform characteristic, whereas Service Continuity and Bundle manipulation are specific functional offerings of the Change of Plan logic engine.

Question 6

Question Type: MultipleChoice

A developer has modified the EPC price amount of one mobile device using the Product Designer from Communications Cloud. After the price has been changed, the developer wants to check the previous EPC price amount to track pricing metrics and get some forecast metrics.

How can the developer check the previous price amount on the mobile device?

Options:

A- Creating a new custom field on Price List Entry and populating it with a trigger that was created before changing the price
B- Using Price List Entry History checking the changes done after having enabled Track Field History on Price List Entry object
C- Using EPC project feature checking the changes done for the defaulted project after having enabled the feature
D- Using the versioning feature and comparing the prices for the versioned product after having enabled the feature

Answer:

B

Explanation:

To track pricing changes, Salesforce recommends enabling Field History Tracking on Price List Entry, which logs:

Old price

New price

User

Time of change

This is the simplest way to review previous pricing.

Why others are wrong:

A requires custom triggers---not recommended.

C EPC Project history tracks metadata changes, not price list values.

D Versioning is for product specifications, not PLE prices.

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