



Free Salesforce Communications Cloud Accredited Professional (AP-203) Practice Questions

Shared by Sykes on 13-08-2026

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Question 1

Question Type: MultipleChoice

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?

Options:

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

Answer:

C, D

Question 2

Question Type: MultipleChoice

Universal container (UC) is implementing communication cloud and the business is asking a consultant to migrate all orders from the last 5 years, which will include millions of orders. What are three valid points consultant should raise in this scenario?

Options:

- A- There is a need to raise a support case two weeks before the data load so that salesforce can monitor the performance
- B- Migrating millions of records will cause Order Management to fail during processing due to large volume
- C- Migrating millions of records may reduce query performance due to large data volumes
- D- This would require migrating all products sold within last 5 years, including those that are no longer sold.
- E- Migrating Assets instead of orders would provide more business Value.

Answer:

B, D

Question 3

Question Type: MultipleChoice

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

Options:

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

Answer:

B, C

Question 4

Question Type: MultipleChoice

ABC cloud is a communication service provider that uses communication cloud for their B2B market, ABC cloud customer frequently subscribe to the same set of products for different service location. Today ABC cloud sales representatives, have configured several identical quotes for each service location for the customer to sign. ABC cloud would like to accelerate its sale cycle with faster lead to cash journey. What solution can consultant propose for ABC cloud to have a faster lead to cash journey.

Options:

- A- Use the LWC CPQ cart to capture all products for all affiliates in the same cart for better visibility. Enable the industries Order Management bulk order handling custom setting to support bulk order decomposition and orchestration

- B- Use multisite CPQ cart capability to capture multiple quotes and utilize Out of the box (OOTB) support for order management.
- C- Use the LWC CPQ cart to capture all products for all affiliates in the same cart for better visibility. Utilize out of the box order split functionality to submit individual products to order management
- D- Use multisite CPQ cart capability to capture multiple quotes and configure order split functionality using Integration Procedure

Answer:

B

Question 5

Question Type: MultipleChoice

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?

Options:

- A- Since the product model uses OOTB feature of EPC, MACD operations and decomposition are guaranteed to work well
- B- Modeling children with large cardinalities can result in processing inefficiencies for MACD operations.
- C- Product Model use hierarchical modeling which is natively supports EPC
- D- Product model uses OOTB features from EPC. Decomposition may fail when the maximum number of products is processed.
- E- This type of modeling is not supported in EPC and modular should follow a flat modelling technique.

Answer:

B, C, D

Question 6

Question Type: MultipleChoice

An organization is requesting a negotiated price from UT in their quote for the order

which two business flows should UT have in place in communication cloud to meet the customer requirement?

Options:

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

Answer:

B, D

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Question 7

Question Type: MultipleChoice

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?

Options:

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

Answer:

A

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Question 8

Question Type: MultipleChoice

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

Options:

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

Answer:

A



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