



## **Salesforce Communications Cloud Accredited Professional (AP-203) Mock Exam**

**Shared by Guerra on 17-06-2026**

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## Question 1

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Question Type: MultipleChoice

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Universal Connect (UC) offers dedicated internet service to business customer. UC requires that when the first dedicated internet service is added then it automatically adds the customer premises Equipment (CPE). UC also has requirement to be able to use the same Ethernet access device for their future offerings like VOIP and business TV. How should consultant model have dedicated internet services and Ethernet access devices offers

Options:

- A- Model the Ethernet access device as a child product of the dedicated internet service offer
- B- Model dedicated internet service as a child product of the Ethernet access device offer.
- C- Model Ethernet access device and dedicated Ethernet service offers as two standalone offers with an auto add relationship that adds the Ethernet access device when a dedicated internet service is added.
- D- Model the Ethernet access device and dedicated internet service offers as two standalone offer with a recommends relationship that recommends the Ethernet access device when internet service is added

Answer:

C

## Question 2

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Question Type: MultipleChoice

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United Telecom has completed the high level design (HLD) phase and has information about the objects involved, data volumes, and file requirements, which three steps should a consultant take to assess the storage need on communication cloud.

Options:

- A- Analyze an external data storage system for more cost effective data storage
- B- Access the archiving strategy and determine how storage will be cleared through archiving.
- C- Analyze the storage usage of the existing legacy system
- D- Calculate the file and data storage required based on required data volume and file attachment requirements.
- E- Identify the storage needs between data storage and file storage.

Answer:

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B, C, D

## Question 3

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Question Type: MultipleChoice

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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?

Options:

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- 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:

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A

## Question 4

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Question Type: MultipleChoice

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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?

Options:

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- 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:

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A

## Question 5

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Question Type: MultipleChoice

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UT have finalized a design for launching sales & self-service channels to enhance user experience. Which two out of box capabilities should UT should use to support customers through multiple channels.

Options:

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- A- Custom API via Lightning Out
- B- Digital Commerce SDK
- C- Digital Commerce API
- D- Cart Based API using Omni Out

Answer:

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B, C

## Question 6

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Question Type: MultipleChoice

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

Options:

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- A- Model a non-assetizable attribute on the technical product to hold the identifiers configured

both orchestration items for provisioning on the same swimlane

**B-** Create a Callout that uses a customer adaptor. This adaptor is implemented in Apex and can make both callouts and keep the identifier in memory in between callouts

**C-** Implement the integration using an integration procedure, which can make both callouts, and pass identifier as a variable from one step to another

**D-** Implement the multiple call logic in Enterprise service Bus and have a single callout to the ESB in orchestration

Answer:

A

## Question 7

Question Type: MultipleChoice

A consultant analyzing integrations to various fulfillment systems. While the consultant believes that process shall be automated, they have identified one particular complex integration that has a formatted payload that verify JSON Implemented for nonstandard error response to be returned to order management from the fulfillment system. How should the consultant solve this used case?

Options:

**A-** Use a dataRaptor to grab the JSON payload from Order Management to pass it to the fulfillment system directly.

**B-** Use Apex to be able to send the customized payload and interpret the response

**C-** Attach an Omniscrypt ta task and handle the integration manually

**D-** Recommend that this step to be handled manually by having the user navigation to the fulfillment system's native UI .....logic

Answer:

B

## Question 8

Question Type: MultipleChoice

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

### Options:

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

### Answer:

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B

## Question 9

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Question Type: MultipleChoice

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UC rolling out new offer, which must be fulfilled using industries order management. Orchestration must integrate with the provisioning system, which accepts a different payload for activating the service

What is the recommendation approach for designing the orchestration while minimizing unnecessary configurations?

### Options:

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

Answer:

A



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