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SALESFORCE

# AP-203

Communications Cloud Accredited Professional  
(AP-203) Exam Questions & Answers

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**\*\*\*\*\* Logan**

I passed with 920/1000! More than 45 questions were from your PDFs. Highly recommended!

**\*\*\*\*\* Hailey**

Updated material and correct answers. Passed AZ-900 on first attempt. Thank you ITExamsQuiz!

**\*\*\*\*\* Brandon**

Amazing accuracy. Out of 52 questions, 50 were from your dumps. Passed with 870 marks!

**\*\*\*\*\* Madison**

Customer support is very responsive. The PDFs are super accurate. Will recommend to friends!

**Question: 1**

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Universal containers (UC) is a communication service provider using communication cloud. The provisioning system that activates the mobile service can take up to 10 minutes. How should a consultant design the orchestration for Mobile service?

- A. Configure an Autotask Orchestration Item to send to platform event, the enterprise Service Bus (ESB) will listen for the platform event and do a callback to the asynchronous Callback URL
- B. Configure a callout Orchestration item using the asynchronous system interface to do a callout, and have the enterprise service bus (ESB) to do a callback to the asynchronous call back URL.
- C. Configure a Callout Orchestration item using the enhanced system interface
- D. Configure a callout orchestration item using the default system interface to do a callout, configure a Push Event and have enterprise service Bus (ESB) do a callback to complete the push Event.

**✓ Answer: B****Explanation:**

If the asynchronous response for the event is short, you can use the same callout to wait for the response. However, if the callout takes a long time, such as days, then it is best to use a push event to receive the response.

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**Question: 2**

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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: A****Explanation:**

The correct migration sequence ensures data integrity and proper relationship mapping. Starting with Users and Contacts first establishes the foundational records, followed by Consumer Account, Billing Account, and Service Account to build the account hierarchy. Subscriptions and Assets are migrated last as they depend on the previously migrated entities being present in the system.

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**Question: 3**

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Universal containers want to include Product A every time they sell the bundle B. Users can opt out this product if they want but cannot take a quantity of more than 1 per bundle. How should a consultant configure the product in the system?

- A. Configure the cardinality Min as 0, Max 1 and default as 1.
- B. Configure the cardinality Min as 1, Max 1 and default as 1
- C. Add an Auto Add rule to include product A with bundle B
- D. Add a Recommendation rule for Product A when bundle B is added

✓ **Answer: A**

**Explanation:**

Setting the cardinality Min as 0 allows users to opt out of Product A (since the minimum quantity can be 0), while Max as 1 prevents users from adding more than 1 per bundle. The default of 1 ensures Product A is automatically included every time bundle B is sold, meeting both the auto-include and opt-out requirements simultaneously.

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**Question: 4**

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Universal containers (UC) is a communication service provider using communication cloud. UC wants to create a guided ordering process for their Sales agents and B2C Consumers. Which three options are technically feasible?

- A. Use Salesforce Flow for building the guided ordering journey for agents and salesforce flow via community builder on a salesforce community for customers to leverage the development team's flow expertise
- B. Use Omni Script for building the guided ordering journey for agents and Omni script via Omni out on a salesforce community for customers to maximize governor limits and performance.
- C. Use Omni Script for building the guided ordering journey for agents and call Omni script via community builder on a salesforce community to maximize reuse
- D. Use OmniScript for building the guided the ordering journey for agents and expose OmniScript via OmniOut on a third-party CMS for Customers to Maximize reuse.
- E. Use Salesforce Flow for building the guided ordering journey for agents and salesforce flow via Lightning Out on a third-party CMS for customers to leverage the development team's Flow expertise.

✓ **Answer: A, C, D**

**Explanation:**

Options A, C, and D are technically feasible because they represent valid architectural patterns for guided ordering in Communications Cloud. Option A uses Salesforce Flow consistently for both agents and community customers. Option C leverages OmniScript with community builder for maximum reuse across agent and customer channels. Option D uses OmniOut to expose OmniScript on a third-party CMS, enabling customer self-service while maximizing component reuse. Options B and E are not optimal as they introduce unnecessary complexity or do not align with Communications Cloud best practices.

**Question: 5**

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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 account for this processing to be successful?

- A. Large assets volume should be logically partitioned with staged migration, consider on demand migration to allow seamless operations
- B. Only Migrate the assets needed when customers are trying to place MACD orders.
- C. Both commercial and technical assets need to be present in Salesforce to successfully process the MACD orders.
- D. Only Commercial assets need to be present in salesforce to successfully process the MACD orders.

✓ **Answer: A, C**

**Explanation:**

For successful MACD processing migration: A. Large asset volumes should be logically partitioned with staged migration to avoid system overload and allow seamless operations during the transition period. On-demand migration ensures that business continuity is maintained while assets are progressively moved to Salesforce. C. Both commercial and technical assets must be present in Salesforce to successfully process MACD orders, as the system needs complete visibility into the customer's current service state — both the commercial agreement and the technical configuration — to correctly handle Moves, Adds, Changes, and Disconnects.

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