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Vlocity Certified Communications Order Management Developer Exam

Vlocity Vlocity-Order-Management-Developer

Version Demo

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QUESTION NO: 1

Which statements are true when using product classes for decomposition?

A. They allow common decomposition relationships to be reused across similar products.

B. They can reduce duplicated decomposition configuration.

C. They can support consistent fulfillment behavior across a product family.

D. They can be used only for products sold as bundle components.

E. They replace destination technical products in decomposition relationships.

ANSWER: A B C

Explanation:

Product classes allow similar commercial products to use common decomposition behavior. This reduces duplicate decomposition configuration and supports consistent fulfillment outcomes across a product family. Products do not need to be bundle members to use product-class-based decomposition, and the Product Class does not replace the technical product that is created as the decomposition target.

QUESTION NO: 2

What is order orchestration? ###

A. The process of coordinating, sequencing and monitoring all interactions with external systems needed to successfully fulfill an order.

B. The end-to-end process of capturing an order and processing it for fulfilment.

C. The process of decomposing an order into sub-orders and managing and monitoring inventory in order to fulfill the sub-orders.

D. All of the above

ANSWER: A

Explanation:

The process of coordinating, sequencing and monitoring all interactions with external systems needed to successfully fulfill an order is correct because order orchestration manages the execution of an order after it has been accepted and decomposed into the work required across fulfillment domains. In a communications environment, completing a customer order commonly requires coordinated actions in multiple downstream systems, such as product catalog, inventory, service activation, provisioning, billing, and partner platforms. Orchestration determines the dependency-aware sequence in which those actions run, sends the required requests, tracks their status, and manages the overall fulfillment flow until the requested products and services are delivered. This centralized control is important because a downstream task may need to wait for another task to complete successfully, and the order process must retain visibility of progress across system boundaries. Salesforce describes Communications Cloud as supporting order management capabilities for communications providers, while TM Forum's Open API program documents the industry's standardized approach to interoperable service and resource-management interactions. These concepts align with orchestration as coordinated fulfillment execution rather than merely order capture or inventory handling. See Salesforce Communications Cloud and TM Forum Open APIs.

QUESTION NO: 3

Which mapping rule type should be used when a source value such as Bronze must be translated to a different destination value such as BASIC?

A. Static

B. List

C. Product Scope

D. Orchestration Scenario

ANSWER: B

Explanation:

List is correct. A List mapping defines source-to-destination value pairs and is used to translate one configured value into another. This is appropriate when the commercial order and a downstream fulfillment system use different codes for the same business concept. Static mapping is used for a constant destination value rather than for a source-value translation.

QUESTION NO: 4

Vlocity Order Management (OM) and Vlocity Contract Lifecycle Management (CLM) form two of the four components of the Vlocity Communications solution. What are the remaining two (2) components?

A. Vlocity Enterprise Product Catalog (EPC)

B. Vlocity Payment Processing (PP)

C. Vlocity Enterprise Resource Planning (ERP)

D. Vlocity Configure, Price, Quote (CPQ)

ANSWER: A D

Explanation:

The remaining Communications solution components are **Vlocity Enterprise Product Catalog (EPC)** and **Vlocity Configure, Price, Quote (CPQ)**. EPC provides the centralized, reusable commercial catalog that defines communications offers, products, services, prices, rules, and relationships. It gives customer-facing and fulfillment processes a shared source of product information, helping organizations model complex, bundled telecommunications offerings consistently.

CPQ uses that catalog information to guide users through configuring compatible products and services, applying pricing and promotions, and producing accurate quotes. In the Communications solution architecture, CPQ therefore supports the selling and quoting stage, while Order Management supports order decomposition and orchestration after a sale, and Contract Lifecycle Management supports the management of contractual agreements. Together, these capabilities cover the core catalog, quote, order, and contract lifecycle functions needed by communications providers. The acronym is correctly written as **CPQ**, standing for Configure, Price, Quote. Salesforce Industries' Communications Cloud overview describes the communications-specific capabilities provided on the Salesforce platform, including product catalog and quote-to-order processes: Salesforce Communications Cloud. Salesforce also provides Communications CPQ learning material at Trailhead: Industries CPQ for Communications.

QUESTION NO: 5

Which statements are true when configuring decomposition by Product Class?

A. The Parent class field associates a commercial product with its Product Class.

B. A single class-level relationship can be reused for similar commercial products.

C. The target of the class-based relationship can be a Technical Product.

D. The commercial product must be included in a bundle.

ANSWER: A B C

Explanation:

Product Class decomposition supports reusable decomposition behavior for a family of similar commercial products. The commercial product is associated with the Product Class through the **Parent class** field. The class-level relationship can then be configured to produce a Technical Product, avoiding repeated decomposition relationships for each product variant. Product Class decomposition is not limited to products that are members of bundles.

Salesforce Industries uses catalog-driven product relationships to support decomposition and fulfillment orchestration. See the Salesforce Industries developer overview.

QUESTION NO: 6

Pricing in Vlocity CPQ is designed as a component-based system with reusable items to allow seamless transition to new pricing structures.

A. True

B. False

ANSWER: A

Explanation:

True is correct. Salesforce Communications Cloud (formerly Vlocity) CPQ uses a catalog-driven, component-based approach to pricing. Rather than embedding all commercial logic in a single product definition, the platform models pricing through reusable catalog and pricing artifacts, such as price lists, price list entries, pricing elements, adjustments, and rules. These components can be associated with products and offers as needed, which promotes consistent pricing behavior across the catalog and reduces duplication when common charges, discounts, or calculation logic are required in several places.

This modular design is particularly valuable when a communications provider changes its commercial model—for example, introducing new recurring-charge structures, one-time fees, promotions, or market-specific price lists. Teams can configure and reuse the applicable pricing components while preserving a governed catalog model, instead of rebuilding pricing logic product by product. The result supports controlled evolution of offers and pricing structures while helping maintain consistency throughout the order-capture and fulfillment lifecycle. Salesforce describes Communications Cloud as supporting configurable product catalog, CPQ, and order-management capabilities for communications businesses. See Salesforce Communications Cloud and Salesforce Industries Communications documentation.

QUESTION NO: 7

Which mapping-rule capabilities can be used when populating destination values during decomposition?

A. Map a destination value from a product field.

B. Map a destination value from a product attribute.

C. Use a Static mapping to provide a fixed destination value.

D. Use a List mapping to translate a source value to a target value.

E. Use Product Scope to set the destination attribute value.

ANSWER: A B C D

Explanation:

Mapping rules can source a destination value from a field on the product entity or from a product attribute. A **Static** mapping can populate an exact, predefined destination value, while a **List** mapping translates one source value to a corresponding

target value. These capabilities allow data to be passed and transformed declaratively as commercial products are decomposed into technical fulfillment products.

Product Scope is used for Many-to-One source grouping and does not itself define a destination attribute value. See the Salesforce Industries Data Mapper overview for related mapping concepts.

QUESTION NO: 8

What types of decomposition relationships does Vlocity Order Management support?

Select ALL that apply?

A. M:M

B. One-to-Many

C. One-to-One

D. All of the above

E. Many-to-one

F. One-to-One, One-to-Many, and Many-to-one

ANSWER: F

Explanation:

Vlocity Order Management supports One-to-One, One-to-Many, and Many-to-one decomposition relationships. Decomposition maps a commercial order item to the technical order items that must be fulfilled by downstream systems. A One-to-One relationship is used when one source order item produces one target order item. A One-to-Many relationship supports decomposition of one commercial item into multiple technical items, such as decomposing a bundled offering into its required service components. A Many-to-one relationship supports consolidating multiple source items into a single target item where fulfillment requires one combined technical request. These relationship patterns let implementation teams model dependencies between customer-facing products and the products, services, and assets handled by fulfillment systems. The decomposition framework uses mappings and rules to create the required target order structure while retaining traceability to the originating order items. Salesforce Industries documentation describes Order Management decomposition as the process of transforming order items for downstream fulfillment and managing the resulting fulfillment order items. See the Salesforce Industries Developer Documentation and Salesforce Trailhead Order Management learning content.

QUESTION NO: 9

Which practices should be followed when designing an orchestration plan for a complex communications order?

A. Create orchestration plan and item definitions before defining dependencies.

B. Create separate Technical Products for distinct external fulfillment callouts.

C. Use dependency definitions to enforce prerequisite processing.

D. Use the visual position of an item in a swimlane to enforce execution sequence.

ANSWER: A B C

Explanation:

Creating the orchestration plan definition and its orchestration item definitions before configuring dependencies provides stable items for dependency references and makes the fulfillment design easier to validate. Each distinct external fulfillment system or callout should be represented by an appropriate separate Technical Product, allowing its orchestration behavior and status to be managed independently. Dependencies, rather than the visual placement of process boxes or swimlanes, control the execution sequence.

Salesforce Industries Order Management uses decomposition, Technical Products, and orchestration dependencies to coordinate fulfillment across systems. See the Salesforce Communications Order Management developer documentation.

QUESTION NO: 10

In production environments, how is the orchestration typically started?

A. Automatically when a commercial product is decomposed into a technical product

B. When the XOMStartOrchestration batch job is run

C. By clicking the Start Orchestration Plan button

D. Automatically when a commercial product is added to the cart

ANSWER: B

Explanation:

In a production Communications Order Management implementation, orchestration is typically initiated by running the `XOMStartOrchestration` batch job. This is the production-oriented mechanism because it processes eligible order and decomposition data asynchronously and at scale, allowing orchestration plans to be created and progressed without relying on a user to open an order and start work manually. The batch process can be scheduled and monitored as part of normal operational processing, which supports dependable handling of high order volumes and recovery-oriented operational procedures.

Using a batch-based start also separates the customer-facing order-capture transaction from downstream fulfillment orchestration. Once orders are committed and their required decomposition information is available, the job identifies the records ready for orchestration and starts the applicable orchestration processing. Salesforce's asynchronous-processing model is designed for exactly this kind of resource-intensive, bulk workload, and scheduled execution provides a repeatable production cadence. See Salesforce's documentation on Batch Apex and Scheduled Apex for the platform patterns used to run and schedule batch processing.