Salesforce

Exam Questions B2B-Solution-Architect

Salesforce Certified B2B Solution Architect Exam

NEW QUESTION 1
A Solution Architect is delivering a multi-cloud implementation to a client. A diagram is required to communicate the vision and strategy of the solution to the business executives and stakeholders at a high level without going into too much detailed technical information.
Which type of architecture diagram should the Solution Architect use?

A. Master Data Management (MDM) Diagram
B. Reference Architecture Diagram
C. Lightning Platform Architecture Diagram
D. Solution Architecture Diagram

Answer: B

NEW QUESTION 2
Universal Containers has recently provided its call center team the ability to troubleshoot issues coming from its B2B Commerce customers. Currently, the team utilises Service Cloud and, specifically, the Service Console. The CIO s concern is now different the experience will be as it relates to B2B Commerce for Visualforce versus what the team sees today within the Service Console.
Which recommendation should the Solution Architect voice to the CIO to ensure higher adoption by the call center team?

A. Implement an embedded web view of B2B Commerce within the Service Console.
B. Implement the CSR flow so that call center agents can log m as the buyer within B2B Commerce and see their cart.
C. Provide access to B2B Commerce data within the Service Console so they can see the cart.
D. Implement Experience Cloud login as user so that call center agents can log in as the buyer within B2B Commerce and see their cart.

Answer: B

NEW QUESTION 3
Universal Containers (UC) is currently utilizing Sales Cloud and Revenue Cloud for its direct Sales team. UC would like to create an indirect Sales team with its vendors using Experience Cloud as the front end with the same kind of quoting functionality the direct Sales team uses within Revenue Cloud. However, UC wants to ensure that data from the internal direct Sales team is not visible to the external indirect Sales team in Experience Cloud.
What is the first configuration a Solution Architect should consider when implementing Experience Cloud in this scenario?

A. Make internal organization-wide defaults Public Read Only to create external visibility.
B. Enable External Sharing Model to create external organization-wide defaults.
C. Start creating Sharing Sets for Experience Cloud users to access Sales Cloud.
D. Add Indirect Sales Team to existing Direct Sales Team Role Hierarchy.

Answer: B

NEW QUESTION 4
Northern Trail Outfitters (NTO) is in the middle of the buildout of Marketing Cloud Account Engagement and Sales Cloud. NTO has multiple business units, and each business unit has different access to lead and contact records. NTO wants to see how marketing data Sharing Rules are working across different business units to ensure that different business units can only see lead or contact records for their business unit.
What should a Solution Architect demo to the Marketing team to show that the different business units are connected correctly?

A. Create a report in 626 Marketing Analytics to show the different business units and the total leads and contacts in each business unit.
B. Send test emails from Marketing Cloud Account Engagement to the same list of leads and contacts to show each lead or contact receiving emails from the various business units.
C. It's not possible to have sandboxes with Marketing Cloud Account Engagement, and the Solution Architect will need to demo this with a Salesforce Sandbox fixed to a live Marketing Cloud Account Engagement environment.
D. Create a dynamic list m multiple business units with the same rules, and show the total leads and contacts m the list per business unit.

Answer: A

NEW QUESTION 5
Universal Containers (UC) is about to start a massive digital transformation project across multiple service channels. UC plans on using Service Cloud, Omni-Channel, chatbots, Knowledge, and Einstein AI throughout all the service capabilities. Before discovery can start, the key stakeholder would like to see the automated chat capabilities in action. They currently use a third-party Knowledge Base and are wondering what is the value of it over Salesforce Knowledge. They believe it will be chatbots but they are unsure.
What is one of the key benefits the Solution Architect should address within the context of the demo?

A. Demo how the chatbot can provide a response to a customer's request by bringing together content from Knowledge articles.
B. Demo how the chatbot can anticipate the responses of the customer before they make it, and generate Knowledge article responses based on what they have bought.
C. Demo how the chatbot can utilize Knowledge within it to deflect customer issues before a case is created.
D. Demo how a human being can have a real conversation with an Einstein AI-driven chatbot.

Answer: C

NEW QUESTION 6
During a B2B multi-cloud implementation, an executive sponsor from Universal Containers (UC) approaches the Solution Architect to discuss ongoing support and new functionality that will be rolled out to support UC. The current implementation supports Experience Cloud, Service Cloud, and Sales Cloud.
Which three recommendations should a Solution Architect make to ensure features are enabled without impacting user efficiency?
Choose 3 answers

A. Give users a way to raise support tickets for new features they do not understand.
B. Give users the ability to opt-out of any new feature they dislike.

C. Fully document all customizations added to the system.
D. Communicate and train users on new features.
E. Ensure development, training, and production environments are in place.

Answer: ADE

NEW QUESTION 7
Towards the end of the discovery phase, the sales manager and subject matter experts raise a request to get hands-on experience with the solution as soon as possible. They want to ensure the requirements they provided are correctly built out in Salesforce. The project sponsor is unsure how that request may affect the schedule.
Which method should a Solution Architect consider in this scenario to validate the requirements during the build sprint without impacting the project timelines?

A. Ensure the project sponsor reviews and signs off on the Functional Specification Document as an acknowledgment that what was built aligns with the original requirements.
B. Run a User Acceptance Testing discovery session, based on the Functional Specification Document, to ensure the testing script meets the end users' needs.
C. Give every end user the Functional Specification Document as their training materials and test them on the contents.
D. Give the end users access to a sandbox environment and a testing script for each of the user storie
E. Ask UAT testers to perform their tasks and collect feedback from them in the testing script.

Answer: A

NEW QUESTION 8
A Solution Architect has been hired to help design and implement a quoting solution for AC Computers on Salesforce to support omni-channel selling. During discovery with the client, the Solution Architect learns AC Computers currently uses spreadsheets to manage its pricing and product catalog, which includes thousands of SKUs with a variety of attributes that determine pricing. The current quoting process is long and tedious because it requires a sales representative to find individual products and manually input that information into Salesforce.
The Sales team complains that they are spending too much time searching for the right product and Product Management is spending too much time trying to manage SKUs. AC Computers wants to move away from manual quoting processes and toward simplifying its product catalog.
Which recommendation should the Solution Architect make given the business requirements?

A. Work alongside client stakeholders to perform a SKU optimisation; implement Salesforce CPQ product catalog and guided selling.
B. Work alongside client stakeholders to perform a SKU optimisation; implement Salesforce Order Management and special pricing.
C. Create Products and Price Books in Salesforce for the current product catalog to streamline future pricing and product catalog management; implement Salesforce CPQ product catalog and guided selling.
D. Create Products and Price Books m Salesforce for the current product catalog to streamline future pricing and product catalog management; implement Salesforce Order Management and special pricing.

Answer: C

NEW QUESTION 9
Universal Containers (UC) is implementing a Salesforce B2B multi-cloud project with large volumes of data and daily transactions from multiple third-party systems via multiple integrations. UC is looking at transactions of more than 1 million records a week and, in higher seasons, 10 million records a week. UC has made the decision to get a full copy sandbox to use to test all of its third-party integrations across its multiple clouds. UC has also invested in MuleSoft and the Anypoint Platform as the single enterprise service bus for all of the third-party data going into Salesforce.
Which type of performance testing should a Solution Architect recommend for testing data at scale on this project?

A. Perform API load test against the full copy sandbox before go live.
B. Perform unit testing against the full copy sandbox codebase before go live in production.
C. Perform page load testing against production after go live.
D. Perform API load test against the partial copy sandbox before go live.

Answer: A

NEW QUESTION 10
Northern Trail Outfitters (NTO) is running a multi-cloud Salesforce implementation with lots of process integration between the clouds and other systems. During the project, NTO faces many challenges including a lack of agility and business value alignment, as well as silo-thinking. After trying different approaches, NTO begins to use Agile and is successful. The project manager now wonders what the recommended operating model would look like.
What should be a Solution Architect's first recommendation?

A. NTO should set up an Operations team within IT to ensure proper management of the integrations going forward.
B. NTO should set up a model of continuous backlog with teams aligned to the different clouds to drive efficiency and team collaboration.
C. NTO should set up a model of continuous backlog with teams aligned to the different products (capabilities) to improve efficiency.
D. NTO should establish a Scaled Agile Center of Excellence to continuously improve agility and time to market.

Answer: D

NEW QUESTION 10
Universal Containers (UC) is about to complete the first phase of its digital transformation with its new Lead to Invoice process that incorporates several clouds like Sales Cloud, Service Cloud, Revenue Cloud, Experience Cloud, and MuleSoft. UC is now creating a Center of Excellence and focusing on a purely Agile methodology for working on new releases. UC wants to understand some of the considerations around release planning.
What are two recommendations a Solution Architect should make to ensure UC's releases to production work within its release schedule and there are no delays in future releases?
Choose 2 answers

A. Fix the scope of the sprint during release planning regardless of how long it takes.
B. Create a regular sprint cadence across the different teams to demonstrate new functionality.
C. Use the last sprint of the release to stabilize it and eliminate identified issues.
D. Utilize the last sprint to include functionality that was missed from previous sprints.

Answer: AB

NEW QUESTION 12
A Solution Architect is presenting a design for the Phase 1 rollout of a B2B multi-cloud solution that includes CPQ and B2B Commerce using the CPQ B2B Commerce Connector. During the presentation, business stakeholders push bade on some of the key design aspects. The business is keen to have the product images and SCO data pushed back to CPQ from 828 Commerce, which is not incorporated in the current design. Further, the business wants the Solution Architect to find a way to map discounts and promotions in 828 Commerce to CPQ pricing and add that to the Phase 1 deliverables.
Which two responses should a Solution Architect present to the stakeholder s? Choose 2 answers

A. There are significant differences in the discounting models and options between B2B Commerce and CPQ, and for that reason, it is better to handle them separatel
B. without syncing to CPQ.
C. Product Images and SCO data are B2B Commerce specific metadat
D. It is recommended to keep them only in 828 Commerce, and not push to CPQ.
E. Map the product images from B2B Commerce to CPQ, by passing the URL of the image File from CC Product to Product2 objec
F. SEO data sync will require additional customization and it is recommended for Phase 2.
G. Map the discounts and promotions to Additional Discounts field on the quote In
H. However, we would need to ensure that the price rules do not run for quotes originated from B2B Commerce unless there is a specific business need.

Answer: AB

NEW QUESTION 16
Universal Containers (UC) has gone through the design phase of its large initiative involving multiple Salesforce clouds and is about to go into the build phase. The CIO would prefer to create an internal Center of Excellence (CoE) to implement the solution versus make a third-party organisation responsible for the entire build given that they have the talent internally to support the initiative.
Which two recommendations should a Solution Architect make toward creating a CoC? Choose 2 answers

A. All development decisions will be made by internal resources.
B. Documentation around the solution will not be a concern.
C. Knowledge of the solution will stay within the organization.
D. It will be much more cost effective to create a CoE.

Answer: AB

NEW QUESTION 21
A shipping and logistics company uses Sales Cloud, Service Cloud, and Marketing Cloud. It relies on Salesforce standard reports for its current KPIs. However, the company wants to see report trends and complex analytics. It also wants the reports to be visible to salesforce users as well as non-Salesforce users.
Which recommendation should a solution Architect make to meet the company's needs?

A. Sales Cloud Einstein
B. Reporting snapshots
C. CRM Analytics
D. Standard Dashboards

Answer: C

NEW QUESTION 22
Universal Containers (UC) needs to support its customers via email, phone, and chat. Service agents are only scheduled to support one communication channel for each shift. UC has implemented a service-focused community but only wants customers to inquire about service in the community through chat.
Which three options should a Solution Architect recommend to meet the requirements defined above? Choose 3 answers

A. CTI adaptor with Omni-Channel integration
B. Customer Community with ability to create a new support Case
C. Experience Cloud, web-to-case, and a CTI integration
D. Omni-Channel with defined presence, routing configurations, and Service Channels
E. Customer Community with Live Agent

Answer: ABE

NEW QUESTION 25
A Solution Architect hat been hired to consult Ace Computers with its integration solution. Ace Computers has a combination of four on-premise and cloud systems with data that need to be integrated to Salesforce. Ace Computers expects to have large data volumes and wants to minimize impact on end-user operations during business hours.
Which integration solution should the Solution Architect recommend for the company's business needs?

A. Salesforce Data Loader
B. MuteSoft Anypoint Platform
C. MuteSoft Composer
D. Platform Events

Answer: B

NEW QUESTION 29
Universal Containers (UC) is starting to go through an inventory of capabilities in regard to its many data warehouses. UC's data warehouses are currently being provided with data from OMS, ERP, Accounting, and other inventory management systems. Data warehouses are utilized by those systems for storage or analytics purposes.
UC plans to utilize the Systems of Engagement framework to classify its systems based on how they will be utilized within the enterprise architecture. UC would

like to understand which systems it should directly integrate with versus utilizing the data warehouses where that data may also be stored.
How should a Solution Architect classify the data warehouses as systems within the enterprise architecture of this scenario?

A. System of Reference
B. System of Engagement
C. System of Intelligence
D. System of Record

Answer: D

NEW QUESTION 33
A Solution Architect is working with Northern Trail Outfitters' Sales and Services team. They are currently evaluating how many environments they need to procure. As part of a preliminary review, it was identified that although the different business units were happy working m separate environments, there is a requirement to know each other's transactions.
Which two requirements would make the Solution Architect recommend a Single org over a multi-org strategy?
Choose 2 answers

A. Collaboration between lines of business
B. Simple security architecture across lines of business
C. Global case management across lines of business
D. Access to shared lines of business data

Answer: AD

NEW QUESTION 36
A software solutions company has created several SaaS applications that it sells to its customers. The company would like an easier way to allow customers to renew their subscriptions each period. Today, the company has to run reports across multiple disparate systems to find out which products each customer has purchased, their usage levels, and when each customer needs to renew. Tracking and identifying when to contact customers is a very manual process and involves sates people sending emails with invoices attached. Customers often mail paper checks to the company, leading to disconnected invoicing and payment processing.
Which two products should a Solution Architect consider to resolve the subscription, invoicing, and payment issues the company is currently experiencing?
Choose 2 answers

A. Salesforce Billing
B. Salesforce Order Management
C. B2B Commerce
D. Salesforce CPQ

Answer: AB

NEW QUESTION 40
Northern Trail Outfitters (NTO) is currently using Salesforce CPQ and would like to implement B2B Commerce Classes. NTO uses a Partner Community to allow partners to build complex bundles to provide detailed quotes to clients. NTO also wants to ensure that it does not have to maintain two databases of products.
Which two considerations should a Solution Architect keep in mind about the CPQ B28 Commerce Connector when synchronizing Product and Price data?
Choose 2 answers

A. The connector lets you sync simple products with a flat price.
B. The connector does not support syncing complex CPQ bundles.
C. Discount schedules from CPQ will sync to discounts and promotions m B2B Commerce Classic
D. The connector is a two-way sync for product and pricing logic.

Answer: AB

NEW QUESTION 45
Universal Containers (UC) needs to provide a portal for its customers to order spare parts for the equipment that has been sold to them. Spare parts orders are fulfilled in uC's ERP system and need to be integrated with the solution. Order status would need to be reflected in the solution. Additionally, m the future, UC wants this order integration scaled to additional applications. UC also needs customers to be able to schedule appointments for service for their equipment.
Which products should a Solution Architect recommend implementing to meet these requirements?

A. B2B Commerc
B. Salesforce Field Service, Experience Cloud, and Meroku
C. B2B Commerce, Salesforce Field Serv.ee, Experience Cloud, and Sales Cloud
D. B2B Commerce, Service Cloud, Experience Cloud, and Salesforce Connect
E. B2B Commerc
F. Salesforce Field Service, Experience Cloud, and MuleSoft

Answer: D

NEW QUESTION 48
UC Foods, a global manufacturing organisation, builds and sells a variety of food processing equipment on its B2B Commerce site. Customers often tailor their equipment by selecting from several product variants. Depending on the options selected, an order will sometimes require manual intervention by a sales person to determine the price for the customized piece of equipment.
Once the machines have been purchased, each machine comes with a 1-year warranty, which entitles the customer to quarterly visits to inspect and perform maintenance on the machines to keep them in proper working order.
How can a Solution Architect use a multi-cloud solution to address the needs of the organization to efficiently support the selling of equipment and planning of quarterly visits for the machines?

A. Use a third-party plugin configurator to support the selection of the product options, then create a CPQ quote when manual intervention is require

B. For the quarterly visits, use Field Service Maintenance Plans.
C. Use the B2B Commerce aggregated product or dynamic kits to drive the selection of the product options, then create a CPQ quote when manual intervention is require
D. For the quarterly visits, use Field Service Maintenance Plans.
E. Use the B2B Commerce aggregated product or dynamic kits to drive the selection of the product options, then automatically create a case when manual intervention is require
F. For the quarterly visits, use Service Contracts and Entitlements.
G. Use the B28 Commerce aggregated product or dynamic kits to drive the selection of the product options, then create a CPQ quote when manual intervention is require
H. For the quarterly visits, use Service Contracts and Entitlements.

Answer: B

NEW QUESTION 53
Different teams at Universal Containers (UC) are experiencing challenges using their existing tools. The Sales team can only access their application from the office, the Marketing team has to manually import leads coming from the website into their campaign tool, and the Support team lacks a communication history repository between email, social networks, and calls. The website was developed by the IT team, and the Legal team is responsible for the Consent Management Platform used to meet GDPR requirements.
UC wants to improve its relationship with customers, so a digital redesign program is starting with the goal of moving to Salesforce solutions.
Which three steps are necessary to set up a program roadmap? Choose 3 answers

A. Identify the high-level workload capacity and planning of the IT and Legal teams.
B. Prioritize the transformation of activities involving the least development.
C. Create project plans for each of the projects that will be on the roadmap.
D. Prioritize the transformation of activities related to customers' interactions.
E. Explain how the program contributes to the business's goals.

Answer: ACE

NEW QUESTION 56
Universal Containers is in the process of implementing a CPQ and B2B Commerce solution. The Technology team has completed the development for the current sprint and is demonstrating the functionalities to the business stakeholders during their sprint demo. While demonstrating products and pricing, and Sync between B2B and CPQ when requesting a quote, the stakeholders make a new request to include tiered pricing and map it to discount schedules on CPQ.
Which approach should a Solution Architect recommend while addressing the feedback from the stakeholders?

A. Convey that this can be potentially picked up in the next sprint since the technical changes needed forthis new user story are low effort.
B. Include it as a user story and accommodate it m the same sprint, since this is a feasible requirement and the CPQ B2B Commerce Connector is already set up.
C. Convey that it is not recommended to include M the initial MVP, since an extension is needed on the CPQ B2B Commerce Connector for the new requirement.
D. Add the request as a new user story to the product backlog, and further schedule a meeting for prioritization and grooming.

Answer: D

NEW QUESTION 58
Universal Containers (UC) has implemented a new ecommerce site for its resellers. UC is leveraging a multi-cloud architecture, B2B Commerce, for building the storefront and Service Cloud Web2Case for
offering case management functionality to its resellers. UC notices that the case volume is extremely high and a number of resellers are raising cases for trivial issues on the B2B Commerce site.
Which two recommendations should a Solution Architect make to help resellers use the site more efficiently and lower the case volume?
Choose 2 answers

A. Offload the number of cases received via Web2Case by using Email2Case.
B. Implement Case Deflection.
C. Disable anonymous users on the site.
D. Plan and conduct User Adoption Trainings for resellers on how to use the site.

Answer: AC

NEW QUESTION 60
Big Server Company sells complex server solutions to customers through a reseller channel. Resellers will purchase complex servers as well as have warehouses to store quick need products for their customers, such as additional hard drives and cables. Big Server Company currently uses Salesforce CPQ for its Sales team. Big Server Company would like to be able to give resellers easy access to purchase warehouse type products through B2B Commerce; however, the company would also like to allow resellers to request additional discounts for large volume orders from the Sales team.
Which recommendation should a Solution Architect make to integrate B2B Commerce and Salesforce CPQ to accomplish this request.

A. Utilize an integration software, like MuleSoft, to sync carts and pricing between B2B Commerce and Salesforce CPQ.
B. Implement the Salesforce CPQ & Billing and CPQ B2B Commerce Connector and use the Cart to Quote flow to sync the cart to Salesforce CPQ, and have a reseller price rule adjust pricing for the reseller based on volume.
C. Create a request special pricing button in B2B Commerce that will create an opportunity for the sales representative and allow the sales representative to follow up.
D. Implement the Salesforce CPQ & Billing and CPQ B2B Commerce Connector and use the Cart to Quote flow to create a quote from the Resellers Cart, allowing a sales representative to configure discounts and sync back to cart.

Answer: B

NEW QUESTION 63
Universal Containers (UC) uses Marketing Cloud and recently added Sales Cloud to manage its business activities, as well as B2B Commerce to redesign its website. Today, a lead is created each time a customer leaves the site without finalizing their purchase. The number of leads created is increasing and representatives can no longer meet their callback deadlines.

With the new website, UC wants to increase the number of finalized sales and offer similar products to customers while reducing the Sales team's workload. Sales representatives should only call back customers if there is an upsell or cross-sell opportunity.
Which three recommendations should a Solution Architect make to meet these needs' Choose 3 answers

A. Create an opportunity when a customer clicks a cross-sell or upsell email link.
B. Send automated emails in Sales Cloud with discounted offers to customers who abandoned their cart.
C. Set up lead nurturing with Marketing Cloud and automate emails through journeys.
D. Stop creating leads in Sales Cloud for abandoned carts.
E. Put all leads from the abandoned carts in a queue.

Answer: ABC

NEW QUESTION 68

Universal Containers (UC) is at the end of its first and only design phase. UC decided to go ahead and build against the entire future design that was developed and agreed upon by its internal stakeholders and Center of Excellence. But a concern by the executive team is how UC can de-risk itself and stay within budget during the build while still hitting the objectives that were defined m the design phase.
Which recommendation should the Solution Architect make to alleviate the executive team's concerns during the build?

A. Help the executive team develop a governance framework; and team to focus on those concerns throughout the build and track the budget.
B. Promise the executive team that the project manager will always give comprehensive budget numbers every week and they will never overrun on budget.
C. Help the executive team understand that they created their entire complete vision of the solution already and there is no chance anything new will come up during the build.
D. Assure the executive team that the current project is at a fixed scope and there will not be any overrun on budget.

Answer: A

NEW QUESTION 71

At Custom Cabinets LLC, the service appointments often span over multiple days bot are 2 to 4 hours in duration per day. The company would like to optimize the service resource's day and have them see as many customers as possible. Additionally, Custom Cabinets LLC would like a customer service representative to follow up with the customer once the field work has been completed.
Which approach should the Solution Architect take to meet these requirements?

A. Leverage declarative automata to done Service Appointments for multiple day
B. Like declarative automation to send a follow-up email to the customer.
C. Leverage out-of-the-box Salesforce Field Service Work Types and out-of-the-box Multiday Service Appointment
D. Use declarative automation to create a follow-up Case for customer service.
E. Leverage out-of-the-box Salesforce Field Service Multiday Service Appointment
F. Use declarative automation to send a follow-up email to the customer.
G. Leverage out-of-the-box Salesforce Field Service Work Types and declarative automation to clone Service Appointments for multiple day
H. Use declarative automation to create a follow-up Case for customer service.

Answer: C

NEW QUESTION 72

Universal Containers (UC) currently utilizes Sales Cloud and Experience Cloud for its customers. For the next phase in its digital transformation, UC would like to enable its vast dealer network with the kinds of tools its direct Sales teams are currently using. UC is considering Partner Communities (PRM) on Experience Cloud. UC's concern at the moment is making sure that its dealer network only gets access to the opportunities they themselves bring to UC or that UC submits to the dealer to close. This is a concern for the VP of direct sales who has issues with bringing PRM in at all.
What is the initial suggestion a Solution Architect should provide to make Partner Communities work for UC?

A. Create two account lookups on the opportunity, one for dealer and one for partner company, and create sharing rules to share the records.
B. Create public groups of partner companies and users at dealers, and share the opportunities using sharing rules.
C. Utilize the external sharing model to differentiate the sharing models between Internal Sales users and External Communities users.
D. Utilize the same sharing model within the Partner Community that customers are currently using within the Customer Community.

Answer: C

NEW QUESTION 74

GG3 has gone live with a B2B multi-cloud solution and plans to add more functionality over time. The company has a team of system administrators who each focus on a specific cloud and area of functionality. GG3 has decided to use an Org-Based deployment approach. It wants to protect the investment made and set the team up for success in the future.
What should a Solution Architect recommend as a best practice to put checks in place for decisions on changes moving forward?

A. Engage Salesforce services to manage all governance and represent as the Steering Committee.
B. Budget for a Governance and Monitoring structure that includes a communications plan and project methodology for the following year.
C. Set up a Governance and Monitoring structure that includes a Steering Committee, a Center of Excellence, and a Data governance council.
D. Engage a third-party company to manage all governance and represent as the Steering Committee.

Answer: C

NEW QUESTION 77

The Northern Trail Outfitters (NTO) sales department currently uses Sales Cloud for its Sales team. The management team decided that the Sales team needs to start creating quotes based on the input from the finance department. NTO would like to implement quotes, contracted pricing, and invoicing for its customers.
Invoicing will be done based on an agreed billing cycle. The finance department would like to see a report on the invoices sent and track the details of the payments received. NTO also has a need for partners to be able to self-service their pipeline and quoting through a portal.
NTO's internal team decided to use Revenue Cloud and Experience Cloud as its solution. What should a Solution Architect recommend as NTO begins its implementation?

A. Advise the client to start with Experience Cloud.
B. Select an AppExchange product focused on contract lifecycle management.
C. Develop an architectural plan to incorporate Revenue Cloud and Experience Cloud.
D. Advise the client that Revenue Cloud is the starting point.

Answer: C

NEW QUESTION 81
The business model of Universal Containers (UC) puts a strong emphasis on indirect sales and service processes. UC's customers are primarily distributors, resellers, and service providers who either sell or service products independently, or collaborate with UC on joint opportunities and cases. In the past, collaboration was primarily driven through email but UC wants to bring both service and sales collaboration onto one consolidated platform.
Which solution should a Solution Architect recommend to create better collaboration and visibility for UC employees, resellers, and service partners?

A. Grant access to resellers and partners by providing Sales Cloud licenses and Service Cloud licenses.
B. Grant access to resellers and partners by providing Partner Community licenses.
C. Grant access to resellers and partners by providing Customer Community licenses.
D. Grant access to resellers and partners by providing Customer Community Plus licenses.

Answer: B

NEW QUESTION 84
A Solution Architect has gathered requirements from discovery with Northern Trail Hot Tubs below:
• Northern Trail Hot Tubs sells through a B2B2C model with Dealers.
• Northern Trail Hot Tubs tracks Dealer Opportunities in Salesforce, but wishes to have more insight into the sales process from its Dealers.
• Dealers would like to be able to get custom Hot Tub pricing quickly from Northern Trail Hot Tubs without having to wait for configuration estimates to come back from Northern Trail Hot Tubs.
• Northern Trail Hot Tubs supports its Dealers and Customers directly, and Dealers would like better insight into support that their Customers receive.
Which capabilities should a Solution Architect suggest to provide to Northern Trail Hot Tub Dealers?

A. Experience Cloud and Revenue Cloud for Dealers to get Quotes and view Cases
B. B2B Commerce for Dealers to get pricing and Service Cloud for Cases
C. Experience Cloud and Sales Cloud for Dealers to be able to create Opportunities and add Opportunity Products
D. Experience Cloud and Service Cloud for Dealers to be able to request pricing through Cases and track Customer Cases

Answer: C

NEW QUESTION 87
AC Computers is launching a new subscription bundle service and plans to primarily sell through direct sales and a website storefront for existing customers.
Direct Sales needs the ability to configure complex deals and manage subscription. Existing customers need the ability to initialize a request for additional products and services from the storefront and seamlessly send the request directly to Sales to finalize the quote.
Which three recommendations should a Solution Architect make to meet these business requirements? Choose 3 answers

A. Salesforce CPQ
B. Salesforce Order Management
C. Salesforce Billing
D. B2B Commerce
E. CPQ B2B Commerce Connector

Answer: ADE

NEW QUESTION 90
Widgets Wonderful, a manufacturing company, wants to provide a better customer experience and enable field service resources to provide a quote to customers while still on site. The company has complex products that come with warranties that include preventative maintenance work. Additionally, certain warranty repair work has specific SLAs associated with it. There are 10 Field Service team members and 20 sales representatives, all of whom need to view Salesforce Field Service objects and be able to create quotes for the customer.
Widgets Wonderful's project owner has some questions regarding the number and types of licenses needed for the users and would like to better understand how warranties will be addressed.
Which two combined options should a Solution Architect suggest? Choose 2 answers

A. Salesforce Field Service and Service Cloud for Salesforce CPQ will need to be installed and customizations will need to be made to handle Entitlements.
B. Purchase 30 CPQ licenses and 10 Salesforce Field Service licenses.
C. Purchase 30 CPQ licenses and 30 Salesforce Field Service licenses.
D. Salesforce Field Service, Salesforce CPQ, and Service Cloud for Salesforce CPQ need will need to be installed and customizations will not be needed for Entitlements.

Answer: BC

NEW QUESTION 95
Universal Containers (UC) is looking to implement a CPQ + 626 Commerce multi-cloud solution and use the CPQ 626 Commerce Connector to keep the two in sync. As part of this implementation, UC is looking to be able to have a streamlined product and pricing experience. As UC would like to sell product kits with tiered pricing through the self-service storefront, it would like to ensure this model can be supported effectively.
Which two considerations should a Solution Architect keep in mind for the implementation? Choose 2 answers

A. for supporting kits in the B2B Commerce Storefront, they need to create equivalent bundle products on the CPQ side.
B. For the described multi-cloud solution, it is a best practice to set the CPQ precision to two decimal points.
C. On the CPQ 826 Commerce Connector, the default mapping of tiered pricing in 826 Commerce is to Discount Schedules in CPQ.
D. It is important to ensure the Price Rules run for Quotes initiated via 628 Commerce Storefront to maintain consistency in business rules being applied.

Answer: AC

NEW QUESTION 100
Universal Containers (UC) is using Service Cloud and B2B Commerce to allow resellers the ability to purchase and support farming equipment UC maintains. UC has invested in smart devices which allows that equipment to inform UC when a part becomes faulty. The data from these devices goes to a public cloud solution where every row of sensor data is received every second from every device. There are 100,000 devices on various farms being actively used. The CIO would like this data to be connected to Salesforce in some manner.
What kind of integration method should a Solution Architect suggest to accommodate this need?

A. Embed the devices' sensor data in a view on the Asset record.
B. Load the public cloud solution directly to Salesforce using MuleSoft.
C. Utilize Platform Events based on the devices' state change.
D. Utilize Apex Callouts based on the devices' state change.

Answer: A

NEW QUESTION 104
Ohana Cirrus (OC) has around 1,500 support agents working in its global support center operating 24/7 across multiple channels. This center handles around 30,000 cases per day. OC currently uses a custom-developed solution to manage customer complaints and is planning to replace it with a new Salesforce solution. The current system contains more than 250 million records including some still being processed.
Which three recommendations should a Solution Architect suggest to migrate to the new application in the most efficient manner?
Choose 3 answers

A. Use an interface to copy data from the legacy complaint system to Salesforce using a scheduled MuleSoft batch.
B. Migrate archived data to Heroku and active and semi-active data to Salesforce.
C. Migrate all complaint records m the Case object to provide a 360-degree customer view.
D. Use Deferred Sharing Calculations to avoid record sharing calculations during data migration.
E. Use an EU tool that uses the Salesforce Bulk API to migrate the data from the legacy system to the new system.

Answer: BDE

NEW QUESTION 107
Universal Containers (UC) has its product and primary pricing in an ERP. For data consumption to other systems, the ERP is integrated to a separate third-party data warehouse. The cart-to-quote process is supported by Salesforce's multi-cloud solution spanning Sales Cloud, CPQ, and B2B Commerce.
The sales process is structured so that the customers add products to the cart through the Storefront and request a quote from UC's sales representatives. The representatives can work on the quote in CPQ and push back the updated pricing to the Storefront. The overall pipeline is tied back to opportunities and opportunity products for forecasting.
Where does UC house the system of record for its sales process?

A. Salesforce B2B Commerce
B. Salesforce CPQ
C. Salesforce Sales Cloud
D. Third-party data warehouse

Answer: C

NEW QUESTION 112
A team at Universal Containers (UC) is currently working on an initial release of Service Cloud. However, UC's management team is very enthusiastic about new features of the platform and wants to go to market with the new Service Cloud solution as soon as possible. The current objective of their initial Service Cloud release is mostly about managing their case workload and case assignment processes. A Solution Architect is called into a management meeting and asked when UC can go live with automated chatbots, Einstein case classification, and CRM Analytics for data insights.
How should a Solution Architect respond to the management team considering their request for these new capabilities'?

A. Agree with the management team to postpone the go-live and increase the scope to include the desired features.
B. Explain to the management team that these features are still evolving and that it is best to wait a few releases so that they are stable before starting to use them in production.
C. Explain the long-term vision and roadmap, and then propose a logical phasing in which the planned minimum viable product (MVP) is the first step on the journey that will eventually include the desired features.
D. Agree that the new features are crucial to the success of the initiative and swap parts of the current scope for the most innovative feature.

Answer: D

NEW QUESTION 116
Northern Trail Outfitters (WTO) has around 500,000 active customers stored m the Account object. NTO gets an average of two orders per customer each month from both internal and online sales channels. NTO is expecting growth of 15% year-over-year (YoY). Various NTO users have recently started complaining about slower performances while accessing order information or running reports. NTO customers are also teeing slower responses while accessing their order history on B2B Commerce.
Which two options should a Solution Architect consider to improve performance' Choose 2 answers

A. Develop an archiving strategy around order records from Salesforce based on a criteria that works with customer.
B. Enable reporting snapshots to store summarised information.
C. Create a custom component to display all order information.
D. Use external objects instead of standard B2B Commerce Order object.

Answer: AB

NEW QUESTION 120

Universal Containers (UC) sells automotive spare parts through a large network of partner retail outlets. UC's business model relies on partners (retail outlets) reaching out to UC to get access to its product catalog, selecting the product(s) they require, and then making bulk purchases. The partners occasionally reach out to UC sales representatives for advice or clarifications regarding particular SKUs on an opportunity on which they are co-sellers.

UC wants to offer discounts to partners who make large purchases. Further, UC wants to provide its partners with reports detailing their sales, including reports that summarize sales by partner, to help UC classify its partners accordingly.

Which solution should a Solution Architect recommend to meet UC's requirements?

A. Sales Cloud, B2B Commerce, and Partner Relationship Management
B. Sales Cloud, B2B Commerce, and Customer Community
C. Sales Cloud, Service Cloud, and Partner Relationship Management
D. Sales Cloud, Partner Relationship Management, and Einstein

Answer: A

NEW QUESTION 125
Universal Containers is at the start of a digital transformation program. Members of the executive leadership team have provided a list of internal and external stakeholders who are dedicated to formulating the vision and desired business outcomes in a 2-day workshop. The executive leadership team has made the request to understand what the customer experience will look like out of this workshop.

What should a Solution Architect do to help formulate the high-level business vision and desired business outcomes?

A. Facilitate a workshop with the executive leadership team, applying the journey mapping process to create a vision and align customer journey to business objectives.
B. Facilitate a strategy session with the executive leadership team to better understand their individual business units' priorities to achieve the business objectives.
C. Ask to follow the Customer Service team for a day to gain a better understanding of how they work and identify their pain points to formulate this vision.
D. Facilitate a business process mapping workshop with the executive leadership team to better understand the potential process improvements.

Answer: D

NEW QUESTION 129
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