

Salesforce

Exam Questions B2B-Solution-Architect

Salesforce Certified B2B Solution Architect Exam



NEW QUESTION 1

What should a Solution Architect do to ensure that all requirements for a multi-cloud implementation are captured during discovery sessions so that project stakeholders are aligned with the project team on deliverables?

- A. Develop and present the business case to all project stakeholders before beginning the solution design and development phase.
- B. Develop and present the project scope itemized within the requirements document to all project stakeholders before beginning the solution design and development phase.
- C. Define and document the user journey map with project stakeholders to capture the customer interactions at all touchpoints.
- D. Define and document the business value map with project stakeholders to capture the value provided by the implementation.

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 utilizes 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 in 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

Universal Containers (UC) has acquired four companies and is looking to manage revenue across all mergers' territories seamlessly. UC wants to drive major business decision and selling strategies based on an efficient, complete, real-time view of team forecasts across territories from Salesforce. A sales user can be part of multiple territories and is usually working on multiple opportunities at a time.

Which technical consideration should a Solution Architect make when designing collaborative forecasting?

- A. Archiving a territory model does not impact forecasts, quotas, and adjustments for all territories in the model.
- B. If the sales user has many territories assigned to them, it can impact the performance of the forecast.
- C. Important details should be tracked at the opportunity line level.
- D. Forecast category names can be customized by submitting a Salesforce Support case.

Answer: B

NEW QUESTION 5

Universal Containers (UC) is about to implement Sales Cloud, Service Cloud, and Revenue Cloud within its newly created Salesforce environment. But before UC begins, the CIO would like to understand the options for creating and migrating changes within Salesforce. UC is about to use a sandbox for the initial build and will deploy customisation up to the production environment. UC has decided to build packages of metadata to silo the functionality between the three clouds it is implementing for.

What are two key considerations a Solution Architect should keep in mind when recommending packaging? Choose 2 answers

- A. Design the package as modular, loosely coupled units of metadata rather than large chunks of an org.
- B. Only utilize one functional automation tool (Flow, Workflow Rules, Process Builder) per object.
- C. It is impossible to track source control with package development; either the org owns the source or a source control does, but never both.
- D. Clouds like Revenue Cloud have their own packages so it is easy to work with them because their automation is limited.

Answer: AD

NEW QUESTION 6

Universal Containers (UC) wants to add and integrate Marketing Cloud Account Engagement after a recent acquisition. The integration into the global architecture will be as follows:

- Marketing Cloud Account Engagement will be used for lead nurturing with Engagement Studio.
- Marketing Cloud Account Engagement forms will be set up in a website.
- Sales Cloud will manage leads created by Marketing Cloud Account Engagement.

UC wants to facilitate adoption by giving sales representatives and marketers enough time to learn about new features on a training platform.

Which approach should a Solution Architect recommend in order to set up an environment in which users can test the functionalities from end to end?

- A. Create a new Marketing Cloud Account Engagement business unit, recreate the configuration, and link it to a full copy Sales Cloud sandbox.

- B. Create a new Marketing Cloud Account Engagement business unit, recreate the configuration, and link it to the production Sales Cloud org.
- C. Create a new Marketing Cloud Account Engagement business unit, synchronize the production unit and the training unit, and link it to a full copy Sales Cloud sandbox.
- D. Create Marketing Cloud Account Engagement training environments, synchronize the environments, and link it to a full copy Sales Cloud sandbox.

Answer: C

NEW QUESTION 7

Universal Containers (UC) has expanded rapidly in recent year following a number of acquisitions. The new CMO wants to use all Leads from one of the acquired Salesforce orgs to luck-start a new targeted campaign in uC's mam Salesforce org. The acquired company would like to keep its Lead data because it enriches the Lead before it comes into Salesforce via third-party marketing tool and supports its direct sales channel. Beyond the Lead use case, both Salesforce orgs will remain completely independent from one another.

Which integration approach should a Solution Architect recommend between the UC mam org (the target org) and the acquired org (the source org)?

- A. Discuss a strategy that includes manually migrating all Leads from the source org to the target org every day using data loader.
- B. Discuss a strategy between the source org and target org Sales teams on the criteria of Leads to migrate from the source org to the target org, and migrate Leads to the target org before the enrichment within the source org.
- C. Discuss long-term strategies around deprecating the source org's ability to collect and enrich Lead data, and start to direct all Leads to the target org and ignore the source org.
- D. Discuss a strategy between the source org and target org Sales teams on the criteria of Leads to migrate from the source org to the target org, and migrate Leads to the target org after they are enriched in the source org.

Answer: D

NEW QUESTION 8

AW Computing (AWC) has just completed a multi-cloud implementation for Salesforce and is facing major user adoption challenges. Users are complaining that the system is complicated and hard to navigate.

What can the Center of Excellence (CoE) for Salesforce do to help increase user adoption?

- A. Place all training materials on the home page so users can find them easily.
- B. Record hour-long pieces of training for each job role so users can review on their own time.
- C. Break down training materials into quick reference guides for job-specific functions.
- D. Ensure each team has a Salesforce champion that can provide one-on-one training.

Answer: A

NEW QUESTION 9

During a go-live planning session, the business sponsor expressed some concerns related to achieving high adoption of the solution.

Which two recommendations should a Solution Architect provide that can achieve higher adoption rates for a Salesforce multi-cloud implementation?

Choose 2 answers

- A. Create recurring office hours for end users to call in to speak directly with the Solution Architect.
- B. Create a feedback loop to give end users the ability to share ideas on how to improve the solution and report bugs.
- C. Suggest that the executive team tie performance metrics to Salesforce usage.
- D. Suggest continuous training methods such as Trailhead, in-app guidance, or embedded videos so end users feel supported using the solution.

Answer: AC

NEW QUESTION 10

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 10

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 15

Universal Containers (UC) has a multi-cloud implementation in place covering Service Cloud and Experience Cloud. As part of UC's support process, service agents often need to search across an external ERP that hosts the order information of its customers. They would like to see their ERP data in Salesforce but IT is weary of duplicating data across systems.

Which integration mechanism should achieve this with standard capabilities?

- A. Salesforce Connect
- B. SOAP API
- C. Change Data Capture
- D. Bulk Rest API

Answer: A

NEW QUESTION 20

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 23

Northern Trail Outfitters (NTO) currently use Sales Cloud to track deals and now wants to use channel sales to distribute and sell products through resellers (partners). As part of the channel strategy, NTO will be implementing a Partner Community for resellers to register deals or generate quotes. NTO needs to establish metrics to measure each reseller's performance based on the reseller's activities within the Partner Community. NTO wants to focus on leading metrics as opposed to lagging metrics to get early feedback on how the portal is being used by partners.

Which three leading metrics should a Solution Architect recommend to help NTO measure each reseller's goals through the Partner Community? Choose 3 answers

- A. Product types sold
- B. Opportunities generated
- C. Number of quotes generated
- D. Logins into Partner Community
- E. Opportunity win rates

Answer: BCD

NEW QUESTION 25

Universal Containers (UC) is concerned about potential data storage issues in Salesforce due to the Invoice, Order, and Inventory data that would be flowing in from various on-premise legacy CRM and ERP applications. UC would like to view and occasionally report on this data on-demand for day-to-day operational processes and would prefer not to store the data in Salesforce due to data residency requirements.

Which recommendation should the Solution Architect make to meet this requirement?

- A. Use Salesforce Orchestrator with MuleSoft to retrieve the data when it is needed.
- B. Push the data into Salesforce and implement an archival strategy.
- C. Write custom Apex code to retrieve the data in real time from external systems.
- D. Re-architect the implementation using Salesforce Connect and external objects.

Answer: D

NEW QUESTION 28

Universal Containers recently began a project to connect its ERP with Salesforce. One of the requirements is a daily batch process to create and update orders and order product information. The development team, using the corporate ETL tool, has created two processes to create these records using Bulk API. The test in the development environment worked fine, but in the production environment, some order product records were not updated and showed an error "UNABLE_TO_LOCK_ROW:unable to obtain exclusive access to this record". There is one Process Builder on the Order Product object and no async process.

Which two steps should a Solution Architect recommend to avoid this error? Choose 2 answers

- A. Use the import wizard instead of Bulk API.
- B. Sort the order product records by account and order before the Bulk API load.
- C. Change the Bulk API call to use Bulk API 2.0.
- D. Add a retry process for the records rejected by this error.

Answer: BC

NEW QUESTION 29

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 back 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 separately
- B. without syncing to CPQ.
- C. Product Images and SCO data are B2B Commerce specific metadata
- 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 object
- 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 32

A Solution Architect was asked by AC Computers to provide solution recommendations for a rebate enrollment and management solution on Salesforce. The primary goal and requirement is to easily launch rebate programs for partners that an administrator can implement and manage in Salesforce. AC Computers currently uses Sales Cloud, Salesforce CPQ, and Experience Cloud to expose opportunity and quote information to partners. Based on the business requirements, which solution should the Solution Architect recommend?

- A. Implement a custom solution to track rebates, accruals, and actuals and expose the data in the Experience Cloud site.
- B. Implement Salesforce Service Contracts with line items to track rebate accruals and expose the data in the Experience Cloud site.
- C. Implement Salesforce Rebate Management Module and expose the data in the Experience Cloud site.
- D. Implement B2B Commerce on Lightning Experience to track rebates and expose the data in the Experience Cloud site.

Answer: A

NEW QUESTION 34

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 37

A Solution Architect has 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. MuleSoft Anypoint Platform
- C. MuleSoft Composer
- D. Platform Events

Answer: B

NEW QUESTION 41

Universal Containers is in the process of implementing CPQ and Billing while integrating with ERP for order fulfillment. The Development team is looking to gather regular feedback from the business stakeholders through each sprint. Also, supporting an Agile methodology, they have agreed on a reasonable amount of flexibility in requirements during the course of the project. Which area should a Solution Architect look to receive feedback on at the earliest?

- A. Pricing sync between CPQ and ERP
- B. Modifications required to ERP for integration purposes
- C. Product and Pricing structure setup in CPQ
- D. Invoice capabilities in ERP to accommodate billing

Answer: A

NEW QUESTION 44

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 46

AC Computers has decided to extend its existing Sales Cloud solution by implementing Service Cloud and Marketing Cloud Account Engagement. AC Computers has defined two different work streams for Service Cloud and Marketing Cloud Account Engagement and wants each workstream to work iteratively in separate sandboxes and migrate to a single sandbox for UAT and integration testing. With the multiple workstreams, AC Computers needs a more rigorous change management process and an audit process.

Which two options should AC Computers consider to support both implementation workstreams? Choose 2 answers

- A. Use multiple development sandboxes and merge the workstream builds using change sets.
- B. Use a version control system and CLI-based deployment tools to merge the workstream builds.
- C. Use scratch orgs and continuous deployment tools to merge the workstream builds.
- D. Use package-based deployments and scratch orgs to merge the workstream builds.

Answer: AC

NEW QUESTION 47

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 sales 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 49

Universal Containers (UC) recently completed its migration to Lightning Experience, with sales users automatically moving to Lightning. This initiative was a massive undertaking by UC, as it had a tremendous amount of legacy functionality migrated over to Lightning from Classic. The CIO would like to make sure that UC is able to track adoption of the migrated functionality over from Classic to Lightning and what specifically was migrated.

Which two proposals should a Solution Architect recommend? Choose 2 answers

- A. Provide the CIO the ability to roll back all changes once they feel Lightning is not adequate for their needs.
- B. Track Adoption Rates within the Lightning Usage, and monitor a change in metrics within existing reports and dashboards.
- C. Provide the CIO a list of the User Stories around the new functionality and the Gap Analysis done between Classic and Lightning.
- D. Align with the CIO around the fact that while the functionality has been migrated, the data created between Classic and Lightning will remain exactly the same.

Answer: BC

NEW QUESTION 50

Universal Containers (UC) has a global support model and would like to open up a text message channel to support maintenance supervisors in countries around the world. UC also wants to leverage messaging to market to its business partners, and be able to track open and click-through rates just like it does with email campaigns.

What should a Solution Architect recommend to UC?

- A. Utilize Service Cloud and LiveMessage.
- B. Utilize Service Cloud Email to Text Message.
- C. Embed third-party messenger tools.
- D. Utilize Marketing Cloud and MobileConnect.

Answer: D

NEW QUESTION 53

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 B2B 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 in B2B Commerce Classic
- D. The connector is a two-way sync for product and pricing logic.

Answer: AB

NEW QUESTION 58

A corporate bank has decided to use a multi-cloud solution to reduce time to market, showcase a 360-degree view of the bank's business customers, and improve CSAT rating by increasing channels for customer service. The CIO has asked to run a discovery workshop with one goal: understanding existing technical dependencies within the organisation.

What should a Solution Architect recommend as the top priority to start this journey?

- A. Plot the map or the future system landscape by making assumptions about the changes needed to improve customer satisfaction.
- B. Plot the map of the current system landscape and identify key areas where the 626 multi-cloud solution will fit in.
- C. Plot the process map using Universal Process Notation (UPN) through workshops involving a diverse set of stakeholders.
- D. Plot what the customer is thinking, doing, and feeling at the varying stages of their experience, and connect them to interactions with the bank.

Answer: C

NEW QUESTION 59

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 61

Recently, Universal Containers (UC) successfully launched a multi-cloud 62B implementation with Sales Cloud, Service Cloud, Experience Cloud, and B2B Commerce. As the Sales and Service Cloud development was performed by separate teams, UC created Process Builder automation for the Account object in separate Process Builder processes. As customers go through the sales process within Sales Cloud, the data on their customer account record is updated. As those same customers make purchases within B2B Commerce, the data on their customer account record is updated as well.

What are two reasons why a Solution Architect should recommend uniting these into a single Process Builder process?

Choose 2 answers

- A. Moving them into a single Process Builder process helps to reduce the number of queries and avoid hitting limits on the Account object.
- B. Moving them into a single Process Builder process provides control over the order of the updates and actions triggered on the Account object.
- C. Moving them into a single Process Builder is the only way to ensure a naming convention is followed on the Account object.
- D. Moving one of the Process Builders into a flow will remove all automation conflicts on the Account object.

Answer: AB

NEW QUESTION 65

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 for this new user story are low effort.
- B. Include it as a user story and accommodate it in 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 in 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 67

Universal Containers (UC) recently completed a successful implementation of B2B Commerce classic and saw an immediate increase in both its customer experience ratings and overall bottom line due to the influx of sales through its commerce application. After this initial experience, UC decided to target its internal Sales team for the same successful outcome with Salesforce CPQ and Sales Cloud.

UC's requirements include that its internal Sales team be able to sell its current commerce catalog and expand this catalog to include even more products. In addition, UC wants to give its internal Sales team the ability to utilize CPQ's discounting functionality, along with approval rules for its Sales leadership team.

Today, product and pricing is mastered in B2B Commerce and orders are fulfilled in the ERP.

What should a Solution Architect recommend when architecting a solution to meet UC's requirements?

- A. The Product and Pricing Data should be mastered in the ERP and then integrated into both B2B Commerce and CPQ via REST API.
- B. The Product and Pricing data should be mastered in B2B Commerce and integrated into CPQ via REST API, and finally integrated to the ERP via SOAP API.
- C. The Product data should be mastered inside B2B Commerce, while Pricing should be mastered inside CPQ
- D. Both solutions should be integrated via Apex and then integrated to the ERP via SOAP API.
- E. The Product and Pricing data should be mastered in CPQ and integrated to B2B Commerce via Apex, and then finally integrated into the ERP via a middleware solution.

Answer: A

NEW QUESTION 70

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 75

Universal Containers (UC) recently went live with a multi-cloud implement at ton consisting of Experience Cloud, Service Cloud, and Marketing Cloud Account Engagement. The UC Marketing team wants to generate Marketing Cloud Account Engagement emails using the same dynamic content that users access in Experience Cloud. They want to trigger Marketing Cloud Account Engagement emails based on certain user actions while keeping the content dynamic and configurable via a user- friendly mechanism.

Which approach should a Solution Architect recommend m this case?

- A. Consider finding AppExchange packages that support this functionality on Experience Cloud and Marketing Cloud Account Engagement.
- B. Use Salesforce CMS on Experience Cloud and the new Marketing Cloud Account Engagement Lightning Email Experience.
- C. Change the data model to support sending Marketing Cloud Account Engagement email via the Experience cloud site.
- D. Build a custom application using Lightning Web Components to make the email content dynamic and configurable.

Answer: B

NEW QUESTION 77

Universal Containers (UC) currently has Sales Cloud, Revenue Cloud, and Marketing Cloud Account Engagement within its existing Salesforce environment and is utilizing a standard Lead to Cash solution across those clouds. UC is 2 years into its Salesforce implementation, and the CIO is getting concerned with the sheer amount of data affecting its environment's data limits.

IT is doing upkeep on older records that may no longer be relevant. They have decided to start looking at data archival strategies and what to archive correctly. Given that this solution involves Leads from Marketing Cloud Account Engagement, Opportunities from Sales Cloud, and Quotes from Revenue Cloud, they are concerned about archiving related data on active sales pipelines. They also want to keep a historical snapshot of all of their Quotes, Opportunities, and Leads for future pipeline performance purposes and are open to options.

Choose 2 answers

- A. Propose Skinny Tables to the CIO before doing anything else.
- B. Understand the organization's regulatory requirements around right to retain or delete data.
- C. Recommend AppExchange solutions that provide capabilities around data archiving to the CIO.
- D. Segment the data in terms of data needed for daily operations, data that is used occasionally at demand, and data that is used purely for historical purposes.

Answer: BD

NEW QUESTION 80

Northern Trail Outfitters (NTO) has a requirement to implement an Experience Cloud solution to allow its partners to log and view cases they have submitted, as well as track their opportunities. As part of the solution, NTO wants to be able to create dashboards that its partners can view within the community.

Which Experience Cloud license should the Solution Architect recommend?

- A. Sales Cloud license
- B. Service Cloud license
- C. Partner Community license
- D. Customer Community Plus license

Answer: C

NEW QUESTION 84

A client is running a project with a 626 multi-cloud setup involving Marketing Cloud, Sales Cloud, Service Cloud, Experience Cloud, and Mu'eSoft. Currently, MuleSoft is primarily used to integrate with third-party systems. Marketing Cloud is connected to Sales/Service using the standard connector. A recent requirement-gathering session, involving all functional streams, brought up the question of where consolidated reporting mil happen. So far, reporting has only been looked at individually per stream.

There is a steering committee meeting 1 week from now. The Solution Architect was asked to provide different solutions to fix the problem. The expectation is that a high-level evaluation will be done prior the steering committee meeting so that an indication of options can be given and additional funding can be requested.

Which three critical steps should the Solution Architect take first? Choose 3 answers

- A. Ensure all data objects across the different clouds have a unique external identifier
- B. Review the established and planned dataflows to understand where the systems of record sit and where data is transported to already.
- C. Review the system landscape to identify other existing solutions for reporting and start to investigate high-level cost impacts (ine licenses aspects) for the most viable.
- D. Identify key drivers and high-level data scope behind the need for a consolidated reporting.
- E. Draft a solution to show how consolidated reporting can be done using CRM Analytics.

Answer: CDE

NEW QUESTION 88

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 92

Fabulous Flowing has been using Salesforce for 10 years and is starting to notice performance issues. The company anticipates continued growth of 15% each year. It frequently refers to data that is within the past 12 months. Currently, there are 600,000 Cases. Fabulous Flooring realizes it needs to archive some of the data, however, would like it to remain in Salesforce. The leadership team meets for an in-depth strategy and planning session every 3 years and will need reporting on the archived data. The Solution Architect has recommended the use of Big Objects.

What are two considerations the Solution Architect should discuss with Fabulous Flooring? Choose 2 answers

- A. Picklist fields will need to be marked as required for indexing in the Big Object
- B. The company will need to use Async SOQL to pull the data into a subject based on specific criteria, and build reports and dashboards for the strategy and planning session.
- C. Picklist fields will need to be loaded as Text fields into the big Object.
- D. The company will need to build reports and dashboards for the strategy and planning session based on specific criteria from the big Object.

Answer: BC

NEW QUESTION 97

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 98

Universal Containers (UC) is undergoing a full digital transformation and has chosen Salesforce as one of the main components. UC will use Sales Cloud for online activities, CPQ for quote generation and renewals. B2B Commerce for online orders through its partnerships and vendors, an external ERP for fulfillment and invoicing, and Marketing Cloud for customer outreach. UC wants to create fluidity between the entire application landscape, and an integration between systems is required.

The application is expected to be able to generate an order based on any of the channels outlined above, and be utilized in UC's outreach to its customers.

Where should a Solution Architect recommend the system of record (SOR) be for all orders going forward?

- A. In the ERP Order Object
- B. Salesforce Custom Object
- C. Salesforce Order Object
- D. B2B Commerce Order Object

Answer: C

NEW QUESTION 101

P&C Hardware is a large manufacturer of computer components and already has an extensive Salesforce technology stack including MuleSoft, Sales Cloud, Service Cloud, and Field Service, as well as Shield capabilities. P&C Hardware is in the process of launching an online store based on Salesforce technology that's supposed to go live in 6 weeks. P&C Hardware needs to analyze performance to identify bottlenecks and optimize the configuration using its agile process with weekly releases. So far, P&C Hardware has covered similar requirements for other technologies using a third-party monitoring and alerting tool it deployed in the cloud.

What are two viable options a Solution Architect should explore in more detail with the client? Choose 2 answers

- A. Leverage Shield Event Monitoring and MuleSoft to provide monitoring data to the third-party monitoring and alerting solution that's already in place at P&C Hardware.
- B. Leverage Shield Event Monitoring in conjunction with the Salesforce Debug Logs, and establish a regular review process for the Operations and Administration team.
- C. Leverage the B2B Commerce built-in performance monitoring dashboard to analyze performance in near real time.
- D. Leverage Shield Event Monitoring in combination with the CRM Analytics Event Monitoring app as a simple out-of-the-box solution.

Answer: AC

NEW QUESTION 105

Universal Containers (UC) is about to complete an initial planning of a complex solution involving multiple customer personas. UC wants to ensure it has a comprehensive understanding of what kinds of business outcomes the customers want to achieve before presenting them a solution.

Which method of discovery should a Solution Architect suggest to UC?

- A. Third-party research from well-known organizations
- B. Jobs To Be Done Framework
- C. Comprehensive Surveys to End Customers
- D. User Stories Creation with End Customers

Answer: C

NEW QUESTION 110

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 112

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 116

Northern Trail Outfitters (NTO) has a large product catalog containing about 1 million products mastered inside an external PIH system. In its first Salesforce implementation, NTO implemented Salesforce CPQ as its main tool of ... to configure and quote, in conjunction with a nightly batch integration from its PIM to bring over all products, with pricing also being maintained inside of CPQ.

As part of its new fiscal year initiative, NTO would like to introduce a digital sales channel to its customers to allow for a traditional ecommerce self-service experience, and has decided to use its own custom-built solution as a way to accomplish this. One of the main requirements for this custom ecommerce solution is that it must integrate into CPQ in order to present the same entitlements for pre-negotiated contracts that were created in CPQ.

Which two suggestions should a Solution Architect recommend as a starting point to meet NTO's need of effectively integrating both applications together?

Choose 2 answers

- A. Use MuleSoft to streamline the peering and product integration between the PIM, ecommerce, and CPQ.
- B. Recommend an ETL tool to synchronize all product data between Salesforce CPQ, PIM, and the custom ecommerce tool.
- C. Harmonise the Pricing and Product structure of the custom ecommerce tool and CPQ to enable a streamlined integration.
- D. Implement an external master Pricing database that can be carted by both ecommerce and CPQ.

Answer: AC

NEW QUESTION 119

Universal Containers (UC) delivers packaging solutions to its customers based on volume schedule, which is part of a contract that UC is closing. Customers place orders against these contracts, and the orders are maintained in an ERP system outside of Salesforce.

Employees of UC want to track invoicing payment status on a monthly basis so that they can identify early when customer orders fall short of the contractual target.

Which two solution components should a Solution Architect recommend to meet this requirement? Choose 2 answers

- A. Opportunities and Opportunity Products from Sales Cloud
- B. Product and Revenue Schedules from Sales Cloud
- C. Invoicing payment status sync between Salesforce Billing and ERP
- D. Orders and Order Products from Sales Cloud and a MuleSoft integration with the ERP

Answer: AB

NEW QUESTION 120

Universal Containers is currently utilizing B2B Commerce Cloud, Service Cloud, and Field Service for its Sales teams, call center, and Field Service teams. The Field Service team would like to have visibility of Commerce Cloud data because customers in the field will often ask about sales order details.

What should the Solution Architect recommend to give this kind of data access?

- A. Create a new permission set that grants access to the Order and Order Item object and assign it to the Field Service users.
- B. Create a new profile that grants access to the Order and Order Item object and assign it to the Field Service users.
- C. Give Commerce Cloud license to the Field Service team to view Order and Order Item data.
- D. Give Sales Cloud license to the Field Service team to view Order and Order Item data.

Answer: A

NEW QUESTION 122

Universal Containers (UC) has a multi-cloud environment that includes Sales Cloud, Service Cloud, and CPQ. The environment supports multiple languages via the translation workbench. As part of a roadmap, UC is implementing B2B Commerce. As part of this project, there is a requirement to translate data stored within the Name and Description fields on the Product and Product Category objects.

What should a Solution Architect recommend to achieve this?

- A. Done data records and translate.
- B. Enable Translation Workbench.
- C. Add custom field with translations
- D. Enable Data translation for 626 Commerce.

Answer: D

NEW QUESTION 125

Mask Makers LLC has a traditional sales channel that uses an existing CPQ implementation to process orders. Customers frequently reorder previous purchases quickly and split the order into several deliveries for different locations. Additionally, these customers are given special pricing through Price Books m CPQ based on annual spending and other parameters. The customer currently makes their purchase by sending an email or calling their appointed sales representative, and then waits to receive a quote.

Mask Makers LLC wants to move away from this very manual and time-consuming process. The company wants to provide its customers with a personalized experience that is simplified and streamlined with existing special pricing visible and the option to self-serve- Mask Makers LLC would also like to deliver this within a short timeframe, as business must continue to grow.

Which design approach should a Solution Architect recommend to meet these requirements within the timeframe while adhering to best practices.

- A. Implement B2B Commerce and use the CPQ B26 Commerce Connector to integrate to CP
- B. Set 826 Commerce as the Product and Pricing master.
- C. Implement 626 Commerce and use the CPQ 626 Commerce Connector to integrate to CP
- D. Keep CPQ as the Product and Pricing master.
- E. Implement B26 Commerce and use the CPQ 626 Commerce Connector to integrate to CP
- F. Allow bidirectional updates to Products and Pricing.
- G. Implement B2B Commerce and build a custom integration to CP
- H. Keep CPQ as the Product and Pricing master.

Answer: B

NEW QUESTION 129

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 133

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 138

Universal Containers (UC) is evaluating Salesforce for a Lead to Invoice solution, as its current process for getting payments from customers «s incredibly laborious. UC knows now its current invoice process runs through its back-office ERP, and is unsure how it would work within a front-office tool going from a lead all the way to an invoice. UC is looking to purchase Revenue Cloud, Sales Cloud, Marketing Cloud Account engagement, and MuleSoft to work with its CRP. The CIO also wants to make sure UC is utilizing the data across these clouds in the most automated way possible without a lot of manual data intervention as is required today within its back- office CRP

What should the steps in the business process look like when creating a multi-cloud Lead to Invoice solution in Salesforce if UC's CRP will be the system of record for invoices?

- A. Lead, Opportunity, Quote, Order, Invoice, Payment, ERP
- B. Lead, Opportunity, Quote, Order, ERP
- C. Opportunity, Quot
- D. Invoice, Payment, CRP
- E. Lead, Quote, Opportunity, Order, Invoic
- F. ERP, Payment

Answer: A

NEW QUESTION 141

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