Exam Questions B2B-Solution-Architect

Salesforce Certified B2B Solution Architect Exam

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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
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 3
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 4
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 5
Northern Trail Outfitters (NTO) currently use Sales Cloud to track deals and now wants to use channel sales to distribute and tell 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 6
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 7
Universal Containers (UC) is adding to its existing Salesforce implementation and currently uses Saks Cloud and Service Cloud. UC is looking to add Salesforce Field Service and Experience Cloud to allow its
third-party contractors easier access to the data they need and to provide its customers a way to self-service.
UC has expressed interest m allowing its customers to be able to self-schedule maintenance work on their Assets. UC wants a solution to display scheduling options for the next month to its customers.
What should a Solution Architect consider m a potential solution?

A. Lightning Web Components Calendar Module
B. Appointment-Assistant Self Service Scheduling
C. Salesforce Scheduler
D. Standard Salesforce Asset Calendar

Answer: C

NEW QUESTION 8
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 9
Universal Containers (UC) is a global organisation that wants to establish a 628 Commerce site to meet changing customer expectations and expand into new markets. These expectations include being able to
self-serve 24x7 and get automated updates on orders. There are existing sales channels used at UC. Including a standard Sales team as well as a partner sales channel.
The sales leader met with a Solution Architect and shared that they want to grow their digital capabilities over the next 2 years. Time is of the essence and the sales leader needs to have the ecommerce solution in place as soon as possible to capture market share in new geographies before other competitors move in. The executive team has promised prompt access to key stakeholders as needed.
What is the appropriate next step 'or the Solution Architect?

A. Propose the introduction of B2B Commerce and CPQ to address the key areas of need such as global commerce, complex pricing, quoting and discounting needs; highlight the key features 6r>a the alignment of the features to the needs outlined.
B. Propose a set of high-level design options with architecture diagrams depicting the potential elements of a solution that would meet the needs of the enterprise, including pros and cons to help the stakeholders make final decisions.
C. Recommend in iterative rollout strategy for one of the new geographies where B2B Commerce is first rolled out to secure first mover status, while theSolution Architect gathers more requirements around other capabilities and requirements, and then roll those out over subsequent phases.
D. Recommend discovery meetings with additional stakeholders to gather information on the functional and technical requirement across the sales and other functional areas, then provide a recommendation based on information gathered to deliver an MVP.

Answer: C

NEW QUESTION 10
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 10
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 14
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 16
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 18
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 22
Universal Containers uses the Salesforce Platform to track customer payments and any late payments. This is accomplished with an architecture that includes Marketing Cloud, Service Cloud, and an integration to the back-office billing system via MuleSoft. Invoices and payments are mastered in the billing system and exposed to Salesforce via MuleSoft. Notifications about customer payments are orchestrated out of Salesforce and emails are sent via Marketing Cloud. The late payment invoice data is required for service representatives to be able to reference within Salesforce.
What should the Solution Architect recommend when determining the role of each system for a use case of sending payment reminders?

A. Integrate the billing system directly with Marketing Cloud via MuleSoft to trigger based on events from the billing system.
B. Create cases within Salesforce from the billing system based on payment statues with MuleSoft event orchestration and send payment notifications via Marketing Cloud.
C. Recommend a trigger from the billing system into Marketing Cloud, which sends customer formattedemails.
D. Load the payment and invoicing data within Salesforce from the billing system with MuleSoft, and drive payment notifications via Marketing Cloud.

Answer: A

NEW QUESTION 27
Universal Containers (UC) is undergoing a multi-year digital transformation across its Sales, Marketing, Fulfillment, and Accounting channels. Based on UC's initial success using MuleSoft's API-led approach as its integration strategy, UC chose Salesforce for its transformation. The Solution Architect assigned to the project has just begun pre-planning for the first phase with UC's Implementation team.
Which document should the Solution Architect ask for to get an overview of the customer's current infrastructure so they can begin the first phase of the digital transformation?

A. A Salesforce ERD Document complete with field definitions
B. A MuleSoft Application Document complete with integration patterns
C. A Reference Architecture Diagram complete with system of record notation
D. A future state roadmap detailing all of the implementation phases

Answer: B

NEW QUESTION 30
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 32
AC Computers is hitting governor limits when trying to create orders and activate orders in Salesforce. Upon further investigation, it's discovered that AC Computers is trying to process hundreds of order products on a single order. The Order object also has various automation processes to update fields and integrate with a third-party order management system.
What is one solution a Solution Architect should evaluate first to resolve this issue?

A. Create a custom object to hold orders in queue for processing.
B. Review to determine if moving automation to asynchronous Apex is required.
C. Enable Advanced Order Management to process large orders.
D. Install a third-party solution to process large orders.

Answer: D

NEW QUESTION 37
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 42
Universal Containers (UC) manufactures automobile engine components. UC wants to set up an ecommerce website to deliver a seamless customer purchasing experience, both through self-service and field sales. UC also wants to showcase its extensive product offerings, operate regional promotions and discounts, and managed routing and contracting. UC is looking for guidance on a Salesforce multi-cloud solution to be implemented across phases.
What should a Solution Architect recommend to meet UC's business requirements?

A. Phase 1: Sales Cloud - - Phase 2: Service Cloud -- Phase 3626 Commerce
B. Phase 1: Sates Cloud -- Phase 2: B2B Commerce -- Phase 3: Salesforce Field Service
C. Phase 1: Service Cloud -- Phase 2: CPQ -- Phase 3: 626 Commerce
D. Phase 1: Sates Cloud - - Phase 2: CPQ -- Phase 3: 626 Commerce

Answer: D

NEW QUESTION 43
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 m separate Process Builder processes. As customers 90 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 47
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 CP

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 49
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 54
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 55
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 57
3D Scanners needs to apply a discount automatically on the Quote Line for Distributors while in the Quote Line Editor. The percentage discount applied depends on attributes of the Distributor Account and that of the specific Product. Sales users can add additional discounts; however, those will need to go through an approval process that allows for resubmitting to only those that previously rejected the additional discount.
Which two options should a Solution Architect recommend to meet the requirements while keeping the user experience in mind?
Choose 2 answers

A. CPQ license
B. Flow
C. Price Rules
D. CPQ Plus license

Answer: CD

NEW QUESTION 60
Universal Containers (UC) wants to ensure its field technicians are interacting with customers in a professional manner. The sales department already uses a third-party survey tool.
Which action should a Solution Architect recommend for UC to enab4e service managers to track customer satisfaction based on the technician and the job?

A. Use the existing survey tool by integrating the responses to the Service Appointment and Service Resource record.
B. Build a Salesforce Survey to send out after each service appointment and integrate that data with the third-party survey tool.

C. Select an AppExchange app that sends a survey to each customer after a work order is completed.
D. Use the existing survey tool by integrating the responses to Case number and User record.

Answer: A

NEW QUESTION 61
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 63
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 68
Universal Containers (UC) uses Salesforce Sales Cloud to track Opportunities, Quotes, and Orders and is interested in offering self-service capability to its customers via an Experience Cloud site. Most products that UC offers are relatively simple, but some are complex and need to be configured and reviewed by a sales representative before an order can be officially placed. The CIO is concerned about the time to market and would like to see two options to address UC's need.
Which two options should a Solution Architect recommend and present to UC? Choose 2 answers

A. Implement B2B Commerce on Experience Cloud to allow customers to purchase simple products with Add complex product configurations in a follow-up phase.
B. Implement Salesforce CPQ internally first, then build "product configurator" functionality in a custom Experience Cloud site in a follow-up phase.
C. Implement a templated self-service Experience Cloud site to show product information, add a "Request a Quote" component, and recommend B2B Commerce implementation in a follow-up phase.
D. Implement a custom Experience Cloud site with "product configurator" functionality first, then add headless commerce functionality in a follow-up phase.

Answer: AD

NEW QUESTION 71
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 76
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 80
UC Foods, a manufacturing company, has multiple sales channels including a front-line Sales team and channel partners who are currently enabled on Sales Cloud as well as a Partner Community. The company wants to establish a new B2B Commerce portal to lower the cost of sales by enabling self-service capabilities to automate sales wherever possible. The executive sponsor is concerned that sales representatives might see the B2B channel as a threat to their ability to sell and, therefore, earn higher commissions.
Which two use cases should the Solution Architect highlight to help the executive sponsor better understand the appropriate role for B2B Commerce as it relates to existing sales channels?
Choose 2 answers

A. Highlight that the B2B portal is meant to tackle more routine, low-complexity sales, allowing the Sales team to focus on the more complex sales and priority accounts.
B. Highlight that the B2B portal will be a useful tool to help improve customer communications and enhance customer engagement by providing faster updates on their orders as they are fulfilled.
C. Highlight that the B2B portal is meant to handle high-complexity sales that are ideal for automation, leaving the Sales team to handle less complex, higher-margin sales.
D. Highlight that the B2B portal will help the company grow and expand into new geographies where the company does not currently have a sales footprint, resulting in more rewards for everyone.

Answer: BD

NEW QUESTION 85
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 held 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 86
Universal Containers (UC) wants to implement a Salesforce multi-cloud solution that includes CPQ, B2B Commerce, and Sales Cloud. UC wants to use as much of Salesforce's core capabilities as possible for its cart-to-quote customer journey. The order fulfillment process is managed separately in a third-party ERP.
Which two considerations should a Solution Architect keep in mind when thinking about data flows? Choose 2 answers

A. Product and Pricing are set up with CPQ as the source of record.
B. The source for the data feed to ERP is the CPQ Order object.
C. All data points on products should be mapped and replicated between CPQ and B2B Commerce.
D. Cart and Order record owners are mapped to Quote and Quote Line record owners.

Answer: AC

NEW QUESTION 87
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 92
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 93
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 95
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 100
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 101
Universal Containers (UC) u about to develop a new call center solution utilizing Salesforce products including Service Cloud, LiveMessage, Experience Cloud, and MuleSoft. UC would prefer no real customer data to be stored within Salesforce but to be made view only. These views should only be utilized by a select few individuals that may be assigned the ability to view this data temporarily and have it removed.
Which two features should a Solution Architect suggest to maintain these constraints?

A. Apex Callouts, User Permissions Sets
B. Third-party ETL, Profiles
C. Salesforce Connect, User Profiles
D. Salesforce Connect, User Permission Sets

Answer: A

NEW QUESTION 102
Northern Trail Outfitters (WO) is transforming its service experience. NTO has created a RACI matrix to understand the key stakeholders' responsibilities for activities and decisions during a Salesforce Field Service discovery workshop.
Which three NTO stakeholders should a Solution Architect recommend be defined as Consulted during the discovery workshop?
Choose 3 answers

A. Field Service Manager
B. NTO employee representing a typical customer
C. Business Analyst
D. Field Service Agent
E. Project Manager

Answer: ABE

NEW QUESTION 106
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