B2B-Solution-Architect Dumps

Salesforce Certified B2B Solution Architect Exam

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NEW QUESTION 1
AC Computers is getting ready to go live with automated subscription invoicing using Sales Cloud and Revenue Cloud. AC Computers' primary goal is to retire its homegrown system used for manual invoicing and migrate any outstanding bookings. The company wants to make sure there is little disruption to a customer's current invoicing schedule when it goes live with Salesforce Billing and retires the existing system.
Which three recommendations should a Solution Architect make to reduce customer impact? Choose 3 answers

A. Migrate all historical payment methods from the homegrown system.
B. Utilize the standard user adoption reports and dashboards to track invoice data.
C. Provide training and enablement for end users and admins prior to go live.
D. Compare invoices as produced in both systems to ensure customer invokes are as expected.
E. Create a release and change management process to incorporate feedback and fix issues.

Answer: CDE

NEW QUESTION 2
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 3
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 4
Universal Containers (UC) u selling containers globally via distributors and is experiencing significant double-digit growth year-over-year. UC uses a centralized ERP system that holds the financial information of the distributors. The ERP system is siloed but offers connectivity via APIs. The account managers need to reference the financial information stored in the ERP while approving an order of a distributor inside Salesforce. The financial information of a distributor may change ad-hoc during the day in the ERP system and account managers need the latest data in front of them.
What should a Solution Architect recommend while designing an integrated, scalable solution to meet UC's needs?

A. Use Change Data Capture to update the changes on the financial information inside Salesforce m near-real time.
B. Use the scheduled data loader to extract the financial information every night from the ERP and save it inside Salesforce.
C. Retrieve the financial information on-demand from the ERP via API and display the information as read-only using a lightning component.
D. Schedule a MuleSoft batch job to retrieve financial information from the ERP every night and store itinside Salesforce for quick access.

Answer: C

NEW QUESTION 5
Northern Trail Outfitters (NTO) is in the middle of the buildout of Marketing Cloud Account Engagement and Sales Cloud. NTO has multiple business units, and each business unit has different access to lead and contact records. NTO wants to see how marketing data Sharing Rules are working across different business units to ensure that different business units can only see lead or contact records for their business unit.
What should a Solution Architect demo to the Marketing team to show that the different business units are connected correctly?

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

Answer: A

NEW QUESTION 6
Universal Containers (UC) has expanded rapidly in recent yean 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 7
During a B2B multi-cloud implementation, an executive sponsor from Universal Containers (UC) approaches the Solution Architect to discuss ongoing support and new functionality that will be rolled out to support UC. The current implementation supports Experience Cloud, Service Cloud, and Sales Cloud.
Which three recommendations should a Solution Architect make to ensure features are enabled without impacting user efficiency?
Choose 3 answers

A. Give users a way to raise support tickets for new features they do not understand.
B. Give users the ability to opt-out of any new feature they dislike.
C. Fully document all customizations added to the system.
D. Communicate and train users on new features.
E. Ensure development, training, and production environments are in place.

Answer: ADE

NEW QUESTION 8
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 9
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 10
A Solution Architect is working with a complex enterprise architecture that supports multiple business processes. Many previous transformation projects have struggled because of the interdependencies between the Salesforce production environment and other systems, as well as a lack of documentation.
In which two ways can a Solution Architect gain a better understanding of the current state of the Salesforce production environment?
Choose 2 answers

A. Speak to the business stakeholders to gather their suggestions for improvement.
B. Identify which system integrator did the previous implementation and ask them to document their work.
C. Examine the details of the current configuration to see how it is set up.
D. Work with the system administrator to identify who has the most knowledge of the current configuration.

Answer: BC

NEW QUESTION 10
Universal Containers serves customers globally across two businesses. Each business has its own org for managing its sales and support operations. Each line of business also maintains its own reporting systems using both CRM Analytics and Salesforce reports, but the CEO is asking for a unique dashboard that includes the global opportunity pipeline with data from both orgs.
What should a Solution Architect propose?

A. Use CRM Analytics in the primary org and create a Salesforce External Connectio
B. Then, create a dataflow to combine data from both orgs.
C. Use one org as primary and create external objects for the accounts and opportunities of the other one.Then, use standard reports.

D. Use one org as primary and an ETL tool to synchronize the accounts and opportunities of the other org.Then, use standard reports.
E. Use CRM Analytics in the primary org and then, in the dashboards, use Salesforce Connect to query the data from the other org.

Answer: A

NEW QUESTION 12
Universal Containers (UC) is implementing a Salesforce B2B multi-cloud project with large volumes of data and daily transactions from multiple third-party systems via multiple integrations. UC is looking at transactions of more than 1 million records a week and, in higher seasons, 10 million records a week. UC has made the decision to get a full copy sandbox to use to test all of its third-party integrations across its multiple clouds. UC has also invested in MuleSoft and the Anypoint Platform as the single enterprise service bus for all of the third-party data going into Salesforce.
Which type of performance testing should a Solution Architect recommend for testing data at scale on this project?

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

Answer: A

NEW QUESTION 14
AW Heat &. Cooling is a mid-sized manufacturing company that sells special purpose heating and cooling solutions. Sales have declined significantly, and analysis shows that customers are leaving due to long turnaround times for quotes, lack of flexibility, and confused salespeople that do not understand their customers and do not collaborate with each other. The company wants to streamline and improve the customer experience from end to end, including new communication channels and digital self-service offerings.
How should the Solution Architect arrange the roadmap to implement the company's stated priorities?

A. Start with Service Cloud and Revenue Cloud, followed by Experience Cloud and, later, Sales Cloud.
B. Develop a comprehensive solution that includes Sales Cloud, Revenue Cloud, Service Cloud, and Experience Cloud as a basic version from the start.
C. Fast-track Service Cloud followed by Sales Cloud, Revenue Cloud, and, later, Experience Cloud.
D. Start with Sales Cloud and Revenue Cloud, followed by Service Cloud and, later, Experience Cloud.

Answer: D

NEW QUESTION 18
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 21
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 23
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 24
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 28
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 31
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 33
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 37
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 42
Universal Containers (UC) is about to undergo its first release of its digital transformation initiative across clouds like Sales Cloud, B2B Commerce, Marketing Cloud Account Engagement, Experience Cloud, and MuleSoft. UC recently developed its Center of Excellence (CoE) model and is working on how to make sure its developers and administrators can go through a continuous release cycle. The product owner would like to make sure no work is overridden in sandboxes or production.
What is the first thing a Solution Architect should recommend within UC's DevOps setup?

A. Make sure the developers all have access to the CLI so that they can package and push their changes to the next environment.
B. Appoint a release manager who will keep track of all changes made and which changes have been deployed to the QA, SIT, and UAT environments as part of

the sprint.
C. Appoint a release manager who will set up the required environments and automated deployments in tandem with a source control based development process.
D. Set up a source control based development process that's understood and followed by administrators and developers.

Answer: D

NEW QUESTION 43
Universal Containers uses an ERP as system of record (SOR) for its product data, and Sales Cloud and Revenue Cloud for its sales data. The Product data must be synced with Salesforce so that sales representatives can add the products to their Opportunities and Quotes. As Products are deactivated within the ERP, they should no longer be available. Since Sales Cloud is the SOR for Opportunities and Revenue Cloud is the SOR for Quotes, the Solution Architect has been asked to come up with an archiving strategy that preserves Opportunity and Quote data related to these deactivated products m Salesforce for historical reference.
What should a Solution Architect recommend to manage the deactivation of the Products and archiving of the Saks data?

A. Delete the Product in Salesforce once it is deactivated in the ER
B. Archive the Opportunity and Quote data m a third-party system and bring back into Salesforce as External Objects.
C. Remove the Product from active Opportunities and Quote
D. Archive the Opportunity and Quote data in a third-parry system and bring back into Salesforce as External Objects.
E. Deactivate the Product m Salesforce once it is deactivated m the ER
F. Archive the Opportunity and Quote data in a third-party system and bring back into Salesforce as External Objects.
G. Deactivate the Product in Salesforce once it is deactivated m the ER
H. Mark the Opportunity and Quote data in Salesforce as inactive so they do not show up in reporting.

Answer: C

NEW QUESTION 46
A software solutions company has created several SaaS applications that it sells to its customers. The company would like an easier way to allow customers to renew their subscriptions each period. Today, the company has to run reports across multiple disparate systems to find out which products each customer has purchased, their usage levels, and when each customer needs to renew. Tracking and identifying when to contact customers is a very manual process and involves sates people sending emails with invoices attached. Customers often mail paper checks to the company, leading to disconnected invoicing and payment processing.
Which two products should a Solution Architect consider to resolve the subscription, invoicing, and payment issues the company is currently experiencing?
Choose 2 answers

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

Answer: AB

NEW QUESTION 48
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 50
Universal Containers (UC) needs to provide a portal for its customers to order spare parts for the equipment that has been sold to them. Spare parts orders are fulfilled in uC's ERP system and need to be integrated with the solution. Order status would need to be reflected in the solution. Additionally, m the future, UC wants this order integration scaled to additional applications. UC also needs customers to be able to schedule appointments for service for their equipment.
Which products should a Solution Architect recommend implementing to meet these requirements?

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

Answer: D

NEW QUESTION 53
Universal Containers (UC) is about to embark on a digital transformation initiative to make all of its back-office systems data visible to employees, customers. And partners via front-office capabilities like
Salesforce. The CIO has asked the team to identify their various systems, both back- and front-office, and correctly identify the proper use of those systems. The team plans to utilise the Systems of Engagement framework to classify their systems based on how they will be utilized within the enterprise architecture.
Salesforce is being utilued as the master for all sales data-like Opportunities, Quotes, and Cart data—and an ERP is the master for all invoice, order, and payment data.
How should the Solution Architect segment opportunities and order data in Salesforce*

A. SOR for Opportunities and System of Intelligence for Orders

B. System of record (SOP.) for Opportunities and System of Engagement for Orders
C. System of Engagement for Opportunities and SOR for Orders
D. SOR for Opportunities and SOR for Orders

Answer: B

NEW QUESTION 58
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 63
Universal Containers (UC) currently has Sales Cloud for its direct Sales team and is about to implement Revenue Cloud for them as well. UC is also bringing in Experience Cloud for its indirect Sales team which will integrate with Sales Cloud and Revenue Cloud. The CIO would like to make sure they are working from a single operating model when it comes to defining their cross-departmental process and data utilization. The CIO wants to make sure there is no duplication of any data or processes that will require data hygiene constantly because of duplicative efforts.
What are the two initial questions a Solution Architect should ask the business in order to select the right operating model for business process standardization?
Choose 2 answers

A. Can the direct Sales team use the standard functionality?
B. How critical are the business processes?
C. Are the processes the same for the direct Sales team and indirect Sales team?
D. Is the data shared between the direct Sales team and indirect Sales team?

Answer: CD

NEW QUESTION 64
Universal Containers (UC) has implemented a new ecommerce site for its resellers. UC is leveraging a multi-cloud architecture, B2B Commerce, for building the storefront and Service Cloud Web2Case for
offering case management functionality to its resellers. UC notices that the case volume is extremely high and a number of resellers are raising cases for trivial issues on the B2B Commerce site.
Which two recommendations should a Solution Architect make to help resellers use the site more efficiently and lower the case volume?
Choose 2 answers

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

Answer: AC

NEW QUESTION 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 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 69
Universal Containers (UC) uses Marketing Cloud and recently added Sales Cloud to manage its business activities, as well as B2B Commerce to redesign its website. Today, a lead is created each time a customer leaves the site without finalizing their purchase. The number of leads created is increasing and representatives can no longer meet their callback deadlines.
With the new website, UC wants to increase the number of finalized sales and offer similar products to customers while reducing the Sales team's workload. Sales representatives should only call back customers if there is an upsell or cross-sell opportunity.
Which three recommendations should a Solution Architect make to meet these needs' Choose 3 answers

A. Create an opportunity when a customer clicks a cross-sell or upsell email link.

B. Send automated emails in Sales Cloud with discounted offers to customers who abandoned their cart.
C. Set up lead nurturing with Marketing Cloud and automate emails through journeys.
D. Stop creating leads in Sales Cloud for abandoned carts.
E. Put all leads from the abandoned carts in a queue.

Answer: ABC

NEW QUESTION 70
Universal Containers (UC) acquired two companies. As part of its transformation and consolidation program, UC needs to bring all of its disparate partner strategies together and see what can be combined across all of its indirect sales channels. Each company currently has its own Salesforce environment utilizing Sales Cloud and Experience Cloud for Partners. Each company also follows its own unique business processes for partners. However, UC has recently developed a new vision and journey focused on a single indirect channel with a single Salesforce environment aligned to its corporate strategy.
Given UC's new journey for engaging its indirect channel, what are the next two steps the Solution Architect should recommend?
Choose 2 answers

A. Completely unify all the channel strategies under the acquiring company's brand and strategy.
B. Tell the stakeholders to focus on having a single Partner Community across all channels with a singular branding.
C. Create an adoption plan for the Direct Sales team to engage with the Indirect Sales team in a sell-with model within the new Partner Communities.
D. Identify the need for multiple Partner Communities by Indirect Sales Channel with branding and content specific to each channel.

Answer: AB

NEW QUESTION 75
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
D. licenses aspects) for the most viable.
E. Identify key drivers and high-level data scope behind the need for a consolidated reporting.
F. Draft a solution to show how consolidated reporting can be done using CRM Analytics.

Answer: CDE

NEW QUESTION 78
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 81
Universal Containers (UC) currently utilizes Sales Cloud and Experience Cloud for its customers. For the next phase in its digital transformation, UC would like to enable its vast dealer network with the kinds of tools its direct Sales teams are currently using. UC is considering Partner Communities (PRM) on Experience Cloud. UC's concern at the moment is making sure that its dealer network only gets access to the opportunities they themselves bring to UC or that UC submits to the dealer to close. This is a concern for the VP of direct sales who has issues with bringing PRM in at all.
What is the initial suggestion a Solution Architect should provide to make Partner Communities work for UC?

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

Answer: C

NEW QUESTION 84
After a Solution Architect presents the Salesforce User Attribute Chart, the project owner has some concerns and questions regarding the Role Hierarchy choices for the executive assistant who reports to all of the VPs. There are also questions about the ideal license given to the CEO who provides executive oversight and reviews the Executive Dashboard at the end of each accounting period. There are some restrictions on budget spend for overall licenses, and the user base is forecasted to continue to grow.
Which two explanations should the Solution Architect use to address the concerns and gain final acceptance? Choose 2 answers

A. The CEO should have a Platform Plus license given that the role is a consumer of information and should be at the top of the Role Hierarchy.
B. The CEO should have a Sales Cloud license given that the role is a processor of information and should be at the top of the Role Hierarchy.
C. The Role Hierarchy should mirror the organization char
D. Therefore, sharing settings need to be put in place for the executive assistant given the need to have access to the data of all of the VPs being supported.
E. Given that the executive assistant will need access to the data for all of the VPs being supported, the assistant should be placed higher up in the Role Hierarchy than the VPs.

Answer: AD

NEW QUESTION 87
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 89
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 94
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.
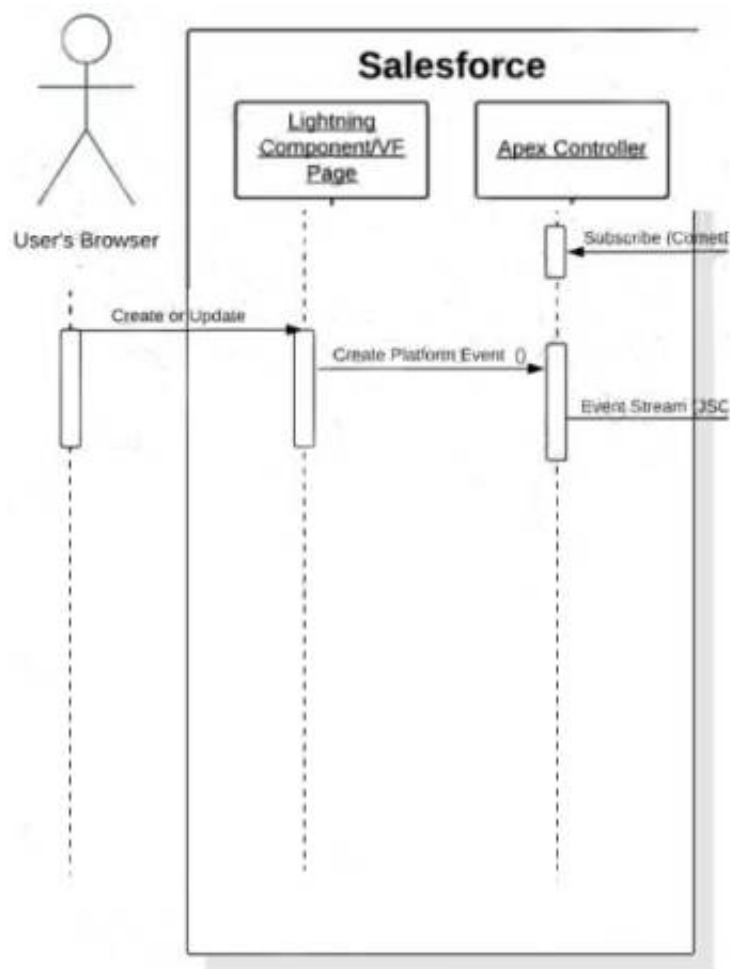NTO's internal team decided to use Revenue Cloud and Experience Cloud as its solution. What should a Solution Architect recommend as NTO begins its implementation?

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 97
Refer to the images below:

As part of its solution to accelerate overall sales. Universal Containers (UC) has chosen to implement a CPQ solution using Salesforce CPQ. As part of the CPQ solution, there is a requirement to retain UC's ERP as the Pricing and Product master.
UC's business process results in Products and Pricing being updated sporadically once a week, and then on a much larger scale on a monthly basis, which could result in a large amount of records that need to be updated in Salesforce.
Which strategy should the Solution Architect choose to handle this scenario?

A. Option A, utilizing a VF/Lightning component in combination with an Apex Controller to make a REST call to the external service
B. Option 6, utilizing Process Builder and Platform Events to communicate with the external services Subscriber Listener
C. Option C, utilizing a VF/Lightning component in combination with an Apex Controller to make a call utilizing the Streaming API
D. Option D, utilizing an external ETL tool to batch load the records into Salesforce

Answer: D

NEW QUESTION 101
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 105
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 108
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 110
Universal Export has implemented multiple Salesforce products and has made it clear that it wants to maximize its investment and avoid buying any new products. For the company's next release, its business requirements seem to be a close fit for a product that Salesforce has. out it wants to develop a custom extension that replicates the functionality of that Salesforce module.
Which two actions should a Solution Architect take? Choose 2 answers

A. Begin requirements gathering for integrations and data migration
B. Advise the customer to use the out-of-the-box approach to avoid unnecessary technical debt.
C. Consult with the IT department to review the extension requirements.
D. Evaluate the business benefit of the requested functionality to see if it justifies investment in the Salesforce product.

Answer: BD

NEW QUESTION 115
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 119
Universal Containers (UC) is looking to implement a CPQ + 626 Commerce multi-cloud solution and use the CPQ 626 Commerce Connector to keep the two in sync. As part of this implementation, UC is looking to be able to have a streamlined product and pricing experience. As UC would like to sell product kits with tiered pricing through the self-service storefront, it would like to ensure this model can be supported effectively.
Which two considerations should a Solution Architect keep in mind for the implementation? Choose 2 answers

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

Answer: AC

NEW QUESTION 122
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 127
Universal Containers (UC) is using Service Cloud and B2B Commerce to allow resellers the ability to purchase and support farming equipment UC maintains. UC has invested in smart devices which allows that equipment to inform UC when a part becomes faulty. The data from these devices goes to a public cloud solution where every row of sensor data is received every second from every device. There are 100,000 devices on various farms being actively used. The CIO would like this data to be connected to Salesforce in some manner.
What kind of integration method should a Solution Architect suggest to accommodate this need?

A. Embed the devices' sensor data in a view on the Asset record.

B. Load the public cloud solution directly to Salesforce using MuleSoft.
C. Utilize Platform Events based on the devices' state change.
D. Utilize Apex Callouts based on the devices' state change.

Answer: A

NEW QUESTION 131
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 133
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 138
Universal Containers (UC) has its product and primary pricing in an ERP. For data consumption to other systems, the ERP is integrated to a separate third-party data warehouse. The cart-to-quote process is supported by Salesforce's multi-cloud solution spanning Sales Cloud, CPQ, and B2B Commerce.
The sales process is structured so that the customers add products to the cart through the Storefront and request a quote from UC's sales representatives. The representatives can work on the quote in CPQ and push back the updated pricing to the Storefront. The overall pipeline is tied back to opportunities and opportunity products for forecasting.
Where does UC house the system of record for its sales process?

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

Answer: C

NEW QUESTION 141
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 142
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