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NEW QUESTION: 1

A Solution Architect has been hired to help design and implement a quoting solution for AC Computers on Salesforce to support omni-channel selling. During discovery with the client, the Solution Architect learns AC Computers currently uses spreadsheets to manage its pricing and product catalog, which includes thousands of SKUs with a variety of attributes that determine pricing. The current quoting process is long and tedious because it requires a sales representative to find individual products and manually input that information into Salesforce.

The Sales team complains that they are spending too much time searching for the right product and Product Management is spending too much time trying to manage SKUs. AC Computers wants to move away from manual quoting processes and toward simplifying its product catalog.

Which recommendation should the Solution Architect make given the business requirements?

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 2

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an archiving strategy that preserves Opportunity and Quote data related to these deactivated products in Salesforce for historical reference.

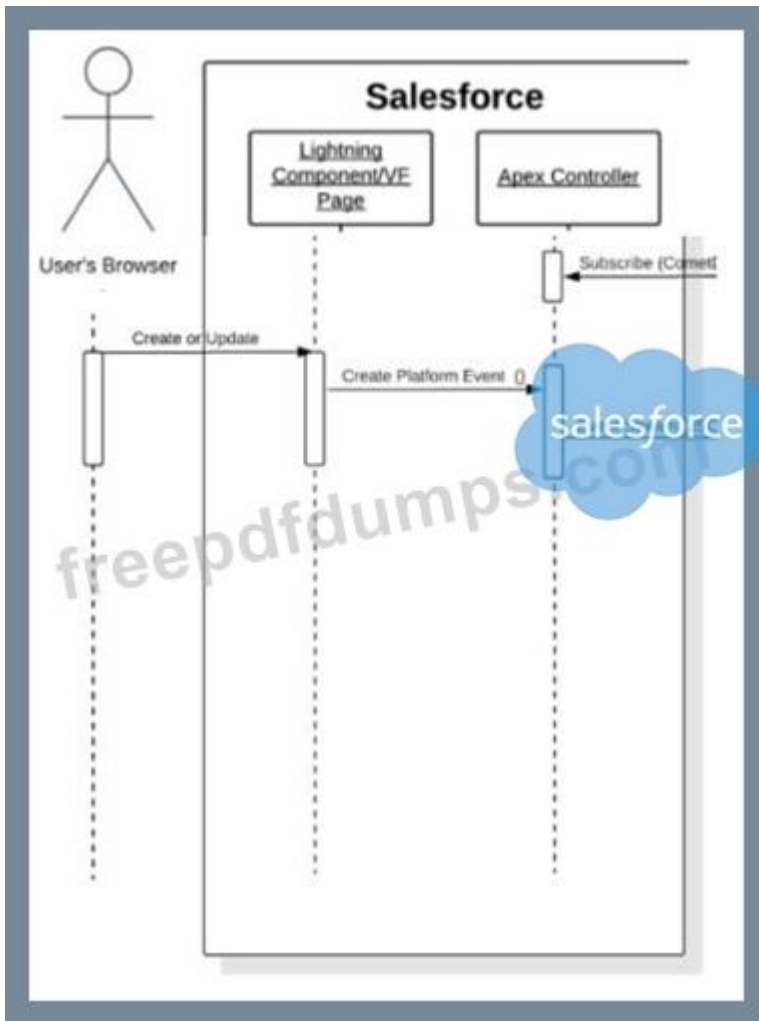
What should a Solution Architect recommend to manage the deactivation of the Products and archiving of the Sales data?

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 3

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 4

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

Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 5

Universal Containers (UC) is currently using Sales Cloud, Revenue Cloud, Experience Cloud, and B2B Commerce. B2B Commerce and Experience Cloud are used for UC's end customers while the direct Sales team sells with partners through Revenue Cloud.

However, partners want to work digitally versus through email.

The direct Sales team has asked the CIO how they can expose their Revenue Cloud capabilities to their partners and vendors using Salesforce. The CIO knows they are currently using B2B Commerce for customers and is wondering if they can do something similar for partners by exposing CPQ capabilities in Experience Cloud for partners.

What are two questions a Solution Architect should ask when evaluating either B2B Commerce or CPQ for partners via Experience Cloud?

Choose 2 answers

- A. Do partners need to do complex configurations or create their special pricing?
- B. Will partners be using CPQ to sell to our customers that are utilizing our B2B Commerce tool today?
- C. Does the direct Sales team co-sell with partners or sell to partners in this new channel model?
- D. What do we need to invest in order to build the channel and where does that investment come from?

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 6

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. Utilize the same sharing model within the Partner Community that customers are currently using within the Customer Community.

C. Create public groups of partner companies and users at dealers, and share the opportunities using sharing rules.

D. Utilize the external sharing model to differentiate the sharing models between Internal Sales users and External Communities users.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 7

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. Price Rules

B. CPQ Plus license

C. Flow

D. CPQ license

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 8

Universal Containers (UC) is 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. Schedule a MuleSoft batch job to retrieve financial information from the ERP every night and store it inside Salesforce for quick access.

- B.** Retrieve the financial information on-demand from the ERP via API and display the information as read-only using a lightning component.
- C.** Use the scheduled data loader to extract the financial information every night from the ERP and save it inside Salesforce.
- D.** Use Change Data Capture to update the changes on the financial information inside Salesforce in near-real time.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 9

Universal Containers (UC) wants to enhance the online purchase experience for its customers. The product and pricing information is managed in a separate ERP, while customer purchases are primarily triggered online through self-service. UC often offers promotions and discounts through various online seasonal events. UC wants the ability to provide customized quotes based on its relationship with the customer, as well as proactively process and monitor renewal and upgrade opportunities.

A Solution Architect has identified Sales Cloud, CPQ, Billing, and B2B Commerce as part of a potential multi-cloud solution.

Based on the above considerations, which option identifies the optimal data flow for this solution?

- A.** Pricing and Product data should be pushed from ERP to CPQ and from there to B2B Commerce via the CPQ B2B Commerce Connector. Promotions should be handled in B2B Commerce. Invoice and Billing should be maintained in Billing and presented on B2B Commerce via a Lightning component.
- B.** Pricing and Product data should be pushed from ERP to CPQ and from there to B2B Commerce via the CPQ B2B Commerce Connector. Promotions should be managed in CPQ as CPQ is the pricing master. Invoice and Billing should be managed in B2B Commerce and pushed to Billing.
- C.** Pricing and Product data should be pushed from ERP to both CPQ and B2B Commerce, keeping single source of truth. Promotions should be handled in B2B Commerce. Invoice and Billing should be maintained in Billing and pushed to B2B Commerce.
- D.** Pricing and Product data should be pushed from ERP to B2B Commerce via the CPQ B2B Commerce Connector to CPQ. Promotions should be handled in B2B Commerce. Invoice and Billing should be maintained in Billing and surfaced on B2B Commerce via a Lightning component.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 10

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 11

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 partial 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 full copy sandbox before go live.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 12

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. Customer Community with ability to create a new support Case
- B. Customer Community with Live Agent
- C. Experience Cloud, web-to-case, and a CTI integration
- D. CTI adaptor with Omni-Channel integration

E. Omni-Channel with defined presence, routing configurations, and Service Channels

Answer: A,B,D ([LEAVE A REPLY](#))

NEW QUESTION: 13

Universal Containers is in the process of implementing a CPQ and B2B Commerce solution. The Technology team has completed the development for the current sprint and is demonstrating the functionalities to the business stakeholders during their sprint demo. While demonstrating products and pricing, and Sync between B2B and CPQ when requesting a quote, the stakeholders make a new request to include tiered pricing and map it to discount schedules on CPQ.

Which approach should a Solution Architect recommend while addressing the feedback from the stakeholders?

A. Convey that this can be potentially picked up in the next sprint since the technical changes needed for this new user story are low effort.

B. Convey that it is not recommended to include M the initial MVP, since an extension is needed on the CPQ B2B Commerce Connector for the new requirement.

C. Add the request as a new user story to the product backlog, and further schedule a meeting for prioritization and grooming.

D. Include it as a user story and accommodate it in the same sprint, since this is a feasible requirement and the CPQ B2B Commerce Connector is already set up.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 14

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. Set up a source control based development process that's understood and followed by administrators and developers.

B. Make sure the developers all have access to the CLI so that they can package and push their changes to the next environment.

C. 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.

D. Appoint a release manager who will set up the required environments and automated deployments in tandem with a source control based development process.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 15

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

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 16

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

Answer: A (LEAVE A REPLY)

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NEW QUESTION: 17

Universal Containers (UC) is starting to go through an inventory of capabilities in regard to its many data warehouses. UC's data warehouses are currently being provided with data from OMS, ERP, Accounting, and other inventory management systems. Data warehouses are utilized by those systems for storage or analytics purposes.

UC plans to utilize the Systems of Engagement framework to classify its systems based on how they will be utilized within the enterprise architecture. UC would like to understand which systems it should directly integrate with versus utilizing the data warehouses where that data may also be stored.

How should a Solution Architect classify the data warehouses as systems within the enterprise architecture of this scenario?

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 18

SharpField is a fast-growing company that provides SaaS for commercial service providers. SharpField has been acquiring other similar companies and plans to continue to do so for the near future.

After a recent acquisition of a company that also has a Salesforce org, the CIO wants to know the correct path forward on deciding whether to integrate the acquired companies into SharpField's existing landscape.

What should a Solution Architect recommend to the CIO to ensure the correct org strategy for SharpField going forward?

- A. Recommend a single-org strategy and development of strict processes for all acquired companies to follow.
- B. Recommend a multi-org strategy and development of required integration layers to move the required shared data between instances of any and all acquired Salesforce instances.
- C. Prioritize migrating the newly acquired company to SharpField's Salesforce org first, then perform an org strategy analysis to assess the Business, Technology, Governance, and Operations requirements for any future acquisitions.
- D. Prioritize completing an in-depth org strategy analysis, focused on the Business, Technology, Governance, and Operations requirements at SharpField.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 19

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. 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.

B. Identify the need for multiple Partner Communities by Indirect Sales Channel with branding and content specific to each channel.

C. Completely unify all the channel strategies under the acquiring company's brand and strategy.

D. Tell the stakeholders to focus on having a single Partner Community across all channels with a singular branding.

Answer: C,D ([LEAVE A REPLY](#))

NEW QUESTION: 20

UC Foods, a global manufacturing organisation, builds and sells a variety of food processing equipment on its B2B Commerce site. Customers often tailor their equipment by selecting from several product variants. Depending on the options selected, an order will sometimes require manual intervention by a sales person to determine the price for the customized piece of equipment.

Once the machines have been purchased, each machine comes with a 1-year warranty, which entitles the customer to quarterly visits to inspect and perform maintenance on the machines to keep them in proper working order.

How can a Solution Architect use a multi-cloud solution to address the needs of the organization to efficiently support the selling of equipment and planning of quarterly visits for the machines?

A. Use the B2B Commerce aggregated product or dynamic kits to drive the selection of the product options, then automatically create a case when manual intervention is required.

For the quarterly visits, use Service Contracts and Entitlements.

B. Use the B2B Commerce aggregated product or dynamic kits to drive the selection of the product options, then create a CPQ quote when manual intervention is required. For the quarterly visits, use Service Contracts and Entitlements.

C. Use a third-party plugin configurator to support the selection of the product options, then create a CPQ quote when manual intervention is required. For the quarterly visits, use Field Service Maintenance Plans.

D. Use the B2B Commerce aggregated product or dynamic kits to drive the selection of the product options, then create a CPQ quote when manual intervention is required. For the quarterly visits, use Field Service Maintenance Plans.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 21

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.** Experience Cloud and Sales Cloud for Dealers to be able to create Opportunities and add Opportunity Products
- C.** Experience Cloud and Service Cloud for Dealers to be able to request pricing through Cases and track Customer Cases
- D.** B2B Commerce for Dealers to get pricing and Service Cloud for Cases

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 22

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 23

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 in 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 build a custom integration to CPQ. Keep CPQ as the Product and Pricing master.
- B.** Implement B2B Commerce and use the CPQ B2B Commerce Connector to integrate to CPQ. Allow bidirectional updates to Products and Pricing.
- C.** Implement B2B Commerce and use the CPQ B2B Commerce Connector to integrate to CPQ. Set B2B Commerce as the Product and Pricing master.
- D.** Implement B2B Commerce and use the CPQ B2B Commerce Connector to integrate to CPQ. Keep CPQ as the Product and Pricing master.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 24

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

Answer: C,D,E (LEAVE A REPLY)

NEW QUESTION: 25

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 26

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 27

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. 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.

C. 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.

D. The Role Hierarchy should mirror the organization chart. 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.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 28

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. All data points on products should be mapped and replicated between CPQ and B2B Commerce.

B. The source for the data feed to ERP is the CPQ Order object.

C. Cart and Order record owners are mapped to Quote and Quote Line record owners.

D. Product and Pricing are set up with CPQ as the source of record.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 29

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

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

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

A. Sales Cloud, B2B Commerce, and Partner Relationship Management

B. Sales Cloud, Service Cloud, and Partner Relationship Management

C. Sales Cloud, B2B Commerce, and Customer Community

D. Sales Cloud, Partner Relationship Management, and Einstein

Answer: **A** ([LEAVE A REPLY](#))

NEW QUESTION: 30

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

Which area should a Solution Architect look to receive feedback on at the earliest?

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 31

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

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

Choose 2 answers

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

Answer: ([SHOW ANSWER](#)**)**

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NEW QUESTION: 32

Northern Trail Outfitters (NTO) is running a multi-cloud Salesforce implementation with lots of process integration between the clouds and other systems. During the project, NTO faces many challenges including a lack of agility and business value alignment, as well as

silo-thinking. After trying different approaches, NTO begins to use Agile and is successful. The project manager now wonders what the recommended operating model would look like.

What should be a Solution Architect's first recommendation?

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 33

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.** Add custom field with translations
- C.** Enable Translation Workbench.
- D.** Enable Data translation for 626 Commerce.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 34

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.** Create a release and change management process to incorporate feedback and fix issues.
- B.** Compare invoices as produced in both systems to ensure customer invoices are as expected.
- C.** Migrate all historical payment methods from the homegrown system.

- D. Utilize the standard user adoption reports and dashboards to track invoice data.
- E. Provide training and enablement for end users and admins prior to go live.

Answer: A,B,E ([LEAVE A REPLY](#))

NEW QUESTION: 35

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 36

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 create a quote from the Resellers Cart, allowing a sales representative to configure discounts and sync back to cart.
- 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 sync the cart to Salesforce CPQ, and have a reseller price rule adjust pricing for the reseller based on volume.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 37

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 38

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 39

Northern Trail Outfitters (NTO) is currently using Salesforce CPQ and would like to implement B2B Commerce Classes. NTO uses a Partner Community to allow partners to build complex bundles to provide detailed quotes to clients. NTO also wants to ensure that it does not have to maintain two databases of products.

Which two considerations should a Solution Architect keep in mind about the CPQ B2B Commerce Connector when synchronizing Product and Price data?

Choose 2 answers

- A. Discount schedules from CPQ will sync to discounts and promotions in B2B Commerce Classic
- B. The connector does not support syncing complex CPQ bundles.

- C. The connector lets you sync simple products with a flat price.
- D. The connector is a two-way sync for product and pricing logic.

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 40

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

Answer: [A \(LEAVE A REPLY\)](#)

NEW QUESTION: 41

Universal Containers (UC) delivers packaging solutions to its customers based on volume schedule, which is part of a contract that UC is closing. Customers place orders against these contracts, and the orders are maintained in an ERP system outside of Salesforce. Employees of UC want to track invoicing payment status on a monthly basis so that they can identify early when customer orders fall short of the contractual target.

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

Choose 2 answers

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

Answer: [C,D \(LEAVE A REPLY\)](#)

NEW QUESTION: 42

A Solution Architect is presenting a design for the Phase 1 rollout of a B2B multi-cloud solution that includes CPQ and B2B Commerce using the CPQ B2B Commerce Connector. During the presentation, business stakeholders push back on some of the key design aspects. The business is keen to have the product images and SCO data pushed back to CPQ from B2B Commerce, which is not incorporated in the current design. Further, the business wants the Solution Architect to find a way to map discounts and promotions in B2B Commerce to CPQ pricing and add that to the Phase 1 deliverables.

Which two responses should a Solution Architect present to the stakeholder s?

Choose 2 answers

A. Map the product images from B2B Commerce to CPQ, by passing the URL of the image File from CC Product to Product2 object. SEO data sync will require additional customization and it is recommended for Phase 2.

B. Product Images and SCO data are B2B Commerce specific metadata. It is recommended to keep them only in 828 Commerce, and not push to CPQ.

C. Map the discounts and promotions to Additional Discounts field on the quote Int. However, we would need to ensure that the price rules do not run for quotes originated from B2B Commerce unless there is a specific business need.

D. There are significant differences in the discounting models and options between B2B Commerce and CPQ, and for that reason, it is better to handle them separately. without syncing to CPQ.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 43

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 Salesforce Service Contracts with line items to track rebate accruals and expose the data in the Experience Cloud site.

B. Implement Salesforce Rebate Management Module and expose the data in the Experience Cloud site.

C. Implement B2B Commerce on Lightning Experience to track rebates and expose the data in the Experience Cloud site.

D. Implement a custom solution to track rebates, accruals, and actuals and expose the data in the Experience Cloud site.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 44

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 45

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

Answer: A,B ([LEAVE A REPLY](#))

NEW QUESTION: 46

Northern Trail Outfitters (NTO) currently use Sales Cloud to track deals and now wants to use channel sales to distribute and sell products through resellers (partners). As part of the channel strategy, NTO will be implementing a Partner Community for resellers to register deals or generate quotes. NTO needs to establish metrics to measure each reseller's performance based on the reseller's activities within the Partner Community. NTO wants to

focus on leading metrics as opposed to lagging metrics to get early feedback on how the portal is being used by partners.

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

Choose 3 answers

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

Answer: B,C,E ([LEAVE A REPLY](#))

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NEW QUESTION: 47

AC Computers is launching a new subscription bundle service and plans to primarily sell through direct sales and a website storefront for existing customers. Direct Sales needs the ability to configure complex deals and manage subscription. Existing customers need the ability to initialize a request for additional products and services from the storefront and seamlessly send the request directly to Sales to finalize the quote.

Which three recommendations should a Solution Architect make to meet these business requirements?

Choose 3 answers

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

Answer: B,C,D ([LEAVE A REPLY](#))

NEW QUESTION: 48

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 49

Universal Containers (UC) is currently utilizing Salesforce Revenue Cloud, Service Cloud, and Field Service for its internal Sales teams, call center, and field service teams. The field service team has asked for new data visibility around Sales and Service data because customers in the field will often ask about sales orders that typically exist within Revenue Cloud.

What is an immediate consideration a Solution Architect should provide regarding giving this kind of data access?

- A.** Provide the field service team with a Sales Cloud license to view Order data.
- B.** Provide the field service team with CPQ licenses to view Order data.
- C.** Generate a new profile that grants access to the Order object and assign it to the field service users.
- D.** Generate a new permission set that grants access to the Order object and assign it to the field service users.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 50

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 then, in the dashboards, use Salesforce Connect to query the data from the other org.
- B.** Use one org as primary and create external objects for the accounts and opportunities of the other one. Then, use standard reports.
- C.** Use one org as primary and an ETL tool to synchronize the accounts and opportunities of the other org. Then, use standard reports.

D. Use CRM Analytics in the primary org and create a Salesforce External Connection. Then, create a dataflow to combine data from both orgs.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 51

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 a custom Experience Cloud site with "product configurator" functionality first, then add headless commerce functionality in a follow-up phase.
- C.** Implement Salesforce CPQ internally first, then build "product configurator" functionality in a custom Experience Cloud site in a follow-up phase.
- D.** 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.

Answer: A,B ([LEAVE A REPLY](#))

NEW QUESTION: 52

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, Salesforce CPQ, and Service Cloud for Salesforce CPQ need will need to be installed and customizations will not be needed for Entitlements.
- B.** Salesforce Field Service and Service Cloud for Salesforce CPQ will need to be installed and customizations will need to be made to handle Entitlements.

C. Purchase 30 CPQ licenses and 10 Salesforce Field Service licenses.

D. Purchase 30 CPQ licenses and 30 Salesforce Field Service licenses.

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 53

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

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

Choose 2 answers

A. Design the package as modular, loosely coupled units of metadata rather than large chunks of an org.

B. Only utilize one functional automation tool (Flow, Workflow Rules, Process Builder) per object.

C. It is impossible to track source control with package development; either the org owns the source or a source control does, but never both.

D. Clouds like Revenue Cloud have their own packages so it is easy to work with them because their automation is limited.

Answer: A,D (LEAVE A REPLY)

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