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NEW QUESTION: 1

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 2

Universal Containers (UC) is 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 ([LEAVE A REPLY](#))

NEW QUESTION: 3

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

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

Choose 3 answers

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

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

The best three leading metrics to help NTO measure each reseller's goals through the Partner Community are logins into Partner Community, number of quotes generated, and opportunities generated. These metrics will give NTO early feedback on how the portal is being used by their partners and will provide insight into their success in using the Partner Community. Product types sold and opportunity win rates are lagging metrics and may not provide timely feedback on the success of the Partner Community.

Leading metrics are indicators that show what's happening and can have real-time impact on your bottom line¹².

Lagging metrics are indicators that show the outcome of what happened in a previous time period¹².

Leading metrics are useful for predicting future performance and making adjustments, while lagging metrics are useful for evaluating past performance and setting goals³⁴.

NEW QUESTION: 4

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 5

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

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

Option C seems correct because it is important to document all the customizations added to the system, such as code, configuration, integrations, etc., so that they can be easily understood, maintained, and updated by the support team or future developers.

Option D seems correct because it is essential to communicate and train users on new features that are rolled out to support UC's business needs and goals. This can help users adopt the new features faster and more effectively, as well as reduce confusion or frustration.

Option E seems correct because it is advisable to have separate environments for development, training, and production purposes. This can help ensure that new features are developed and tested in a safe and isolated environment before being deployed to the production environment where they can affect real users and data.

NEW QUESTION: 6

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

Which two responses should a Solution Architect present to the stakeholders?

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. 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.

D. 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.

Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 7

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, in 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 Commerce, Salesforce Field Service, Experience Cloud, and MuleSoft
- B.** B2B Commerce, Salesforce Field Service, Experience Cloud, and Sales Cloud
- C.** B2B Commerce, Service Cloud, Experience Cloud, and Salesforce Connect
- D.** B2B Commerce, Salesforce Field Service, Experience Cloud, and MuleSoft

Answer: (SHOW ANSWER)

B2B Commerce is a solution that allows you to create ecommerce websites for your business customers¹.

Salesforce Field Service is a solution that allows you to manage your field service operations, such as scheduling appointments, dispatching technicians, and tracking assets².

Experience Cloud is a solution that allows you to create digital experiences for your customers, partners, and employees using templates and components².

MuleSoft is a solution that allows you to integrate data from different systems using APIs^{3,4}.

NEW QUESTION: 8

Universal Containers (UC) is about to complete the first phase of its digital transformation with its new Lead to Invoice process that incorporates several clouds like Sales Cloud, Service Cloud, Revenue Cloud, Experience Cloud, and MuleSoft. UC is now creating a Center of Excellence and focusing on a purely Agile methodology for working on new releases. UC wants to understand some of the considerations around release planning.

What are two recommendations a Solution Architect should make to ensure UC's releases to production work within its release schedule and there are no delays in future releases?

Choose 2 answers

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

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 9

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

Choose 3 answers

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

Answer: ([SHOW ANSWER](#))

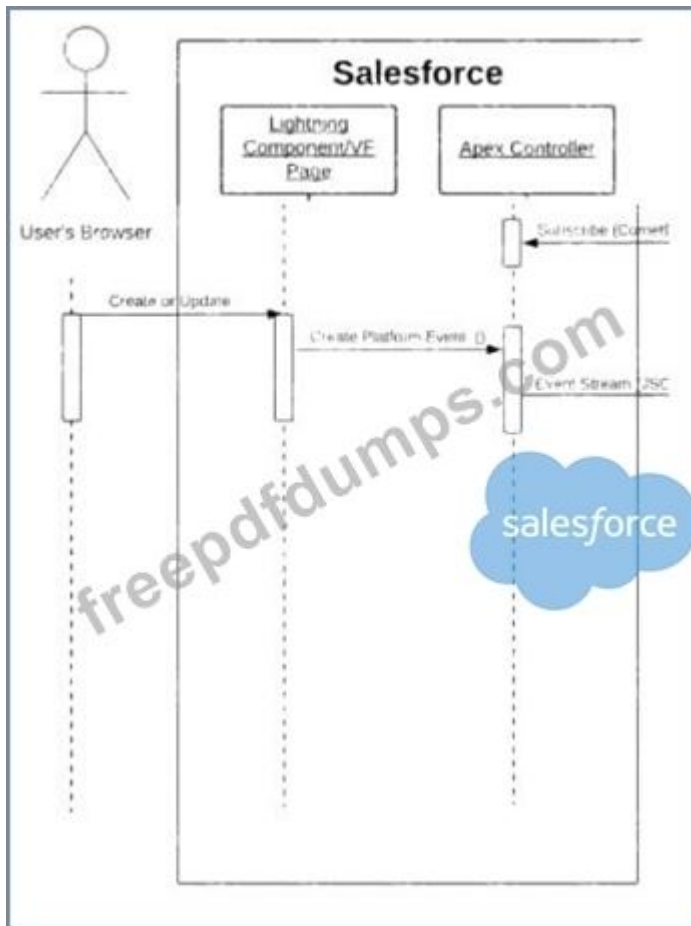
Data migration is the process of transferring data from one system to another¹.

Data migration in Salesforce requires careful planning, preparation, and execution²³⁴.

Data migration best practices include setting up a data governance plan, focusing on data quality, creating templates, verifying proper transfer, and using appropriate tools²³⁵⁶.

NEW QUESTION: 10

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 6, utilizing Process Builder and Platform Events to communicate with the external services Subscriber Listener
- B. Option A, utilizing a VF/Lightning component in combination with an Apex Controller to make a REST call to the external service
- 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 (LEAVE A REPLY)

NEW QUESTION: 11

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. Purchase 30 CPQ licenses and 30 Salesforce Field Service licenses.
- B. Purchase 30 CPQ licenses and 10 Salesforce Field Service licenses.
- C. Salesforce Field Service and Service Cloud for Salesforce CPQ will need to be installed and customizations will need to be made to handle Entitlements.
- 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: ([SHOW ANSWER](#))

NEW QUESTION: 12

Universal Containers (UC) manufactures automobile engine components. UC wants to set up an ecommerce website to deliver a seamless customer purchasing experience, both through self-service and field sales. UC also wants to showcase its extensive product offerings, operate regional promotions and discounts, and managed routing and contracting. UC is looking for guidance on a Salesforce multi-cloud solution to be implemented across phases.

What should a Solution Architect recommend to meet UC's business requirements?

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

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

<https://trailheadacademy.salesforce.com/classes/arc801-Design-and-implement-b2b-multi-cloud-solutions>

According to 1, this is a recommended approach to design domain-specific, multi-cloud solutions using Customer 360 to create frictionless B2B customer experiences that maximize business value. Sales Cloud can help UC manage its field sales and contracts, CPQ can help UC automate its quoting and pricing processes, and B2B Commerce can help UC deliver a seamless ecommerce experience for its customers across digital platforms.

NEW QUESTION: 13

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 the end users access to a sandbox environment and a testing script for each of the user stories. Ask UAT testers to perform their tasks and collect feedback from them in the testing script.
- D.** Give every end user the Functional Specification Document as their training materials and test them on the contents.

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

NEW QUESTION: 14

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 Order Object
- C.** B2B Commerce Order Object
- D.** Salesforce Custom Object

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 15

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: ([SHOW ANSWER](#))

NEW QUESTION: 16

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. Clouds like Revenue Cloud have their own packages so it is easy to work with them because their automation is limited.
- 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. Design the package as modular, loosely coupled units of metadata rather than large chunks of an org.

Answer: A,D (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 Reference
- B. System of Engagement
- C. System of Intelligence
- D. System of Record

Answer: A (LEAVE A REPLY)

System of Reference is more appropriate for this question. A system of reference provides data or services for other systems but does not store data itself. A data warehouse can be seen as a system of reference

because it provides data for analytics or reporting purposes, but it does not store the original data from other systems.

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.** 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.
- C.** Prioritize completing an in-depth org strategy analysis, focused on the Business, Technology, Governance, and Operations requirements at SharpField.
- D.** 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.

Answer: C (LEAVE A REPLY)

there are two possible approaches for Salesforce org strategy: single-org and multi-org. Each approach has its pros and cons depending on the business needs, technology capabilities, governance policies, and operational requirements of the organization.

The best recommendation for the CIO is to prioritize completing an in-depth org strategy analysis, focused on the Business, Technology, Governance, and Operations requirements at SharpField. This should include an assessment of the newly acquired company and any other acquisitions that SharpField is considering. Additionally, the Solution Architect should recommend a single-org strategy and the development of strict processes for all acquired companies to follow. This will ensure that the Salesforce environment is organized, integrated, and secure. Finally, the Solution Architect should recommend the development of required integration layers to move the required shared data between instances of any and all acquired Salesforce instances.

<https://www.salesforce.org/blog/develop-a-salesforce-org-strategy-to-achieve-a-unified-experience/>

NEW QUESTION: 19

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 license
- C. Flow
- D. CPQ Plus license

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 20

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 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.
- 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 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.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 21

At Custom Cabinets LLC, the service appointments often span over multiple days but 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 days. Like declarative automation to send a follow-up email to the customer.
- B. Leverage out-of-the-box Salesforce Field Service Work Types and out-of-the-box Multiday Service Appointments. Use declarative automation to create a follow-up Case for customer service.

C. Leverage out-of-the-box Salesforce Field Service Multiday Service Appointments. Use declarative automation to send a follow-up email to the customer.

D. Leverage out-of-the-box Salesforce Field Service Work Types and declarative automation to clone Service Appointments for multiple days. Use declarative automation to create a follow-up Case for customer service.

Answer: ([SHOW ANSWER](#))

Leverage out-of-the-box Salesforce Field Service Multiday Service Appointments¹. This is a simple and efficient way of scheduling service appointments that last for more than a day.

NEW QUESTION: 22

Northern Trail Outfitters (WTO) has around 500,000 active customers stored in the Account object. NTO gets an average of two orders per customer each month from both internal and online sales channels. NTO is expecting growth of 15% year-over-year (YoY). Various NTO users have recently started complaining about slower performances while accessing order information or running reports. NTO customers are also seeing slower responses while accessing their order history on B2B Commerce.

Which two options should a Solution Architect consider to improve performance? Choose 2 answers

A. Use external objects instead of standard B2B Commerce Order object.

B. Develop an archiving strategy around order records from Salesforce based on a criteria that works with customer.

C. Enable reporting snapshots to store summarised information.

D. Create a custom component to display all order information.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 23

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

governance is the process of defining and enforcing policies, standards, and best practices for managing your Salesforce implementation. It helps you ensure quality, consistency, security, and compliance across your multi-cloud solution.

<https://trailheadacademy.salesforce.com/classes/arc801-Design-and-implement-b2b-multi-cloud-solutions>

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: C,D,E (LEAVE A REPLY)

Experience Cloud². This way, you can create a service-focused community for your customers using Experience Cloud Sites. You can also customize the look and feel of your community and integrate it with other Salesforce products and features.

Omni-Channel with defined presence, routing configurations, and Service Channels³. This way, you can manage your service agents' availability and workload across different communication channels such as email, phone, and chat. You can also use service channels to define which objects and records are routed to your agents using Omni-Channel.

Customer Community with Live Agent²³. This way, you can enable chat support for your customers in the community using Live Agent. You can also configure chat buttons, invitations, pre-chat forms, and other settings for Live Agent.

NEW QUESTION: 25

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: (SHOW ANSWER)

Salesforce Sales Cloud is the system of record for the sales process because it contains information about opportunities and opportunity products, which are used for forecasting and reporting. It also integrates with other clouds such as B2B Commerce and CPQ to support the cart-to-quote process.

https://help.salesforce.com/s/articleView?id=icx_b2c_crosscloudengagement_systems_of_record.htm&language=en_US&type=5

NEW QUESTION: 26

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

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 27

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- 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: B,D (LEAVE A REPLY)

1. Sort the order product records by account and order before the Bulk API load.

This answer can help avoid this error by reducing the chances of concurrent updates on the same parent record (account or order) by different batches. Sorting the records by account and order can ensure that all records related to a parent record are processed together in a single batch, which can prevent locking conflicts with other batches².

2. Add a retry process for the records rejected by this error.

This answer can help recover from this error by attempting to update the rejected records again after some time interval. This can increase the likelihood of obtaining exclusive access to those records as they may be unlocked by then³.

NEW QUESTION: 28

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

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

NEW QUESTION: 29

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

Which two responses should a Solution Architect present to the stakeholders?

Choose 2 answers

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

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

[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.icx_b2b_cart_to_quote_connector.htm&language=en_US&type=5)

[id=sf.icx_b2b_cart_to_quote_connector.htm&language=en_US&type=5](https://help.salesforce.com/s/articleView?id=sf.icx_b2b_cart_to_quote_connector.htm&language=en_US&type=5)

NEW QUESTION: 30

Northern Trail Outfitters (WTO) has around 500,000 active customers stored in the Account object. NTO gets an average of two orders per customer each month from both internal and online sales channels. NTO is expecting growth of 15% year-over-year (YoY). Various NTO users have recently started complaining about slower performances while accessing order information or running reports. NTO customers are also seeing slower responses while accessing their order history on B2B Commerce.

Which two options should a Solution Architect consider to improve performance? Choose 2 answers

A. Develop an archiving strategy around order records from Salesforce based on a criteria that works with customer.

B. Enable reporting snapshots to store summarised information.

C. Create a custom component to display all order information.

D. Use external objects instead of standard B2B Commerce Order object.

Answer: A,B (LEAVE A REPLY)

1. Develop an archiving strategy around order records from Salesforce based on criteria that works with customers. This will help to reduce the load on the system by removing older order records that are not frequently accessed.

2. Enable reporting snapshots to store summarised information. This will allow users to access summarised data instead of running resource-intensive reports on large datasets.

According to 1, developing an archiving strategy around order records from Salesforce based on a criteria that works with customer can improve performance by reducing the amount of data stored in Salesforce and improving query efficiency. You can use tools like Data Loader or third-party apps to export and archive old order records that are no longer needed.

According to 2, enabling reporting snapshots to store summarised information can improve performance by reducing the need to run complex reports on large data sets. Reporting snapshots let you report on historical data by capturing data from report results and storing them as custom objects. You can then use these custom objects to create reports and dashboards.

NEW QUESTION: 31

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: C,D (LEAVE A REPLY)

According to SOGAF Operating Models¹, an operating model has two dimensions: business process standardization and business process integration. Business process standardization refers to how similar or different are the processes across different units of an organization, such as direct and indirect sales teams. Business process integration refers to how much data is shared across different units of an organization, such as direct and indirect sales teams.

By asking these two questions, a Solution Architect can determine which of the four types of operating models (coordination, diversification, replication, or unification) best suits Universal Containers' needs for cross-departmental process and data utilization¹.

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NEW QUESTION: 32

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

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

Choose 2 answers

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

Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 33

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 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.
- 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 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.
- D.** 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: B,D (LEAVE A REPLY)

NEW QUESTION: 34

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

Which three steps are necessary to set up a program roadmap?

Choose 3 answers

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

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

https://trailhead.salesforce.com/content/learn/modules/innovation_solution/innovation_solution_build_business

NEW QUESTION: 35

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: (SHOW ANSWER)

Enable External Sharing Model to create external organization-wide defaults. This allows you to set different sharing settings for internal and external users based on profiles or roles. You can also use criteria-based sharing rules to grant access to records based on field values¹.

<https://architect.salesforce.com/diagrams/template-gallery/automotive-dealer-solution-architecture>

NEW QUESTION: 36

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 37

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: (SHOW ANSWER)

Set up lead nurturing with Marketing Cloud and automate emails through journeys. This recommendation would help UC to send personalized and targeted emails to customers who abandoned their cart, based on their behavior or preferences¹. For example, UC could send emails with discounted offers, cross-sell or

upsell suggestions, testimonials, or reminders to complete their purchase³. Marketing Cloud journeys can also track customer engagement and measure campaign effectiveness².

Create an opportunity when a customer clicks a cross-sell or upsell email link. This recommendation would help UC to identify customers who are interested in buying more products or services from them, based on their email interactions¹. For example, if a customer clicks on a link that shows similar products to their cart items, UC could create an opportunity in Sales Cloud and assign it to a sales representative for follow-up³. This way, UC could increase their sales revenue and conversion rate by focusing on qualified leads².

Stop creating leads in Sales Cloud for abandoned carts. This recommendation would help UC to reduce the Sales team's workload and avoid cluttering their system with unqualified leads¹. By creating leads only for customers who show interest in buying from UC, UC could streamline their lead management process and improve their lead quality³.

NEW QUESTION: 38

Northern Trail Health has clients that have more than 10,000 employees. The company's Customer Service team handles requests from its client's employees directly and tracks various rebate programs per employee. Private information should not be shared with the Sales team and they should only see contacts that are relevant to the sales process.

Assuming that Sales and Service teams share certain contacts, in which two ways should a Solution Architect ensure optimal performance?

Choose 2 answers

- A.** Use profiles and/or permission sets to give View All access to Customer Service on the Contact object.
- B.** Assign all contacts to Sales team members to ensure sharing is streamlined and hide private fields from them.
- C.** Set the Contact object to Public Read Only so that the sharing rules do not bog down performance for sharing.
- D.** For each Account, assign Sales Contacts to the Sales team and all the rest to a Customer Service representative assigned to the Account.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 39

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: ([SHOW ANSWER](#))

a reference architecture diagram is a document that shows the high-level view of the customer's current infrastructure, including the systems, applications, data sources, integrations, and security layers. A reference architecture diagram also indicates which system is the system of record for each data entity and how data flows between systems.

A reference architecture diagram is useful for a Solution Architect to get an overview of the customer's current infrastructure so they can begin the first phase of the digital transformation. A reference architecture diagram can help identify gaps, risks, dependencies, and opportunities for improvement in the existing landscape. It can also serve as a baseline for designing future state solutions that leverage Salesforce products and features.

<https://www.salesforceben.com/b2c-solution-architect-certification-guide-tips/>

NEW QUESTION: 40

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

Which two proposals should a Solution Architect recommend?

Choose 2 answers

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

Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 41

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-serve 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 (LEAVE A REPLY)

NEW QUESTION: 42

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 (LEAVE A REPLY)

Create a new MCAE business unit, recreate the configuration, and link it to a full copy Sales Cloud sandbox. This way, users can test the lead nurturing with Engagement Studio, the forms on the website, and the lead management in Sales Cloud without affecting the production data or settings.

The recommended approach for setting up an environment in which users can test the functionalities of Marketing Cloud Account Engagement would be to 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. This allows for a dedicated training environment that can be synchronized with the production environment to ensure that data and configurations are consistent between the two. Additionally, linking it to a full copy Sales Cloud sandbox enables end-to-end testing of the solution. (Reference: Salesforce Help - Create a Marketing Cloud Account, https://help.salesforce.com/s/articleView?id=sf.mc_create_account.htm&type=5)

NEW QUESTION: 43

Universal Containers (UC) is a global organisation that wants to establish a 628 Commerce site to meet changing customer expectations and expand into new markets. These expectations include being able to self-serve 24x7 and get automated updates on orders. There are existing sales channels used at UC.

Including a standard Sales team as well as a partner sales channel.

The sales leader met with a Solution Architect and shared that they want to grow their digital capabilities over the next 2 years. Time is of the essence and the sales leader needs to have the ecommerce solution in place

as soon as possible to capture market share in new geographies before other competitors move in. The executive team has promised prompt access to key stakeholders as needed.

What is the appropriate next step for the Solution Architect?

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

Answer: (SHOW ANSWER)

The B2B Solution Architect views more on the overall solution architecture in pure B2B scenarios. The certificate covers different aspects of the duties of an enterprise solution architect, such as understanding business requirements in the whole customer journey and understanding best practices to implement multi-cloud solutions. Therefore, it is important to conduct discovery meetings with key stakeholders to understand their needs and pain points before proposing a solution.

NEW QUESTION: 44

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.** Delete data records and translate.
- B.** Enable Translation Workbench.
- C.** Add custom field with translations
- D.** Enable Data translation for B2B Commerce.

Answer: D (LEAVE A REPLY)

Option D would involve enabling Data Translation for B2B Commerce. This feature allows you to translate data stored within standard and custom fields on Product and Product Category objects using a translation workbench-like interface. You can also import and export translations using CSV files.

NEW QUESTION: 45

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. Cart and Order record owners are mapped to Quote and Quote Line record owners.
- C. Product and Pricing are set up with CPQ as the source of record.
- D. The source for the data feed to ERP is the CPQ Order object.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 46

Universal Containers (UC) is using Sales Cloud and Service Cloud. UC wants a solution that can send scheduled emails on a daily, weekly, or monthly basis to existing customers and prospects. UC also wants to track if customers have opened the emails. There can be as little as 1,000 emails in a week or as many as 100,000 emails in a month, depending on the season.

Based on that criteria, which solution should the Solution Architect recommend to UC?

- A. Recommend Marketing Cloud Account Engagement.
- B. Set up scheduled flows to handle email sending and tracking.
- C. Develop a custom solution using scheduled Apex to send emails.
- D. Recommend Marketing Cloud Personalization.

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

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NEW QUESTION: 47

A client is running a project with a 626 multi-cloud setup involving Marketing Cloud, Sales Cloud, Service Cloud, Experience Cloud, and MuleSoft. 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 will 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 (incl. licenses aspects) for the most viable.
- D.** Identify key drivers and high-level data scope behind the need for a consolidated reporting.
- E.** Draft a solution to show how consolidated reporting can be done using CRM Analytics.

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

Review the established and planned dataflows to understand where the systems of record sit and where data is transported to already. This is an important step to assess the current state of data integration and identify any gaps or challenges that might affect the reporting solution.

Identify key drivers and high-level data scope behind the need for a consolidated reporting. This is an essential step to understand the business requirements and expectations for the reporting solution, as well as the key metrics and KPIs that need to be measured and reported on.

Review the system landscape to identify other existing solutions for reporting and start to investigate high-level cost impacts (incl. licenses aspects) for the most viable. This is a useful step to explore the possible options for delivering a consolidated reporting solution, such as using existing tools or platforms, building a custom solution, or leveraging third-party solutions. It also helps to estimate the costs and benefits of each option.

NEW QUESTION: 48

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-serve 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: (SHOW ANSWER)

Revenue Cloud is a product suite that enables businesses to streamline their revenue processes, such as quoting, contracting, billing, and invoicing. It also allows businesses to create new revenue streams and improve revenue efficiency.

Experience Cloud is a digital experience platform that allows businesses to create personalized and connected sites and portals for their customers, partners, and employees. It also enables businesses to leverage their CRM data in Salesforce and integrate with other services.

implementing Revenue Cloud and Experience Cloud can provide many benefits for businesses, such as faster and easier buying process, better visibility of revenue performance, increased customer satisfaction and loyalty, and enhanced partner collaboration.

Therefore, a Solution Architect should recommend developing an architectural plan to incorporate Revenue Cloud and Experience Cloud for NTO's implementation. This way, NTO can leverage both products' capabilities to meet its needs for quotes, contracted pricing, invoicing, reporting, payments tracking, and partner self-service.

<https://www.salesforce.com/products/cpq/overview/>

<https://www.salesforce.com/news/stories/introducing-revenue-cloud/>

NEW QUESTION: 49

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

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

Choose 2 answers

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

Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 50

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

What should a Solution Architect recommend to UC?

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 51

Universal Containers has recently provided its call center team the ability to troubleshoot issues coming from its B2B Commerce customers. Currently, the team utilizes Service Cloud and, specifically, the Service Console. The CIO's concern is now different the experience will be as it relates to B2B Commerce for Visualforce versus what the team sees today within the Service Console.

Which recommendation should the Solution Architect voice to the CIO to ensure higher adoption by the call center team?

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

Answer: (SHOW ANSWER)

The Solution Architect should recommend implementing an embedded web view of B2B Commerce within the Service Console, or providing access to B2B Commerce data within the Service Console so that call center agents can see the cart. This will allow the call center team to access the same information they are used to seeing in the Service Console, while still providing access to B2B Commerce data. Additionally, they could also implement the CSR flow so that call center agents can log in as the buyer within B2B Commerce and see their cart. Implementing Experience Cloud login as user is not necessary for this purpose. This option would allow the call center team to see what the B2B Commerce customers see on their storefronts without leaving the Service Console. This would enhance their experience and efficiency when troubleshooting issues.

According to Salesforce documentation², B2B Commerce for Visualforce is a set of Visualforce pages and components that can be integrated with your Experience Cloud site. You can also customize these pages and components to suit your business needs.

NEW QUESTION: 52

A Solution Architect that been hired to consult Ace Computers with its integration solution. Ace Computers has a combination of four on-premise and cloud systems with data that need to be integrated to Salesforce. Ace Computers expects to have large data volumes and wants to minimize impact on end-user operations during business hours.

Which integration solution should the Solution Architect recommend for the company's business needs?

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

Answer: (SHOW ANSWER)

The Solution Architect should recommend MuleSoft Anypoint Platform for Ace Computers' integration solution. MuleSoft Anypoint Platform is a powerful integration platform that can connect to a wide range of systems, including on-premise and cloud systems. It has advanced capabilities for data mapping, transformation, and routing, as well as support for large data volumes and real-time integration. MuleSoft Anypoint Platform also has features for minimizing the impact on end-user operations, such as batch processing and advanced scheduling. Salesforce Data Loader is a tool for importing and exporting data to and from Salesforce and is not suitable for integrating multiple systems. MuleSoft Composer is a lightweight integration solution that is designed for simple integrations and may not be suitable for Ace Computers'

complex integration needs. Platform Events are a feature in Salesforce that allow for real-time communication between applications within Salesforce but may not be suitable for Ace Computers' integration needs.

NEW QUESTION: 53

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 statuses 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 formatted emails.
- D.** Load the payment and invoicing data within Salesforce from the billing system with MuleSoft, and drive payment notifications via Marketing Cloud.

Answer: D (LEAVE A REPLY)

Universal Containers use Salesforce as the source of truth for customer payments and late payments, and leverage Marketing Cloud to send personalized and timely payment reminders based on customer segments and preferences¹. By loading the payment and invoicing data within Salesforce from the billing system with MuleSoft, Universal Containers can also enable service representatives to access and reference the late payment invoice data within Salesforce.

<https://docs.mulesoft.com/salesforce-marketing-cloud-connector/3.2/>

NEW QUESTION: 54

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 (LEAVE A REPLY)

Salesforce DevOps is a set of practices designed to help teams build, test, and release software faster and more reliably. It stems from the need to combine the responsibilities of both software development teams ('Dev') and operations teams ('Ops').

Salesforce DevOps Center is a new feature that enables admins and developers to manage releases and collaborate on a single set of configuration and code using an elegant point-and-click interface. It also integrates with version control, automates workflows, and releases with confidence using CI tools and the Metadata API.

Therefore, a Solution Architect should recommend setting up a source control based development process that's understood and followed by administrators and developers. This way, UC can ensure that no work is overridden in sandboxes or production, as well as improve team collaboration, code quality, and deployment speed.

<https://www.salesforceben.com/salesforce-devops/>

NEW QUESTION: 55

Universal Containers (UC) uses Sales Cloud, Service Cloud, and Experience Cloud. The implementation was completed 5+ years ago, and Service Cloud users are now expressing dissatisfaction with system performance. A custom Visualforce page was developed to show relevant data to Experience Cloud users. The same page is used by the Support team but displays more information based on their profile. UC has a small internal Support team for Salesforce that periodically enables new features in production.

Which best practice should the Solution Architect recommend to avoid these types of issues in the future?

- A.** Assess the level of technical debt and test new features with the Product team in a Developer sandbox.
- B.** Assess the level of technical debt and test new features in a sandbox before enabling in production.
- C.** Assess the level of data quality and test new features with a pilot before enabling for all users.
- D.** Assess the level of data quality and test new features with a subset of users in production before enabling all users.

Answer: (SHOW ANSWER)

Assess the level of technical debt and test new features in a sandbox before enabling in production. This best practice would help UC to identify and reduce any technical debt that may be affecting their system performance, such as inefficient code, redundant configurations, or outdated features². Testing new features in a sandbox would also help UC to ensure that they work as expected and do not introduce any new issues or conflicts with existing functionality³. A sandbox is an isolated copy of a production environment that allows developers and testers to work safely without affecting live data or users⁴.

<https://admin.salesforce.com/blog/2021/tech-debt-what-it-is-and-why-you-should-care>

NEW QUESTION: 56

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

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

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 57

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,B (LEAVE A REPLY)

Packaging is a way of organizing and distributing your customizations and applications on the Salesforce platform¹. Packaging can help you manage changes across different environments, such as sandboxes and production².

Designing the package as modular, loosely coupled units of metadata rather than large chunks of an org is a best practice for packaging³. This can help you avoid dependencies and conflicts between different packages and clouds³. It can also make your package easier to maintain and upgrade³.

Only utilizing one functional automation tool (Flow, Workflow Rules, Process Builder) per object is another best practice for packaging⁴. This can help you avoid performance issues and unexpected behaviors caused by multiple tools triggering on the same object⁴. It can also make your package easier to debug and test⁴.

NEW QUESTION: 58

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

Which Experience Cloud license should the Solution Architect recommend?

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 59

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 is meant to handle high-complexity sales that are ideal for automation, leaving the Sales team to handle less complex, higher-margin sales.
- C. 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.
- D. 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.

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 60

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 external sharing model to differentiate the sharing models between Internal Sales users and External Communities users.
- C. Utilize the same sharing model within the Partner Community that customers are currently using within the Customer Community.

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 61

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

Answer: C,D (LEAVE A REPLY)

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NEW QUESTION: 62

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. Provide training and enablement for end users and admins prior to go live.
- B. Compare invoices as produced in both systems to ensure customer invoices are as expected.
- C. Utilize the standard user adoption reports and dashboards to track invoice data.
- D. Create a release and change management process to incorporate feedback and fix issues.

E. Migrate all historical payment methods from the homegrown system.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 63

Universal Containers (UC) uses Sales Cloud, Service Cloud, and Experience Cloud. The implementation was completed 5+ years ago, and Service Cloud users are now expressing dissatisfaction with system performance.

A custom Visualforce page was developed to show relevant data to Experience Cloud users. The same page is used by the Support team but displays more information based on their profile. UC has a small internal Support team for Salesforce that periodically enables new features in production.

Which best practice should the Solution Architect recommend to avoid these types of issues in the future?

- A. Assess the level of data quality and test new features with a pilot before enabling for all users.
- B. Assess the level of data quality and test new features with a subset of users in production before enabling all users.
- C. Assess the level of technical debt and test new features in a sandbox before enabling in production.
- D. Assess the level of technical debt and test new features with the Product team in a Developer sandbox.

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

NEW QUESTION: 64

Universal Containers (UC) is an international company with activities in Europe and the U.S. UC has two separate Salesforce orgs, one for each region. Quotes are built in different legacy systems, depending on their country. Orders are processed centrally by the back-office team with an ERP. Customer information is saved in both legacy systems and the ERP. The analyst team complains about the inconsistency of customer data between different systems and the lack of connection between a single piece of customer data across all of the systems.

Which approach would make it possible to set up this single source of truth and ensure scalability for orders?

- A. Use MuleSoft Anypoint Platform as the single point of data orchestration across the different systems and Salesforce environments.
- B. Map all of the points of data with a different ETI tool for each Salesforce environment and drive synchronisation from Salesforce to the other systems.
- C. Use each Salesforce org as its own system of record (SOP.) and use Salesforce Connect to synchronise the two Salesforce orgs.
- D. Map all of the points of data within a custom data manager and drive synchronization between the different systems with a point-to-point approach.

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

According to 1, a single source of truth (SSOT) is the practice of aggregating the data from many systems within an organization to a single location. A SSOT is not a system, tool, or strategy, but rather a state of being for a company's data in that it can all be found via a single reference point.

According to 2, 3 and 4, Salesforce has introduced the Customer 360 Truth Platform, which includes MuleSoft. This is a new set of data and identity services that enable companies to build a single source of

truth across all of their customer relationships. This connects data from all Salesforce clouds to create a single view of the customer.

MuleSoft Anypoint Platform is an integration platform that allows companies to connect any application, data source or device using APIs. MuleSoft enables companies to leverage their existing systems and data sources without having to replace them or create custom integrations.

NEW QUESTION: 65

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. Omni-Channel with defined presence, routing configurations, and Service Channels
- D. Experience Cloud, web-to-case, and a CTI integration
- E. Customer Community with Live Agent

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

NEW QUESTION: 66

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

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

NEW QUESTION: 67

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

Which two proposals should a Solution Architect recommend?

Choose 2 answers

- A. Provide the CIO the ability to roll back all changes once they feel Lightning is not adequate for their needs.

B. Track Adoption Rates within the Lightning Usage, and monitor a change in metrics within existing reports and dashboards.

C. Provide the CIO a list of the User Stories around the new functionality and the Gap Analysis done between Classic and Lightning.

D. Align with the CIO around the fact that while the functionality has been migrated, the data created between Classic and Lightning will remain exactly the same.

Answer: B,C (LEAVE A REPLY)

The two proposals a Solution Architect should recommend to track adoption of migrated functionality from Classic to Lightning are:

1. Track Adoption Rates within the Lightning Usage, and monitor a change in metrics within existing reports and dashboards. C. Provide the CIO a list of the User Stories around the new functionality and the Gap Analysis done between Classic and Lightning.

Tracking adoption rates and success metrics is one of the best practices for driving Lightning Experience adoption, as it allows UC to measure how well users are using the migrated functionality and identify areas of improvement or feedback. According to 2, monitoring a change in metrics within existing reports and dashboards can also help UC evaluate the impact of Lightning Experience on their business performance and user satisfaction.

Providing a list of user stories around the new functionality can help UC communicate the benefits and value of Lightning Experience to their users and stakeholders, as well as align their expectations and goals with the migration project. According to 3, providing a gap analysis done between Classic and Lightning can also help UC understand what features or customizations are available or not available in Lightning Experience, as well as plan for any necessary changes or enhancements.

https://trailhead.salesforce.com/content/learn/modules/lex_migration_rollout/lex_migration_rollout_enabling

NEW QUESTION: 68

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: C,D,E (LEAVE A REPLY)

Option C seems correct because it is important to document all the customizations added to the system, such as code, configuration, integrations, etc., so that they can be easily understood, maintained, and updated by the support team or future developers.

Option D seems correct because it is essential to communicate and train users on new features that are rolled out to support UC's business needs and goals. This can help users adopt the new features faster and more effectively, as well as reduce confusion or frustration.

Option E seems correct because it is advisable to have separate environments for development, training, and production purposes. This can help ensure that new features are developed and tested in a safe and isolated environment before being deployed to the production environment where they can affect real users and data.

NEW QUESTION: 69

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

- A. Lead, Opportunity, Quote, Order, Invoice, Payment, ERP
- B. Lead, Opportunity, Quote, Order, ERP
- C. Opportunity, Quote, Invoice, Payment, CRP
- D. Lead, Quote, Opportunity, Order, Invoice, ERP, Payment

Answer: (SHOW ANSWER)

This option would follow the lead-to-invoice process that Salesforce Billing supports², which involves creating an invoice from an order and then sending it to the ERP system for payment processing. This option would also leverage Revenue Cloud and Sales Cloud features such as CPQ and Billing to automate and streamline the quoting and invoicing process.

Since UC's CRP will be the system of record for invoices, the order information will need to be passed to the back-office ERP for invoice creation and processing. Therefore, the business process should include Lead, Opportunity, Quote, Order, and then directly into the back-office ERP system. Payment processing can be handled within the back-office system or potentially integrated back into Salesforce with appropriate consideration for data security and compliance.

NEW QUESTION: 70

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

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

Choose 2 answers

- A. The connector lets you sync simple products with a flat price.

- B. The connector does not support syncing complex CPQ bundles.
- C. Discount schedules from CPQ will sync to discounts and promotions in B2B Commerce Classic
- D. The connector is a two-way sync for product and pricing logic.

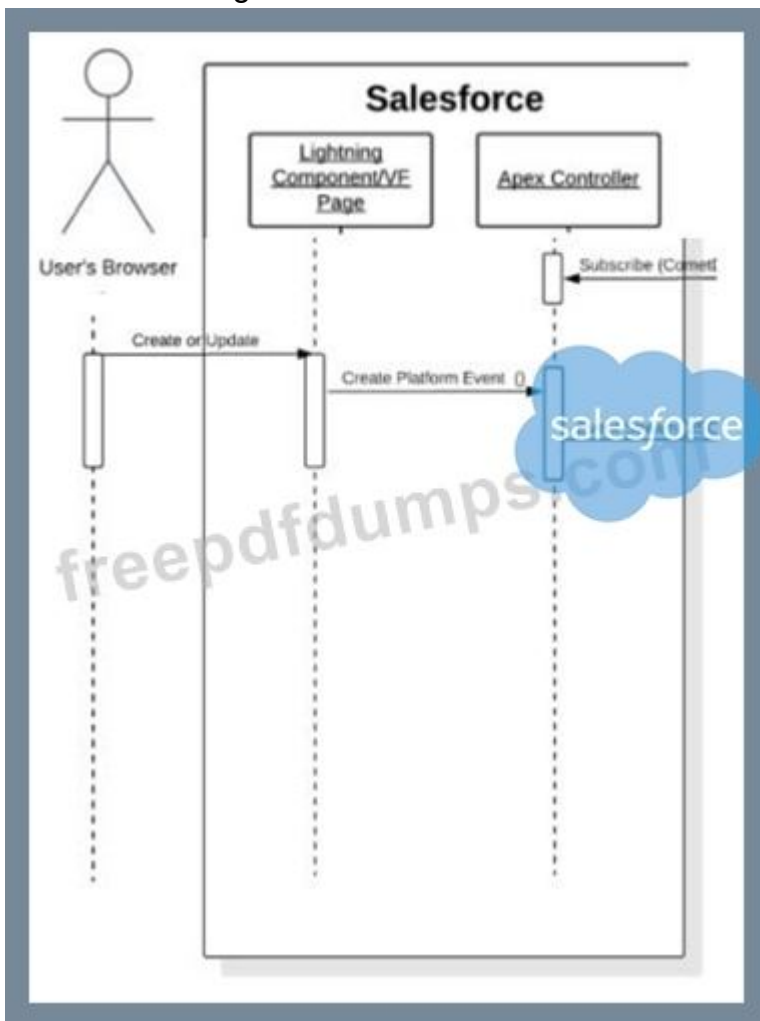
Answer: A,B (LEAVE A REPLY)

[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.icx_b2b_cart_to_quote_connector.htm&language=en_US&type=5)

[id=sf.icx_b2b_cart_to_quote_connector.htm&language=en_US&type=5](https://help.salesforce.com/s/articleView?id=sf.icx_b2b_cart_to_quote_connector.htm&language=en_US&type=5) According to 1, the connector lets you sync simple products with a flat price between CPQ and B2B Commerce. However, it does not support syncing complex CPQ bundles, such as nested bundles or option constraints. You need to use custom code or a third-party solution to sync complex bundles.

NEW QUESTION: 71

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

NEW QUESTION: 72

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 73

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

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

NEW QUESTION: 74

Universal Containers (UC) is an international company with activities in Europe and the U.S. UC has two separate Salesforce orgs, one for each region. Quotes are built in different legacy systems, depending on their country. Orders are processed centrally by the back-office team with an ERP. Customer information is saved in both legacy systems and the ERP. The analyst team complains about the inconsistency of customer data between different systems and the lack of connection between a single piece of customer data across all of the systems.

Which approach would make it possible to set up this single source of truth and ensure scalability for orders?

- A.** Map all of the points of data with a different ETI tool for each Salesforce environment and drive synchronisation from Salesforce to the other systems.
- B.** Map all of the points of data within a custom data manager and drive synchronization between the different systems with a point-to-point approach.
- C.** Use MuleSoft Anypoint Platform as the single point of data orchestration across the different systems and Salesforce environments.
- D.** Use each Salesforce org as its own system of record (SOP.) and use Salesforce Connect to synchronise the two Salesforce orgs.

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

NEW QUESTION: 75

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 76

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

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

Answer: D (LEAVE A REPLY)

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NEW QUESTION: 77

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

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

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

Answer: B (LEAVE A REPLY)

According to some online sources¹², collaborative forecasting is a feature that allows sales teams to create accurate sales forecasts based on opportunity data and adjustments. Collaborative forecasting supports multiple forecast types, such as revenue, quantity, and custom fields.

If the sales user has many territories assigned to them, it can impact the performance of the forecast. This consideration is important because having too many territories can slow down the loading of the forecasts page and affect the user experience¹.

https://help.salesforce.com/s/articleView?id=000199046&language=en_US&type=1

NEW QUESTION: 78

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 (LEAVE A REPLY)

According to an online document¹, Salesforce Connect is a standard integration mechanism that allows you to view, search, and modify data that's stored outside your Salesforce org. With Salesforce Connect, you can access data from external ERP systems in real time without copying or synchronizing it.

https://www.salesforce.com/content/dam/web/en_us/www/documents/platform/External-ERP-Integration-with-Salesforce.pdf

NEW QUESTION: 79

A client is running a project with a 626 multi-cloud setup involving Marketing Cloud, Sales Cloud, Service Cloud, Experience Cloud, and MuleSoft. 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 will 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. Identify key drivers and high-level data scope behind the need for a consolidated reporting.
- B. Draft a solution to show how consolidated reporting can be done using CRM Analytics.
- C. Review the system landscape to identify other existing solutions for reporting and start to investigate high-level cost impacts (incl. licenses aspects) for the most viable.
- D. Ensure all data objects across the different clouds have a unique external identifier
- E. Review the established and planned dataflows to understand where the systems of record sit and where data is transported to already.

Answer: A,B,C (LEAVE A REPLY)

NEW QUESTION: 80

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

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

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

Answer: D (LEAVE A REPLY)

External objects are similar to custom objects but they map to data that's stored outside Salesforce1. Salesforce Connect uses external data sources to access data that's stored outside your Salesforce organization1. This way, UC can comply with data residency requirements and avoid data storage issues. Salesforce Connect allows Salesforce to seamlessly integrate with data that is external to the Salesforce platform, which in this case is the legacy CRM and ERP applications. External objects provide a real-time view of this external data, allowing UC to view and report on it as if it were stored natively in Salesforce, without actually storing it in Salesforce.

NEW QUESTION: 81

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. Disable anonymous users on the site.
- C. Plan and conduct User Adoption Trainings for resellers on how to use the site.
- D. Implement Case Deflection.

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 82

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

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

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

Answer: D (LEAVE A REPLY)

NEW QUESTION: 83

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

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

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

Answer: A (LEAVE A REPLY)

Journey mapping is a process that helps understand and improve the customer experience across different touchpoints and channels. Journey mapping can help formulate the high-level business vision and desired business outcomes by:

Identifying the customer segments, personas, needs, goals, and pain points
Mapping out the current state of the customer journey across different stages and channels
Analyzing the gaps, opportunities, and risks in the current state
Envisioning the future state of the customer journey that meets or exceeds customer expectations
Aligning the future state with the business objectives, value proposition, and success metrics
Prioritizing and planning the initiatives and solutions that will enable the future state

<https://trailhead.salesforce.com/credentials/architectoverview>

NEW QUESTION: 84

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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: B,D (LEAVE A REPLY)

Option B would help resellers find answers to their questions by showing them relevant articles or discussions before they create a case. This way, they can resolve their issues without contacting support¹³. Option D would help resellers learn how to use the site effectively and avoid common pitfalls. This way, they can reduce errors and confusion that might lead to unnecessary cases².

NEW QUESTION: 85

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 the described multi-cloud solution, it is a best practice to set the CPQ precision to two decimal points.
- B.** for supporting kits in the B2B Commerce Storefront, they need to create equivalent bundle products on the CPQ side.
- 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: B,C (LEAVE A REPLY)

NEW QUESTION: 86

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

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

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

Answer: A (LEAVE A REPLY)

Create a new permission set that grants access to the Order and Order Item object and assign it to the Field Service users². This is a flexible and granular way of controlling user access without modifying their profiles.

NEW QUESTION: 87

Northern Trail Health has clients that have more than 10,000 employees. The company's Customer Service team handles requests from its client's employees directly and tracks various rebate programs per employee. Private information should not be shared with the Sales team and they should only see contacts that are relevant to the sales process.

Assuming that Sales and Service teams share certain contacts, in which two ways should a Solution Architect ensure optimal performance?

Choose 2 answers

- A.** Set the Contact object to Public Read Only so that the sharing rules do not bog down performance for sharing.

- B.** For each Account, assign Sales Contacts to the Sales team and all the rest to a Customer Service representative assigned to the Account.
- C.** Use profiles and/or permission sets to give View All access to Customer Service on the Contact object.
- D.** Assign all contacts to Sales team members to ensure sharing is streamlined and hide private fields from them.

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 88

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

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

Answer: D (LEAVE A REPLY)

Option D would involve discussing 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 migrating Leads to the target org after they are enriched in the source org. This would allow both Salesforce orgs to remain independent from each other, while also enabling UC to use all Leads from one of the acquired Salesforce orgs for its new targeted campaign. This would also preserve the value of Lead enrichment that happens in the source org via third-party marketing tool.

<https://trailhead.salesforce.com/credentials/b2bsolutionarchitect>

NEW QUESTION: 89

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.** 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.
- B.** 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.
- C.** 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.
- D.** 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.

Answer: D (LEAVE A REPLY)

This way, you can preserve the historical data of your sales transactions related to the deactivated products without deleting them from Salesforce. You can also avoid syncing issues between your ERP and Salesforce by keeping the product status consistent¹.

Deactivating a product in Salesforce means that it cannot be added to new opportunities or quotes, but it remains visible on existing ones¹. You can also deactivate all related prices for that product at the same time by enabling a setting in Product Settings¹. To mark an opportunity or quote as inactive, you can use a custom field or a workflow rule that changes its status based on certain criteria³.

https://help.salesforce.com/s/articleView?id=customize_product.htm&language=en_US&type=0

NEW QUESTION: 90

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

Answer: A,B,C (LEAVE A REPLY)

NEW QUESTION: 91

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

Which recommendation should the Solution Architect make to alleviate the executive team's concerns during the build?

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

Answer: ([SHOW ANSWER](#))

This answer suggests that a governance framework can help ensure alignment between business requirements and solution design, as well as monitor and control costs during the build phase. However, this is not an official answer from Salesforce, so you might want to verify it with other sources or experts.

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NEW QUESTION: 92

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: ([SHOW ANSWER](#))

Product and Pricing are set up with CPQ as the source of record. This means that CPQ is responsible for managing the product catalog, price books, price rules, discounts, and other aspects of product configuration and pricing. B2B Commerce syncs products and prices from CPQ using a scheduled job or an API call¹. All data points on products should be mapped and replicated between CPQ and B2B Commerce. This means that any custom fields or attributes that are added to products in CPQ should also be added to products in B2B Commerce using field sets or custom metadata types. This ensures that both systems have consistent and accurate product information¹.

NEW QUESTION: 93

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

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

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

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

- A.** The Product and Pricing Data should be mastered in the ERP and then integrated into both B2B Commerce and CPQ via REST API.
- B.** The Product and Pricing data should be mastered in B2B Commerce and integrated into CPQ via REST API, and finally integrated to the ERP via SOAP API.
- C.** The Product data should be mastered inside B2B Commerce, while Pricing should be mastered inside CPQ. Both solutions should be integrated via Apex and then integrated to the ERP via SOAP API.
- D.** 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: ([SHOW ANSWER](#))

it leverages the existing product and pricing data that is mastered in B2B Commerce and integrates it into CPQ via REST API, which is a standard and flexible way of exchanging data between different systems. There are connectors available on AppExchange that can help synchronize product and pricing data between B2B Commerce and CPQ, as well as streamline channel experiences and align order history. Integrating the final orders to the ERP via SOAP API can also ensure that the fulfillment process is consistent and accurate. <https://appexchange.salesforce.com/appxListingDetail?listingId=a0N3u00000MSk6gEAD>

NEW QUESTION: 94

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 95

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

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

Choose 2 answers

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

Answer: B,D (LEAVE A REPLY)

creating a feedback loop is one of the best practices for increasing Salesforce adoption, as it allows end users to voice their opinions, suggestions, and issues, and makes them feel valued and heard. A feedback loop can also help identify areas of improvement and fix bugs in the solution.

providing continuous training methods is another best practice for increasing Salesforce adoption, as it helps end users learn new features, functionalities, and best practices of using the solution. Continuous training methods can also reduce frustration and confusion among end users and increase their confidence and satisfaction.

<https://www.salesforceben.com/salesforce-adoption/>

<https://admin.salesforce.com/blog/2021/tips-to-increase-mfa-adoption-in-a-multi-cloud-environment>

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