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B2B Solution Architect Practice Test

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Salesforce Certified B2B Solution Architect

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Salesforce B2B-Solution-Architect Certification Exam is a challenging and comprehensive exam that validates the skills and knowledge required to design and implement complex B2B solutions using the Salesforce platform. It is an excellent way for professionals to demonstrate their expertise and differentiate themselves in the industry. Salesforce Certified B2B Solution Architect Exam certification is recognized globally and can help professionals advance their careers and increase their earning potential.

To become a Salesforce Certified B2B Solution Architect, candidates must pass the B2B-Solution-Architect Exam. B2B-Solution-Architect exam consists of 60 multiple-choice questions and takes approximately 105 minutes to complete. The passing score for the exam is 63%, and it is recommended that candidates have at least three to six months of experience working with Salesforce B2B Commerce solutions before attempting the exam. Upon passing the exam, candidates will receive a certification that is recognized by employers and clients worldwide as a validation of their expertise in Salesforce B2B Commerce solutions. Overall, the Salesforce Certified B2B Solution Architect certification is a valuable asset for professionals who are looking to advance their careers in the field of B2B Commerce.

Passing the Salesforce Certified B2B Solution Architect Certification Exam requires a deep understanding of the Salesforce platform and its B2B capabilities. Candidates must also possess excellent analytical and problem-solving skills, as well as strong communication and collaboration skills. Salesforce Certified B2B Solution Architect Exam certification is highly valued in the Salesforce community and is recognized as a validation of a candidate's expertise in designing and implementing B2B solutions using

the Salesforce platform.

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Salesforce Certified B2B Solution Architect Exam Sample Questions (Q82-Q87):

NEW QUESTION # 82

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

Answer: A

Explanation:

The Solution Architect should recommend a Partner Community license for this requirement. This license is designed for external partners and allows them to access and interact with Salesforce data and features, including submitting and viewing cases and tracking opportunities. Additionally, the Partner Community license includes the ability to create and view dashboards within the community.

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

For partners to log and view cases as well as track opportunities, and view dashboards within the community, the Partner Community license is the appropriate choice. This license is designed for partner relationships and provides the necessary access to Salesforce objects and functionality needed for these tasks. Salesforce's licensing guide outlines the features available with the Partner Community license, supporting this recommendation.

NEW QUESTION # 83

Universal Containers (UC) wants to ensure its field technicians are interacting with customers in a professional manner. The sales department already uses a third-party survey tool.

Which action should a Solution Architect recommend for UC to enable service managers to track customer satisfaction based on the technician and the job?

- A. Use the existing survey tool by integrating the responses to the Service Appointment and Service Resource record.
- B. Select an AppExchange app that sends a survey to each customer after a work order is completed.
- C. Use the existing survey tool by integrating the responses to Case number and User record.
- D. Build a Salesforce Survey to send out after each service appointment and integrate that data with the third-party survey tool.

Answer: A

Explanation:

Integrating the existing third-party survey tool with Salesforce, specifically linking survey responses to Service Appointment and Service Resource records, enables UC to track customer satisfaction effectively. This approach leverages the existing survey infrastructure, minimizes disruption, and provides a direct correlation between technician performance and customer feedback. It

aligns with Salesforce's capabilities for integrating external data and utilizing it within the CRM to enhance service management and improve customer satisfaction insights.

NEW QUESTION # 84

Universal Containers (UC) is about to embark on a digital transformation initiative to make all of its back-office systems data visible to employees, customers. And partners via front-office capabilities like Salesforce.

The CIO has asked the team to identify their various systems, both back- and front-office, and correctly identify the proper use of those systems. The team plans to utilize the Systems of Engagement framework to classify their systems based on how they will be utilized within the enterprise architecture.

Salesforce is being utilized as the master for all sales data-like Opportunities, Quotes, and Cart data-and an ERP is the master for all invoice, order, and payment data.

How should the Solution Architect segment opportunities and order data in Salesforce*

- A. SOR for Opportunities and SOR for Orders
- B. System of Engagement for Opportunities and SOR for Orders
- C. System of record (SOR) for Opportunities and System of Engagement for Orders
- D. SOR for Opportunities and System of Intelligence for Orders

Answer: C

Explanation:

In Universal Containers' architecture, Salesforce serves as the System of Record (SOR) for sales data such as Opportunities and Quotes, centralizing sales activities and data management. Orders, once confirmed, transition to the ERP system, where they are processed and fulfilled, making the ERP the SOR for order, invoice, and payment data. This delineation ensures clear data ownership and process efficiency, with Salesforce facilitating customer engagement and sales processes, and the ERP managing financial transactions and fulfillment, in line with best practices for leveraging Salesforce in a multi-system environment.

NEW QUESTION # 85

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 with the Product team in a Developer sandbox.
- D. Assess the level of technical debt and test new features in a sandbox before enabling in production.

Answer: A

NEW QUESTION # 86

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. Recommend discovery meetings with additional stakeholders to gather information on the functional and technical requirement across the sales and other functional areas, then provide a recommendation based on information gathered to deliver an MVP.
- 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. 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 for the alignment of the features to the needs outlined.

Answer: C

Explanation:

An iterative rollout strategy, starting with B2B Commerce in a new geography, allows Universal Containers to quickly establish a digital presence and capture market share, addressing the urgency conveyed by the sales leader. This phased approach ensures a focused and manageable implementation, providing immediate value and learning from the initial launch to inform subsequent phases. It aligns with Salesforce's recommendations for adopting a scalable and adaptable implementation strategy, particularly for complex, multi-cloud solutions in dynamic market conditions.

NEW QUESTION # 87

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