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Salesforce Certified B2B Solution Architect Sample Questions (Q109-Q114):

NEW QUESTION # 109
Universal Containers (UC) is currently utilizingSalesforce Revenue Cloud, Service Cloud, and Field Service for its internal Sales teams, call center, and field service teams. The field service team has asked for new data visibility around Sales and Service data because customers in the field will oftenask about sales orders that typically exist within Revenue Cloud.
What is an immediate consideration a Solution Architect should provide regarding giving this kind of data access?

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

Answer: A

Explanation:
Creating a permission set that grants field service users access to the Order object is a granular and secure way to provide the necessary data visibility. This allows for precise control over which users have access to order data without impacting other profiles or requiring additional licenses. Salesforce's permission set documentation provides guidelines on how to grant specific access rights to users, ensuring they have the information needed to perform their job functions effectively.

NEW QUESTION # 110

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. Fully document all customizations added to the system.
- B. Communicate and train users on new features.
- C. Give users the ability to opt-out of any new feature they dislike.
- 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,B,D

Explanation:

* 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 # 111

AC Computers is hitting governor limits when trying to create orders and activate orders in Salesforce. Upon further investigation, it's discovered that AC Computers is trying to process hundreds of order products on a single order. The Order object also has various automation processes to update fields and integrate with a third- party order management system.

What is one solution a Solution Architect should evaluate first to resolve this issue?

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

Answer: D

Explanation:

When hitting governor limits due to the volume of operations on the Order object, moving automation to asynchronous Apex (e.g., using future methods, batch Apex, or Queueable Apex) is often necessary. This allows for more efficient handling of bulk operations and reduces the chance of exceeding governor limits.

Salesforce provides guidelines on bulkifying code and using asynchronous operations to manage large data volumes effectively, which is essential for high-volume order processing.

NEW QUESTION # 112

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

Which action should a Solution Architect recommend for UC to enab4e service managers to track customer satisfaction based on the technician and the job?

- A. Select an AppExchange app that sends a survey to each customer after a work order is completed.
- B. Use the existing survey tool by integrating the responses to the Service Appointment and Service Resource record.
- 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: B

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 # 113

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 PublicRead Only so that the sharing rules do not bog down performance for sharing.
- B. Use profiles and/or permission sets to give View All access to Customer Service on the Contact object.
- C. Assign all contacts to Sales team members to ensure sharing is streamlined and hide private fields from them.
- D. Explanation:
  For optimal performance and data access control, the Solution Architect should:
  * A. Use profiles and/or permission sets to give View All access to Customer Service on the Contact object. This allows Customer Service to access the necessary contact information while maintaining the principle of least privilege.
  * D. For each Account, assign Sales Contacts to the Sales team and all the rest to a Customer Service representative assigned to the Account. This approach ensures that each team has access to the relevant contacts while keepExternal Sharing Model to create external organization-wideing private information secure and maintaining system performance by minimizing complex sharing rules.
  Salesforce's documentation on sharing and visibility best practices recommends such strategies to manage access to records efficiently and securely.
  https://trailhead.salesforce.com/en/credentials/sharingandvisibilityarchitect QUESTIONNO: 39 A Solution Architect is working with a complex enterprise architecture that supports multiple business processes. Many previous transformation projects have struggled because of the interdependencies between the Salesforce production environment and other systems, as well as a lack of documentation.
  In which two ways can a Solution Architect gain a better understanding of the current state of the Salesforce production environment?
  Choose 2 answers
  A: Speak to the business stakeholders to gather their suggestions for improvement.
  B: Identify which system integrator did the previous implementation and ask them to document their work.
  C: Examine the details of the current configuration to see how it is set up.
  D: Work with the system administrator toidentify who has the most knowledge of the current configuration.
- E. For each Account, assign Sales Contacts to the Sales team andall the rest to a Customer Service representative assigned to the Account.

Answer: B,D,E

Explanation:
* Examine the details of the current configuration to see how it is set up2. This way, you can get a clear picture of what features and functionalities are being used, how they are configured, and how they support the business processes. You can also identify any technical debt, customizations,or integrations that may impact performance or scalability.
* Work with the system administrator to identify who has the most knowledge of the current configuration2. This way, you can leverage their expertise and experience to understand how the system works and why it was designed that way. You can also get their feedback on any issues or challenges they face with maintaining or updating the system.
https://trailhead.salesforce.com/credentials/b2bsolutionarchitect

NEW QUESTION # 114

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