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Salesforce Certified B2B Solution Architect Sample Questions (Q26-Q31):

NEW QUESTION # 26

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

Answer: C,D,E

Explanation:

* 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.

For Ohana Cirrus' transition to Salesforce from a custom solution, efficiently managing the migration of a large volume of complaint records is crucial. Migrating archived data to Heroku provides a scalable storage solution while keeping active and semi-active data in Salesforce ensures accessibility and integration with service processes. Using Deferred Sharing Calculations during migration helps maintain system performance by temporarily suspending real-time sharing rule calculations. Utilizing an ETL (Extract, Transform, Load) tool with Salesforce Bulk API facilitates efficient data transfer, minimizing system downtime and ensuring data integrity. This strategic approach to data migration aligns with Salesforce's best practices for handling large datasets and complex migrations, ensuring a smooth transition to the new Salesforce solution.

NEW QUESTION # 27

Universal Containers (UC) is in the process of identifying if Revenue Cloud will work for its business processes. UC has already implemented Sales Cloud, which includes complex steps and checklists that are orchestrated based on changes made to an Opportunity. Based on the current Sales Cloud implementation, UC has concerns about how Revenue Cloud will interact with its current customizations on the Opportunity object and if it will be difficult to customize the solution in the future.

Which design approach should a Solution Architect recommend to mitigate concerns about custom processes on any single object?

- A. Leave the orchestration of the automation to Process Builder, but invoke autolaunched flows from Process Builders so that the actual operations run in flows.
- B. Migrate automations from Process Builder to flows triggered by record updates, organizing operations in separate flows for the "Before Save" and "After Save" contexts.
- C. Migrate automations from Process Builder to a single flow that is triggered by record updates, using only the "After Save" context so that all operations can be organized in a single flow.
- D. Use an event-driven design to separate automations that could run asynchronously from the save cycle with a third-party tool like Heroku.

Answer: B

Explanation:

Migrate automations from Process Builder to flows triggered by record updates, organizing operations in separate flows for the "Before Save" and "After Save" contexts. This approach will allow UC to keep their current customizations on the Opportunity object, while allowing for greater control and flexibility when customizing the solution in the future. Additionally, this approach will allow UC to better orchestrate the automations and ensure that operations are being run in the right order and context.

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

NEW QUESTION # 28

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

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

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

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

Answer: A

Explanation:

This option addresses both the issues mentioned by the client, the tedious quoting process and product catalog management. A SKU optimization exercise would help simplify the product catalog, and implementing Salesforce CPQ product catalog and guided selling would enable sales representatives to quickly and accurately find the right products and generate quotes. This would also streamline product catalog management by allowing Product Management to easily add and maintain products in the Salesforce CPQ product catalog.

Option A would involve working alongside client stakeholders to perform a SKU optimisation; implementing Salesforce CPQ product catalog and guided selling. This would help AC Computers simplify its product catalog by reducing the number of SKUs and attributes, and streamlining its pricing logic. It would also help AC Computers move away from manual quoting processes by using Salesforce CPQ product catalog and guided selling features. These features allow sales representatives to easily find and select products based on predefined rules and criteria, and generate accurate quotes with dynamic pricing.

NEW QUESTION # 29

Universal Containers (UC) is looking to implement a CPQ + B2B Commerce multi-cloud solution and use the CPQ B2B 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. It is important to ensure the Price Rules run for Quotes initiated via 628 Commerce Storefront to maintain consistency in business rules being applied.
- **C. for supporting kits in the B2B Commerce Storefront, they need to create equivalent bundle products on the CPQ side.**
- **D. On the CPQ 826 Commerce Connector, the default mapping of tiered pricing in 826 Commerce is to Discount Schedules in CPQ.**

Answer: C,D

Explanation:

The CPQ B2B Commerce Cloud Connector is an unmanaged package from Salesforce Labs that allows B2B Commerce and CPQ customers to configure or customize functionality¹. It syncs products, pricing, quote requests, and orders in both clouds². For supporting kits in the B2B Commerce Storefront, they need to create equivalent bundle products on the CPQ side³. A kit is a product that contains other products as components³. A bundle is a product that has one or more options that can be added or removed by a user⁴. The connector maps kits to bundles using a custom field called Kit ID on both objects³.

On the CPQ 826 Commerce Connector, the default mapping of tiered pricing in 826 Commerce is to Discount Schedules in CPQ⁵. Tiered pricing lets you set different prices for different quantities of a product⁵. Discount schedules let you apply discounts based on quantity or amount ranges for a product. The connector maps tiered prices to discount schedules using a custom field called Tiered

Price ID on both objects.

NEW QUESTION # 30

A team at Universal Containers (UC) is currently working on an initial release of Service Cloud. However, UC's management team is very enthusiastic about new features of the platform and wants to go to market with the new Service Cloud solution as soon as possible. The current objective of their initial Service Cloud release is mostly about managing their case workload and case assignment processes. A Solution Architect is called into a management meeting and asked when UC can go live with automated chatbots, Einstein case classification, and CRM Analytics for data insights.

How should a Solution Architect respond to the management team considering their request for these new capabilities'?

- A. Explain the long-term vision and roadmap, and then propose a logical phasing in which the planned minimum viable product (MVP) is the first step on the journey that will eventually include the desired features.
- B. Agree that the new features are crucial to the success of the initiative and swap parts of the current scope for the most innovative feature.
- C. Agree with the management team to postpone the go-live and increase the scope to include the desired features.
- D. Explain to the management team that these features are still evolving and that it is best to wait a few releases so that they are stable before starting to use them in production.

Answer: A

Explanation:

* Explaining the long-term vision and roadmap, and then proposing a logical phasing in which the planned minimum viable product (MVP) is the first step on the journey that will eventually include the desired features. This option can help UC align their expectations with their business goals and priorities, while also demonstrating how they can achieve incremental value from their Service Cloud solution over time. The Solution Architect can also highlight the benefits of delivering an MVP first, such as validating assumptions, testing functionality, gathering feedback, and reducing risks.

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

NEW QUESTION # 31

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