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Salesforce Certified B2B Solution Architect Exam Sample Questions (Q95-Q100):

NEW QUESTION # 95
A corporate bank has decided to use a multi-cloud solution to reduce time to market, showcase a 360-degree view of the bank's business customers, and improve CSAT rating by increasing channels for customer service. The CIO has asked to run a discovery workshop with one goal: understanding existing technical dependencies within the organisation.
What should a Solution Architect recommend as the top priority to start this journey?

- A. Plot what the customer is thinking, doing, and feeling at the varying stages of their experience, and connect them to interactions with the bank.
- B. Plot the map or the future system landscape by making assumptions about the changes needed to improve customer satisfaction.
- C. Plot the map of the current system landscape and identify key areas where the 626 multi-cloud solution will fit in.
- D. Plot the process map using Universal Process Notation (UPN) through workshops involving a diverse set of stakeholders.

Answer: D

NEW QUESTION # 96

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. Clouds like Revenue Cloud have their own packages so it is easy to work with them because their automation is limited.
- D. It is impossible to track source control with package development; either the org owns the source or a source control does, but never both.

Answer: A,C

NEW QUESTION # 97

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

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

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

Choose 2 answers

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

Answer: C,D

Explanation:

When evaluating B2B Commerce or CPQ for partners via Experience Cloud, the Solution Architect should ask:

B) Does the direct Sales team co-sell with partners or sell to partners in this new channel model? This question helps to understand the relationship between the direct Sales team and the partners, which impacts how CPQ is set up and used.

C) Do partners need to do complex configurations or create their special pricing? This will determine if CPQ's advanced configuration and pricing capabilities are necessary for the partners, which may not be as effectively supported by B2B Commerce alone.

Understanding the sales process and the complexity of transactions is crucial to deciding whether CPQ or B2B Commerce is the right tool for partners, as described in Salesforce documentation for both CPQ and B2B Commerce.

NEW QUESTION # 98

Mask Makers LLC has a traditional sales channel that uses an existing CPQ implementation to process orders. Customers frequently reorder previous purchases quickly and split the order into several deliveries for different locations. Additionally, these customers are given special pricing through Price Books m CPQ based on annual spending and other parameters. The customer currently makes their purchase by sending an email or calling their appointed sales representative, and then waits to receive a quote. Mask Makers LLC wants to move away from this very manual and time-consuming process. The company wants to provide its customers with a personalized experience that is simplified and streamlined with existing special pricing visible and the option to self-serve- Mask Makers LLC would also like to deliver this within a short timeframe, as business must continue to grow.

Which design approach should a Solution Architect recommend to meet these requirements within the timeframe while adhering to best practices.

- A. Implement B2B Commerce and use the CPQ B2B Commerce Connector to integrate to CPQ. Keep CPQ as the Product and Pricing master.

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

Answer: A

Explanation:
Implement B2B Commerce and use the CPQ B2B Commerce Connector to integrate to CPQ1. This is a fast and easy way of enabling self-service ordering for customers with existing special pricing from CPQ.
Keep CPQ as the Product and Pricing master1. This is a recommended practice to avoid data duplication and inconsistency between CPQ and B2B Commerce.

NEW QUESTION # 99
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. Install a third-party solution to process large orders.
- B. Review to determine if moving automation to asynchronous Apex is required.
- C. Enable Advanced Order Management to process large orders.
- D. Create a custom object to hold orders in queue for processing.

Answer: A

NEW QUESTION # 100
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Test Answers

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