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Salesforce Certified B2B Solution Architect Sample Questions (Q88-Q93):

NEW QUESTION # 88

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 a feedback loop to give end users the ability to share ideas on how to improve the solution and report bugs.
- C. Create recurring office hours for end users to call in to speak directly with the Solution Architect.
- 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

Explanation:

To encourage high adoption rates, the Solution Architect should recommend:

- * B. Create a feedback loop to give end users the ability to share ideas on how to improve the solution and report bugs. This empowers users to contribute to the solution's success and ensures their needs and challenges are heard.
- * D. Suggest continuous training methods such as Trailhead, in-app guidance, or embedded videos so end users feel supported using the solution. This provides ongoing support and learning opportunities, making it easier for users to adapt to the new system. Salesforce Trailhead and the in-app guidance feature are excellent resources for training and user adoption, as recommended by Salesforce's best practices for user engagement and adoption.

NEW QUESTION # 89

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. Migrate all historical payment methods from the homegrown system
- B. Provide training and enablement for end users and admins prior to go live.
- 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. Compare invoices as produced in both systems to ensure customer invoices are as expected.

Answer: A,B,E

Explanation:

To minimize disruption during the transition to Salesforce Billing, migrating historical payment methods ensures continuity in payment processes and customer convenience. Providing comprehensive training and enablement for end users and admins is crucial for smooth adoption and effective use of the new system.

Comparing invoices from both systems helps verify accuracy and consistency, ensuring that customers receive correct billing information, thus maintaining trust and satisfaction. These steps are in line with Salesforce's best practices for system migration and adoption, emphasizing the importance of data integrity, user preparedness, and continuity in customer-facing processes during system transitions.

NEW QUESTION # 90

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

Answer: A,D

Explanation:

For UC's digital transformation and adoption of Agile methodology, ensuring smooth and timely releases is crucial. The recommended practices are:

- * B. Create a regular sprint cadence across the different teams to demonstrate new functionality.

Establishing a consistent rhythm for sprints helps align team efforts, ensures regular progress reviews, and facilitates the integration of new features. It fosters collaboration and keeps the project on track.

- * C. Use the last sprint of the release to stabilize it and eliminate identified issues. Dedicating the final sprint to stabilization and issue resolution is a best practice in Agile methodologies. It allows the team to focus on quality assurance, performance testing, and user feedback, ensuring that the release is robust and meets user expectations.

Salesforce and Agile methodology guides, such as those found on Salesforce Trailhead and in Agile development literature, emphasize the importance of regular cadences and stabilization phases for successful project delivery and continuous improvement.

NEW QUESTION # 91

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 Reference Architecture Diagram complete with system of record notation**
- C. A MuleSoft Application Document complete with integration patterns
- D. A future state roadmap detailing all of the implementation phases

Answer: B

Explanation:

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 # 92

P&C Hardware is a large manufacturer of computer components and already has an extensive Salesforce technology stack including MuleSoft, Sales Cloud, Service Cloud, and Field Service, as well as Shield capabilities. P&C Hardware is in the process of launching an online store based on Salesforce technology that's supposed to go live in 6 weeks. P&C Hardware needs to analyze performance to identify bottlenecks and optimize the configuration using its agile process with weekly releases. So far, P&C Hardware has covered similar requirements for other technologies using a third-party monitoring and alerting tool it deployed in the cloud.

What are two viable options a Solution Architect should explore in more detail with the client?

Choose 2 answers

- A. Leverage the B2B Commerce built-in performance monitoring dashboard to analyze performance in near real time.
- **B. Leverage Shield Event Monitoring in combination with the CRM Analytics Event Monitoring app as a simple out-of-the-box solution.**
- **C. Leverage Shield Event Monitoring and MuleSoft to provide monitoring data to the third-party monitoring and alerting solution that's already in place at P&C Hardware.**
- D. Leverage Shield Event Monitoring in conjunction with the Salesforce Debug Logs, and establish a regular review process for the Operations and Administration team.

Answer: B,C

Explanation:

* Leverage Shield Event Monitoring and MuleSoft to provide monitoring data to the third-party monitoring and alerting solution that's already in place at P&C Hardware². This option can help P&C Hardware leverage their existing investment and expertise in their cloud-based monitoring tool, while integrating it with Shield Event Monitoring and MuleSoft to capture and analyze performance data from their Salesforce technology stack.

* Leverage Shield Event Monitoring in combination with the CRM Analytics Event Monitoring app as a simple out-of-the-box solution³. This option can help P&C Hardware quickly set up a performance monitoring dashboard using pre-built reports and dashboards from the CRM Analytics Event Monitoring app, which can be installed from AppExchange. This app can provide insights into user activity, adoption, performance issues, security risks, and more.

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

NEW QUESTION # 93

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