

Arch-301試験の準備方法 | 一番優秀なArch-301日本語資格取得試験 | 高品質なSalesforce Certified B2B Solution Architect日本語問題集

Salesforce Certified B2B Solution Architect Exam B2B-Solution-Architect Prüfungsfragen mit Lösungen (Q4B-Q53):

4B. Frage:
Markus Trötsch, Director ITDPO, is a requirement to implement an Experience Cloud solution to allow customers to log old news cases they have submitted, as well as track their opportunities in part of the solution. ITDPO wants to be able to create dashboards that its partners can view within the community.
Which Experience Cloud feature should the Solution Architect recommend?
A. B2B Community
B. Service Cloud Service
C. Customer Community Plus Service
D. Partner Community Service

Antwort: A

4C. Frage:
Marketers LLC has a framework in place to assist that uses an existing CPQ implementation to provide quotes. Customers frequently request previous purchases quickly and span a number of several different products. Additionally, these customers are given special pricing through the quote. The quote is then sent to the customer and the customer can accept or decline the quote. Once accepted, the customer can then pay for the quote. The company makes their purchase by sending an email or calling their account sales representative, and it then waits to receive a quote.
Marketers LLC is looking for a way from that every email and time consuming process. The company wants to provide its customers with a better user experience that is simplified and streamlined by adding special pricing rules and the option to self serve. Marketers LLC would also like to define this as a short term project, so implementation needs to be quick. Which of the following approaches should the Solution Architect recommend to start the new requirements within the timeframe while adhering to best practices?
A. Implement S2C Commerce and build a custom integration to CPQ. Keep CPQ as the Product and Pricing master.
B. Implement S2C Commerce and use the CPQ B2B Commerce Connector to integrate to CPQ. Keep CPQ as the Product and Pricing master.
C. Implement S2C Commerce and use the CPQ S2C Commerce Connector to integrate to CPQ. Allow bidirectional updates to Products and PAs.
D. Implement S2C Commerce and use the CPQ S2C Commerce Connector to integrate to CPQ. Set S2C Commerce as the Product and Pricing master.

Antwort: B

4D. Frage:
Implement S2C Commerce and use the CPQ S2C Commerce Connector to integrate to CPQ. This is a fast and easy way of creating self-service ordering for customers with existing special pricing from the connector.

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Salesforce Certified B2B Solution Architect 認定 Arch-301 試験問題 (Q106-Q111):

質問 # 106

3D Scanners needs to apply a discount automatically on the Quote Line for Distributors while in the Quote Line Editor. The percentage discount applied depends on attributes of the Distributor Account and that of the specific Product. Sales users can add additional discounts; however, those will need to go through an approval process that allows for resubmitting to only those that previously rejected the additional discount.

Which two options should a Solution Architect recommend to meet the requirements while keeping the user experience in mind? Choose 2 answers

- A. Price Rules
- B. Flow
- C. CPQ Plus license
- D. CPQ license

正解: A、D

解説:

* CPQ license2. This way, you can use Salesforce CPQ (Configure Price Quote) to automate complex quoting processes and apply discounts based on product and account attributes. You can also use CPQ approval rules to trigger approval requests for additional discounts and resubmit them to previous approvers.

* Price Rules2. This way, you can use CPQ price rules to calculate discounts automatically on quote lines based on conditions and formulas. You can also use price actions to update quote line fields with discount values.

質問 # 107

At Custom Cabinets LLC, the service appointments often span over multiple days but are 2 to 4 hours in duration per day. The company would like to optimize the service resource's day and have them see as many customers as possible. Additionally, Custom Cabinets LLC would like a customer service representative to follow up with the customer once the field work has been completed. Which approach should the Solution Architect take to meet these requirements?

- A. Leverage out-of-the-box Salesforce Field Service Work Types and out-of-the-box Multiday Service Appointments. Use declarative automation to create a follow-up Case for customer service.
- B. Leverage declarative automation to done Service Appointments for multiple days. Like declarative automation to send a follow-up email to the customer.
- C. Leverage out-of-the-box Salesforce Field Service Multiday Service Appointments. Use declarative automation to send a follow-up email to the customer.
- D. Leverage out-of-the-box Salesforce Field Service Work Types and declarative automation to clone Service Appointments for multiple days. Use declarative automation to create a follow-up Case for customer service.

正解: C

解説:

Salesforce Field Service's out-of-the-box functionality for Multiday Service Appointments efficiently handles appointments spanning multiple days. Using declarative automation for follow-up emails ensures personalized customer engagement post-service, enhancing customer satisfaction and operational efficiency without the need for extensive custom development.

質問 # 108

Northern Trail Outfitters (WTO) has around 500,000 active customers stored in the Account object. NTO gets an average of two orders per customer each month from both internal and online sales channels. NTO is expecting growth of 15% year-over-year (YoY). Various NTO users have recently started complaining about slower performances while accessing order information or running reports. NTO customers are also seeing slower responses while accessing their order history on B2B Commerce.

Which two options should a Solution Architect consider to improve performance? Choose 2 answers

- A. Use external objects instead of standard B2B Commerce Order object.

- B. Create a custom component to display all order information.
- C. Enable reporting snapshots to store summarised information.
- D. Develop an archiving strategy around order records from Salesforce based on a criteria that works with customer.

正解: A、D

解説:

To address performance issues at Northern Trail Outfitters, developing an archiving strategy for older order records can significantly improve system responsiveness by reducing the volume of data actively queried and processed. Additionally, leveraging external objects to manage order data, especially for historical or less frequently accessed records, can further alleviate the load on Salesforce's core databases, improving performance for both internal users and B2B Commerce customers.

質問 # 109

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

正解: D

解説:

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.

質問 # 110

Universal Containers (UC) currently has Sales Cloud, Revenue Cloud, and Marketing Cloud Account Engagement within its existing Salesforce environment and is utilizing a standard Lead to Cash solution across those clouds. UC is 2 years into its Salesforce implementation, and the CIO is getting concerned with the sheer amount of data affecting its environment's data limits.

IT is doing upkeep on older records that may no longer be relevant. They have decided to start looking at data archival strategies and what to archive correctly. Given that this solution involves Leads from Marketing Cloud Account Engagement, Opportunities from Sales Cloud, and Quotes from Revenue Cloud, they are concerned about archiving related data on active sales pipelines. They also want to keep a historical snapshot of all of their Quotes, Opportunities, and Leads for future pipeline performance purposes and are open to options.

Choose 2 answers

- A. Segment the data in terms of data needed for daily operations, data that is used occasionally at demand, and data that is used purely for historical purposes.
- B. Understand the organization's regulatory requirements around right to retain or delete data.
- C. Recommend AppExchange solutions that provide capabilities around data archiving to the CIO.
- D. Propose Skinny Tables to the CIO before doing anything else.

正解: A、B

解説:

Before proposing any solutions to the CIO, it is important to understand the organization's regulatory requirements around right to retain or delete data. It is also important to segment the data into different categories based on the purpose of the data, such as data needed for daily operations, data that is used occasionally at demand, and data that is used purely for historical purposes. This will

help the organization plan their data archival strategy more effectively. Additionally, the CIO can look into AppExchange solutions that provide capabilities around data archiving.

Option B is important because different industries and regions may have different laws and regulations regarding how long they need to keep certain types of data or when they need to delete them. For example, some financial records may need to be retained for a minimum of seven years, while some personal data may need to be deleted upon request¹. Understanding these requirements can help UC decide what data can be archived and what data must be kept in Salesforce.

Option D is helpful because it can help UC prioritize and categorize their data based on how frequently and urgently they need to access it. For example, data that is needed for daily operations should be kept in Salesforce for optimal performance and availability, while data that is used occasionally at demand can be archived in an external system and accessed via Salesforce Connect². Data that is used purely for historical purposes can be backed up in a secure storage system and deleted from Salesforce³.

質問 #111

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