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Salesforce Certified B2B Solution Architect Sample Questions (Q100-Q105):

NEW QUESTION # 100

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 continuous training methods such as Trailhead, in-app guidance, or embedded videos so end users feel supported using the solution.
- 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 that the executive team tie performance metrics to Salesforce usage.

Answer: A,B

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 # 101

Universal Containers (UC) acquired two companies. As part of its transformation and consolidation program, UC needs to bring all of its disparate partner strategies together and see what can be combined across all of its indirect sales channels. Each company currently has its own Salesforce environment utilizing Sales Cloud and Experience Cloud for Partners. Each company also follows its own unique business processes for partners.

However, UC has recently developed a new vision and journey focused on a single indirect channel with a single Salesforce environment aligned to its corporate strategy.

Given UC's new journey for engaging its indirect channel, what are the next two steps the Solution Architect should recommend? Choose 2 answers

- A. Tell the stakeholders to focus on having a single Partner Community across all channels with a singular branding.
- **B. Create an adoption plan for the Direct Sales team to engage with the Indirect Sales team in a sell-with model within the new Partner Communities.**
- C. Identify the need for multiple Partner Communities by Indirect Sales Channel with branding and content specific to each channel.
- **D. Completely unify all the channel strategies under the acquiring company's brand and strategy.**

Answer: B,D

Explanation:

To align the partner strategies of the acquired companies with UC's new vision for a single indirect channel, the Solution Architect should recommend:

- * A. Completely unify all the channel strategies under the acquiring company's brand and strategy. This ensures a cohesive approach and aligns with the goal of a unified partner strategy.
- * C. Create an adoption plan for the Direct Sales team to engage with the Indirect Sales team in a sell-with model within the new Partner Communities. This facilitates collaboration between direct and indirect sales channels, leveraging the strengths of both to drive sales in the unified environment.

References to these strategies can be found in Salesforce's best practices for managing partner relationships and communities, as detailed in Salesforce Partner Community documentation.

NEW QUESTION # 102

Universal Containers (UC) needs to support its customers via email, phone, and chat. Service agents are only scheduled to support one communication channel for each shift. UC has implemented a service-focused community but only wants customers to inquire about service in the community through chat.

Which three options should a Solution Architect recommend to meet the requirements defined above?

Choose 3 answers

- A. Customer Community with ability to create a new support Case
- **B. Customer Community with Live Agent**
- **C. Omni-Channel with defined presence, routing configurations, and Service Channels**
- **D. Experience Cloud, web-to-case, and a CTI integration**
- E. CTI adaptor with Omni-Channel integration

Answer: B,C,D

Explanation:

* Experience Cloud². This way, you can create a service-focused community for your customers using Experience Cloud Sites. You can also customize the look and feel of your community and integrate it with other Salesforce products and features.

* Omni-Channel with defined presence, routing configurations, and Service Channels³. This way, you can manage your service agents' availability and workload across different communication channels such as email, phone, and chat. You can also use service channels to define which objects and records are routed to your agents using Omni-Channel.

* Customer Community with Live Agent^{2,3}. This way, you can enable chat support for your customers in the community using Live Agent. You can also configure chat buttons, invitations, pre-chat forms, and other settings for Live Agent.

NEW QUESTION # 103

Universal Containers recently began a project to connect its ERP with Salesforce. One of the requirements is a daily batch process to create and update orders and order product information. The development team, using the corporate ETL tool, has created two processes to create these records using Bulk API. The test in the development environment worked fine, but in the production environment, some orderproduct records were not updated and showed an error "UNABLE_TO_LOCK_ROW:unable to obtain exclusive access to this record". There is one Process Builder on the Order Product object and no async process.

Which two steps should a Solution Architect recommend to avoid this error?

Choose 2 answers

- A. Add a retry process for the records rejected by this error.
- B. Change the Bulk API call to use Bulk API 2.0.
- C. Sort the order product records by account and order before the Bulk API load.
- D. Use the import wizard instead of Bulk API.

Answer: A,C

Explanation:

* B. Sort the order product records by account and order before the Bulk API load.

This answer can help avoid this error by reducing the chances of concurrent updates on the same parent record (account or order) by different batches. Sorting the records by account and order can ensure that all records related to a parent record are processed together in a single batch, which can prevent locking conflicts with other batches².

* D. Add a retry process for the records rejected by this error.

This answer can help recover from this error by attempting to update the rejected records again after some time interval. This can increase the likelihood of obtaining exclusive access to those records as they may be unlocked by then³.

Sorting order product records by account and order before using the Bulk API can minimize the likelihood of row lock errors by ensuring that related records are processed in a sequence that reduces the chance of concurrent access attempts. Additionally, implementing a retry mechanism for records that encounter the

"UNABLE_TO_LOCK_ROW" error provides a robust error handling strategy, allowing the system another opportunity to process the records successfully. These recommendations are in line with Salesforce's best practices for bulk data processing, which emphasize the importance of efficient data loading strategies and error management to ensure data integrity and system performance during large-scale data operations.

NEW QUESTION # 104

Universal Containers (UC) has implemented a new ecommerce site for its resellers. UC is leveraging a multi- cloud architecture, B2B Commerce, for building the storefront and Service Cloud Web2Case for offering case management functionality to its resellers. UC notices that the case volume is extremely high and a number of resellers are raising cases for trivial issues on the B2B Commerce site.

Which two recommendations should a Solution Architect make to help resellers use the site more efficiently and lower the case volume?

Choose 2 answers

- A. Offload the number of cases received via Web2Case by using Email2Case.
- B. Plan and conduct User Adoption Trainings for resellers on how to use the site.
- C. Disable anonymous users on the site.
- D. Implement Case Deflection.

Answer: B,D

Explanation:

Option B would help resellers find answers to their questions by showing them relevant articles or discussions before they create a

case. This way, they can resolve their issues without contacting support¹³.

Option D would help resellers learn how to use the site effectively and avoid common pitfalls. This way, they can reduce errors and confusion that might lead to unnecessary cases².

To help resellers use the site more efficiently and lower the case volume, the Solution Architect should recommend:

* B. Implement Case Deflection. This feature helps users find answers to their questions and resolve issues before submitting a case, thereby reducing case volume.

* D. Plan and conduct User Adoption Trainings for resellers on how to use the site. Training ensures that resellers are comfortable with the e-commerce site and understand how to use it effectively, which can lead to reduced case volume.

Salesforce's best practices for service cloud implementation recommend these strategies to improve user efficiency and reduce case volumes, as detailed in Service Cloud documentation and training materials.

NEW QUESTION # 105

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