

B2B-Solution-Architect Test Questions Answers & Training B2B-Solution-Architect Material



Que.02: 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?

Options:

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

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Salesforce B2B-Solution-Architect is a certification exam that focuses on the skills and knowledge required to design and implement complex B2B solutions using the Salesforce platform. Salesforce Certified B2B Solution Architect Exam certification is designed for professionals who have experience in solution architecture and are interested in building solutions for the B2B market. Salesforce Certified B2B Solution Architect Exam certification exam is intended to validate your knowledge and expertise in designing and implementing B2B solutions using Salesforce.

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Salesforce Certified B2B Solution Architect certification is widely recognized as a mark of excellence in the industry. It is a testament to the candidate's knowledge and expertise in designing and implementing B2B solutions using Salesforce. Salesforce Certified B2B Solution Architect Exam certification demonstrates to employers and clients that the candidate has the skills and knowledge required to deliver successful B2B projects using Salesforce. It is a valuable credential that can help professionals advance their careers and increase their earning potential.

Salesforce Certified B2B Solution Architect Exam Sample Questions (Q38-Q43):

NEW QUESTION # 38

Northern Trail Health has clients that have more than 10,000 employees. The company's Customer Service team handles requests from its client's employees directly and tracks various rebate programs per employee.

Private information should not be shared with the Sales team and they should only see contacts that are relevant to the sales process. Assuming that Sales and Service teamshare certain contacts, in which two ways should a Solution Architect ensure optimal

performance?

Choose 2 answers

- A. For each Account, assign Sales Contacts to the Sales team and all the rest to a Customer Service representative assigned to the Account.
- B. Use profiles and/or permission sets to give View All access to Customer Service on the Contact object.
- C. Assign all contacts to Sales team members to ensure sharing is streamlined and hide private fields from them.
- D. Set the Contact object to PublicRead Only so that the sharing rules do not bog down performance for sharing.

Answer: A,B

Explanation:

For optimal performance and data access control, the Solution Architect should:

* A. Use profiles and/or permission sets to give View All access to Customer Service on the Contact object. This allows Customer Service to access the necessary contact information while maintaining the principle of least privilege.

* D. For each Account, assign Sales Contacts to the Sales team and all the rest to a Customer Service representative assigned to the Account. This approach ensures that each team has access to the relevant contacts while keep External Sharing Model to create external organization-wide private information secure and maintaining system performance by minimizing complex sharing rules. Salesforce's documentation on sharing and visibility best practices recommends such strategies to manage access to records efficiently and securely.

<https://trailhead.salesforce.com/en/credentials/sharingandvisibilityarchitect>

NEW QUESTION # 39

Universal Containers (UC) recently completed its migration to Lightning Experience, with sales users automatically moving to Lightning. This initiative was a massive undertaking by UC, as it had a tremendous amount of legacy functionality migrated over to Lightning from Classic. The CIO would like to make sure that UC is able to track adoption of the migrated functionality over from Classic to Lightning and what specifically was migrated.

Which two proposals should a Solution Architect recommend?

Choose 2 answers

- A. Align with the CIO around the fact that while the functionality has been migrated, the data created between Classic and Lightning will remain exactly the same.
- B. Provide the CIO the ability to roll back all changes once they feel Lightning is not adequate for their needs.
- C. Provide the CIO a list of the User Stories around the new functionality and the Gap Analysis done between Classic and Lightning.
- D. Track Adoption Rates within the Lightning Usage, and monitor a change in metrics within existing reports and dashboards.

Answer: C,D

Explanation:

The two proposals a Solution Architect should recommend to track adoption of migrated functionality from Classic to Lightning are:

1. Track Adoption Rates within the Lightning Usage, and monitor a change in metrics within existing reports and dashboards. C.

Provide the CIO a list of the User Stories around the new functionality and the Gap Analysis done between Classic and Lightning.

Tracking adoption rates and success metrics is one of the best practices for driving Lightning Experience adoption, as it allows UC to measure how well users are using the migrated functionality and identify areas of improvement or feedback. According to 2, monitoring a change in metrics within existing reports and dashboards can also help UC evaluate the impact of Lightning Experience on their business performance and user satisfaction.

Providing a list of user stories around the new functionality can help UC communicate the benefits and value of Lightning Experience to their users and stakeholders, as well as align their expectations and goals with the migration project. According to 3, providing a gap analysis done between Classic and Lightning can also help UC understand what features or customizations are available or not available in Lightning Experience, as well as plan for any necessary changes or enhancements.

https://trailhead.salesforce.com/content/learn/modules/lex_migration_rollout/lex_migration_rollout_enabling

NEW QUESTION # 40

Universal Containers (UC) is a global organisation that wants to establish a 628 Commerce site to meet changing customer expectations and expand into new markets. These expectations include being able to self-serve 24x7 and get automated updates on orders. There are existing sales channels used at UC. Including a standard Sales team as well as a partner sales channel.

The sales leader met with a Solution Architect and shared that they want to grow their digital capabilities over the next 2 years. Time is of the essence and the sales leader needs to have the ecommerce solution in place as soon as possible to capture market share in

new geographies before other competitors move in. The executive team has promised prompt access to key stakeholders as needed.

What is the appropriate next step for the Solution Architect?

- A. Propose the introduction of B2B Commerce and CPQ to address the key areas of need such as global commerce, complex pricing, quoting and discounting needs; highlight the key features and the alignment of the features to the needs outlined.
- **B. Recommend an iterative rollout strategy for one of the new geographies where B2B Commerce is first rolled out to secure first mover status, while the Solution Architect gathers more requirements around other capabilities and requirements, and then roll those out over subsequent phases.**
- C. Recommend discovery meetings with additional stakeholders to gather information on the functional and technical requirements across the sales and other functional areas, then provide a recommendation based on information gathered to deliver an MVP.
- D. Propose a set of high-level design options with architecture diagrams depicting the potential elements of a solution that would meet the needs of the enterprise, including pros and cons to help the stakeholders make final decisions.

Answer: B

NEW QUESTION # 41

GG3 has gone live with a B2B multi-cloud solution and plans to add more functionality over time. The company has a team of system administrators who each focus on a specific cloud and area of functionality.

GG3 has decided to use an Org-Based deployment approach. It wants to protect the investment made and set the team up for success in the future.

What should a Solution Architect recommend as a best practice to put checks in place for decisions on changes moving forward?

- A. Engage Salesforce services to manage all governance and represent as the Steering Committee.
- **B. Set up a Governance and Monitoring structure that includes a Steering Committee, a Center of Excellence, and a Data governance council.**
- C. Budget for a Governance and Monitoring structure that includes a communications plan and project methodology for the following year.
- D. Engage a third-party company to manage all governance and represent as the Steering Committee.

Answer: B

Explanation:

Establishing a robust Governance and Monitoring structure is essential for sustaining the long-term success of a Salesforce implementation. A Steering Committee provides strategic oversight and decision-making, ensuring that the project remains aligned with business objectives. A Center of Excellence (CoE) fosters best practices, innovation, and continuous improvement across all Salesforce clouds and functionalities. A Data Governance Council ensures data quality, security, and compliance. This comprehensive governance framework supports effective change management, promotes cross-functional collaboration, and ensures that the Salesforce ecosystem evolves in a controlled and strategic manner, consistent with Salesforce's recommendations for maintaining a healthy and effective Salesforce environment.

NEW QUESTION # 42

AW Heat & Cooling is a mid-sized manufacturing company that sells special purpose heating and cooling solutions. Sales have declined significantly, and analysis shows that customers are leaving due to long turnaround times for quotes, lack of flexibility, and confused salespeople that do not understand their customers and do not collaborate with each other. The company wants to streamline and improve the customer experience from end to end, including new communication channels and digital self-service offerings.

How should the Solution Architect arrange the roadmap to implement the company's stated priorities?

- A. Start with Service Cloud and Revenue Cloud, followed by Experience Cloud and, later, Sales Cloud.
- B. Develop a comprehensive solution that includes Sales Cloud, Revenue Cloud, Service Cloud, and Experience Cloud as a basic version from the start.
- **C. Fast-track Service Cloud followed by Sales Cloud, Revenue Cloud, and, later, Experience Cloud.**
- D. Start with Sales Cloud and Revenue Cloud, followed by Service Cloud and, later, Experience Cloud.

Answer: C

