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Salesforce Certified B2B Solution Architect Exam Sample Questions (Q75-Q80):

NEW QUESTION # 75

Universal Containers (UC) recently completed a successful implementation of B2B Commerce classic and saw an immediate increase in both its customer experience ratings and overall bottom line due to the influx of sales through its commerce application. After this initial experience, UC decided to target its internal Sales team for the same successful outcome with Salesforce CPQ and Sales Cloud.

UC's requirements include that its internal Sales team be able to sell its current commerce catalog and expand this catalog to include even more products. In addition, UC wants to give its internal Sales team the ability to utilize CPQ's discounting functionality, along with approval rules for its Sales leadership team. Today, product and pricing is mastered in B2B Commerce and orders are fulfilled in the ERP.

What should a Solution Architect recommend when architecting a solution to meet UC's requirements?

- A. The Product data should be mastered inside B2B Commerce, while Pricing should be mastered inside CPQ. Both solutions should be integrated via Apex and then integrated to the ERP via SOAP API.
- B. The Product and Pricing Data should be mastered in the ERP and then integrated into both B2B Commerce and CPQ via REST API.
- C. The Product and Pricing data should be mastered in B2B Commerce and integrated into CPQ via REST API, and finally integrated to the ERP via SOAP API.
- **D. The Product and Pricing data should be mastered in CPQ and integrated to B2B Commerce via Apex, and then finally integrated into the ERP via a middleware solution.**

Answer: D

Explanation:

For UC's requirements, mastering Product and Pricing data in CPQ is optimal due to CPQ's robust pricing and discounting capabilities, which align with UC's goal to expand its catalog and utilize advanced discounting. Integrating this data into B2B Commerce via Apex ensures seamless data flow and real-time updates, essential for maintaining consistent product information across platforms. Middleware integration with the ERP facilitates complex data synchronization and process orchestration, handling diverse data formats and protocols, thus supporting the end-to-end order fulfillment process efficiently.

NEW QUESTION # 76

Universal Containers (UC) has a multi-cloud environment that includes Sales Cloud, Service Cloud, and CPQ. The environment supports multiple languages via the translation workbench. As part of a roadmap, UC is implementing B2B Commerce. As part of this project, there is a requirement to translate data stored within the Name and Description fields on the Product and Product Category objects.

What should a Solution Architect recommend to achieve this?

- **A. Enable Data translation for B2B Commerce.**
- B. Done data records and translate.
- C. Add custom field with translations
- D. Enable Translation Workbench.

Answer: A

Explanation:

To address the requirement for translating Product and Product Category object fields within B2B Commerce, enabling data translation specifically for B2B Commerce is the recommended approach. This solution allows for the localization of product information, enhancing the customer experience in different regions. By utilizing B2B Commerce's capabilities for handling multilingual content, UC can ensure that product names and descriptions are accurately translated, aligning with global commerce best practices.

and improving user engagement across diverse markets.

NEW QUESTION # 77

Universal Containers (UC) uses Salesforce Sales Cloud to track Opportunities, Quotes, and Orders and is interested in offering self-service capability to its customers via an Experience Cloud site. Most products that UC offers are relatively simple, but some are complex and need to be configured and reviewed by a sales representative before an order can be officially placed. The CIO is concerned about the time to market and would like to see two options to address UC's need.

Which two options should a Solution Architect recommend and present to UC?

Choose 2 answers

- A. Implement a custom Experience Cloud site with "product configurator" functionality first, then add headless commerce functionality in a follow-up phase.
- B. Implement B2B Commerce on Experience Cloud to allow customers to purchase simple products with Add complex product configurations in a follow-up phase.
- C. Implement a templated self-service Experience Cloud site to show product information, add a "Request a Quote" component, and recommend B2B Commerce implementation in a follow-up phase.
- D. Implement Salesforce CPQ internally first, then build "product configurator" functionality in a custom Experience Cloud site in a follow-up phase.

Answer: A,B

NEW QUESTION # 78

Northern Trail Outfitters (NTO) is transforming its service experience. NTO has created a RACI matrix to understand the key stakeholders' responsibilities for activities and decisions during a Salesforce Field Service discovery workshop.

Which three NTO stakeholders should a Solution Architect recommend be defined as Consulted during the discovery workshop?

Choose 3 answers

- A. Field Service Agent
- B. Project Manager
- C. Business Analyst
- D. Field Service Manager
- E. NTO employee representing a typical customer

Answer: B,D,E

NEW QUESTION # 79

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

Answer: A,B,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

