

# New B2B-Solution-Architect Test Tutorial - Salesforce Salesforce Certified B2B Solution Architect Exam - Valid Test B2B-Solution-Architect Engine

Mark Question

Question 7 of 10

Universal Containers (UC) is about to develop a new call center solution utilizing Salesforce products including Service Cloud, LiveMessage, Experience Cloud, and MuleSoft. UC would prefer no real customer data to be stored within Salesforce but to be made view only. These views should only be utilized by a select few individuals that may be assigned the ability to view this data temporarily and have it removed.

Which two features should a Solution Architect suggest to maintain these constraints?

☐ A. Apex Callouts, User Permissions Sets

☐ B. Third-party ETL, Profiles

☐ C. Salesforce Connect, User Profiles

☒ D. Salesforce Connect, User Permission Sets

Answer: D

Explanation:

Salesforce Connect allows you to integrate external data sources with Salesforce and access them in real time without storing them in Salesforce. User Permission Sets let you grant access to various tools and functions to users without changing their profiles. You can assign permission sets to users with different licenses and revoke them when needed.

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Salesforce B2B-Solution-Architect Certification Exam is designed for professionals who want to validate their expertise in designing and implementing solutions on the Salesforce platform for B2B organizations. Salesforce Certified B2B Solution Architect Exam certification exam is intended for architects and consultants who have experience in designing solutions for complex business requirements, such as account and territory management, partner management, and complex pricing and product configuration. Salesforce Certified B2B Solution Architect Exam certification exam also tests the candidate's knowledge of integration with external systems and data management.

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## Salesforce Certified B2B Solution Architect Exam Sample Questions (Q34-Q39):

### NEW QUESTION # 34

Universal Containers (UC) is an international company with activities in Europe and the U.S. UC has two separate Salesforce orgs, one for each region. Quotes are built in different legacy systems, depending on their country. Orders are processed centrally by the back-office team with an ERP. Customer information is saved in both legacy systems and the ERP. The analyst team complains about the inconsistency of customer data between different systems and the lack of connection between a single piece of customer data across all of the systems.

Which approach would make it possible to set up this single source of truth and ensure scalability for orders?

- **A. Use MuleSoft Anypoint Platform as the single point of data orchestration across the different systems and Salesforce environments.**
- B. Map all of the points of data within a custom data manager and drive synchronization between the different systems with a point-to-point approach.
- C. Map all of the points of data with a different ETL tool for each Salesforce environment and drive synchronisation from Salesforce to the other systems.
- D. Use each Salesforce org as its own system of record (SOP.) and use Salesforce Connect to synchronise the two Salesforce orgs.

**Answer: A**

Explanation:

According to 1, a single source of truth (SSOT) is the practice of aggregating the data from many systems within an organization to a single location. A SSOT is not a system, tool, or strategy, but rather a state of being for a company's data in that it can all be found via a single reference point.

According to 2, 3 and 4, Salesforce has introduced the Customer 360 Truth Platform, which includes MuleSoft. This is a new set of data and identity services that enable companies to build a single source of truth across all of their customer relationships. This connects data from all Salesforce clouds to create a single view of the customer.

MuleSoft Anypoint Platform is an integration platform that allows companies to connect any application, data source or device using APIs. MuleSoft enables companies to leverage their existing systems and data sources without having to replace them or create custom integrations.

### NEW QUESTION # 35

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 team share certain contacts, in which two ways should a Solution Architect ensure optimal performance?

Choose 2 answers

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

**Answer: A,C**

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 keeping 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 # 36

Universal Containers (UC) sells automotive spare parts through a large network of partner retail outlets. UC's business model relies on partners (retail outlets) reaching out to UC to get access to its product catalog, selecting the product(s) they require, and then making bulk purchases. The partners occasionally reach out to UC sales representatives for advice or clarifications regarding particular SKUs on an opportunity on which they are co-sellers.

UC wants to offer discounts to partners who make large purchases. Further, UC wants to provide its partners with reports detailing their sales, including reports that summarize sales by partner, to help UC classify its partners accordingly.

Which solution should a Solution Architect recommend to meet UC's requirements?

- A. Sales Cloud, Service Cloud, and Partner Relationship Management
- B. Sales Cloud, B2B Commerce, and Partner Relationship Management
- C. Sales Cloud, B2B Commerce, and Customer Community
- D. Sales Cloud, Partner Relationship Management, and Einstein

**Answer: A**

#### NEW QUESTION # 37

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 utilize 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 System of Intelligence for Orders
- B. SOR for Opportunities and SOR 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

**Answer: D**

Explanation:

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.

#### NEW QUESTION # 38

Universal Containers (UC) has its product and primary pricing in an ERP. For data consumption to other systems, the ERP is integrated to a separate third-party data warehouse. The cart-to-quote process is supported by Salesforce's multi-cloud solution spanning Sales Cloud, CPQ, and B2B Commerce.

The sales process is structured so that the customers add products to the cart through the Storefront and request a quote from UC's sales representatives. The representatives can work on the quote in CPQ and push back the updated pricing to the Storefront. The overall pipeline is tied back to opportunities and opportunity products for forecasting.

Where does UC house the system of record for its sales process?

- A. Salesforce CPQ
- B. Salesforce Sales Cloud
- C. Salesforce B2B Commerce

- D. Third-party data warehouse

**Answer: B**

Explanation:

Salesforce Sales Cloud is the system of record for the sales process because it contains information about opportunities and opportunity products, which are used for forecasting and reporting. It also integrates with other clouds such as B2B Commerce and CPQ to support the cart-to-quote process.

[https://help.salesforce.com/s/articleView?id=icx\\_b2c\\_crosscloudengagement\\_systems\\_of\\_record.htm&language=en\\_US&type=5](https://help.salesforce.com/s/articleView?id=icx_b2c_crosscloudengagement_systems_of_record.htm&language=en_US&type=5)

In the described sales process, Salesforce Sales Cloud serves as the system of record. This is because the overall pipeline, including opportunities and opportunity products, which are central to forecasting and sales management, is managed within Sales Cloud. While CPQ and B2B Commerce play crucial roles in quoting and online purchasing respectively, and the ERP system houses product and primary pricing information, it is Sales Cloud that integrates these elements to provide a comprehensive view of the sales pipeline and performance. This alignment with sales processes makes Sales Cloud the authoritative source for sales-related data and activities, aligning with Salesforce's best practices for sales management and forecasting.

## NEW QUESTION # 39

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