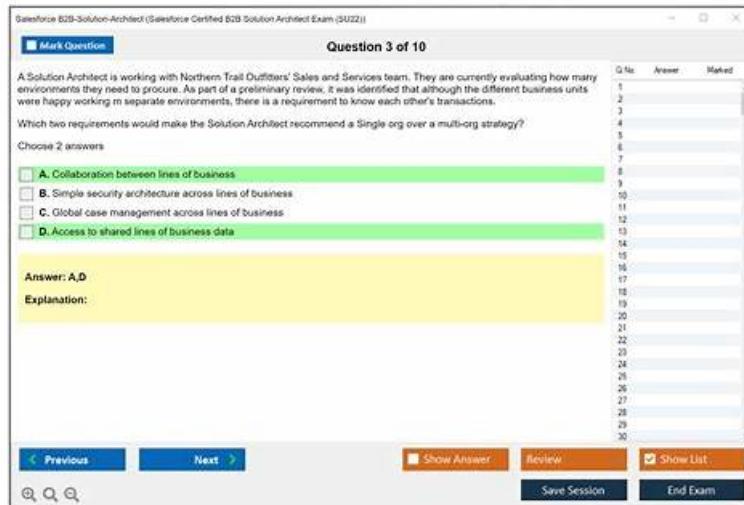


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Salesforce Certified B2B Solution Architect Exam Sample Questions (Q71-Q76):

NEW QUESTION # 71

AC Computers has decided to extend its existing Sales Cloud solution by implementing Service Cloud and Marketing Cloud

Account Engagement. AC Computers has defined two different work streams for Service Cloud and Marketing Cloud Account Engagement and wants each workstream to work iteratively in separate sandboxes and migrate to a single sandbox for UAT and integration testing. With the multiple workstreams, AC Computers needs a more rigorous change management process and an audit process.

Which two options should AC Computers consider to support both implementation workstreams?

Choose 2 answers

- A. Use package-based deployments and scratch orgs to merge the workstream builds.
- B. Use a version control system and CLI-based deployment tools to merge the workstream builds.
- C. Use scratch orgs and continuous deployment tools to merge the workstream builds.
- D. Use multiple development sandboxes and merge the workstream builds using change sets.

Answer: B,C

NEW QUESTION # 72

Universal Containers (UC) is concerned about potential data storage issues in Salesforce due to the Invoice, Order, and Inventory data that would be flowing from various on-premise legacy CRM and ERP applications. UC would like to view and occasionally report on this data on-demand for day-to-day operational processes and would prefer not to store the data in Salesforce due to data residency requirements.

Which recommendation should the Solution Architect make to meet this requirement?

- A. Write custom Apex code to retrieve the data in real time from external systems.
- B. Push the data into Salesforce and implement an archival strategy.
- C. Re-architect the implementation using Salesforce Connect and external objects.
- D. Use Salesforce Orchestrator with MuleSoft to retrieve the data when it is needed.

Answer: C

Explanation:

External objects are similar to custom objects but they map to data that's stored outside Salesforce. Salesforce Connect uses external data sources to access data that's stored outside your Salesforce organization¹. This way, UC can comply with data residency requirements and avoid data storage issues.

Salesforce Connect allows Salesforce to seamlessly integrate with data that is external to the Salesforce platform, which in this case is the legacy CRM and ERP applications. External objects provide a real-time view of this external data, allowing UC to view and report on it as if it were stored natively in Salesforce, without actually storing it in Salesforce.

NEW QUESTION # 73

A Solution Architect is presenting a design for the Phase 1 rollout of a B2B multi-cloud solution that includes CPQ and B2B Commerce using the CPQ B2B Commerce Connector. During the presentation, business stakeholders push back on some of the key design aspects. The business is keen to have the product images and SCO data pushed back to CPQ from 828 Commerce, which is not incorporated in the current design. Further, the business wants the Solution Architect to find a way to map discounts and promotions in 828 Commerce to CPQ pricing and add that to the Phase 1 deliverables.

Which two responses should a Solution Architect present to the stakeholders?

Choose 2 answers

- A. There are significant differences in the discounting models and options between B2B Commerce and CPQ, and for that reason, it is better to handle them separately, without syncing to CPQ.
- B. Map the product images from B2B Commerce to CPQ, by passing the URL of the image file from CC Product to Product2 object. SEO data sync will require additional customization and it is recommended for Phase 2.
- C. Map the discounts and promotions to Additional Discounts field on the quote line. However, we would need to ensure that the price rules do not run for quotes originated from B2B Commerce unless there is a specific business need.
- D. Product Images and SCO data are B2B Commerce specific metadata. It is recommended to keep them only in 828 Commerce, and not push to CPQ.

Answer: B,C

Explanation:

https://help.salesforce.com/s/articleView?id=sf.icx_b2b_cart_to_quote_connector.htm&language=en_US&type=5 Addressing stakeholder feedback on syncing product images and SEO data from B2B Commerce to CPQ, and aligning discounts and

promotions, involves a balanced approach. Mapping product images by passing the URL from B2B Commerce to CPQ ensures that product visual representation is consistent across platforms. Considering the complexity of syncing SEO data, it is pragmatic to plan this for a subsequent phase, allowing for proper customization and integration work. For discounts and promotions, mapping them to the Additional Discounts field on the quote line in CPQ is feasible, but it's crucial to manage the execution of price rules carefully to maintain pricing integrity. This approach aligns with best practices for integrating B2B Commerce and CPQ, ensuring a cohesive and functional solution that meets business requirements while managing technical complexities and scope.

NEW QUESTION # 74

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. Start with Sales Cloud and Revenue Cloud, followed by Service Cloud and, later, Experience Cloud.**
- D. Fast-track Service Cloud followed by Sales Cloud, Revenue Cloud, and, later, Experience Cloud.

Answer: C

Explanation:

Starting with Sales Cloud and Revenue Cloud allows AW Heat & Cooling to immediately address the core issues affecting sales performance and quote turnaround times. Sales Cloud facilitates improved sales processes and customer management, while Revenue Cloud (including CPQ) streamlines the quoting and pricing processes, directly addressing the needs for flexibility and efficiency in sales. Subsequent implementation of Service Cloud will enhance customer service capabilities, and finally, integrating Experience Cloud will enable the development of digital self-service portals and new communication channels. This phased approach aligns with Salesforce's recommendations for prioritizing core sales and service functionalities before expanding to broader customer engagement and digital experience solutions.

NEW QUESTION # 75

Northern Trail Outfitters (NTO) is currently using Salesforce CPQ and would like to implement B2B Commerce Classes. NTO uses a Partner Community to allow partners to build complex bundles to provide detailed quotes to clients. NTO also wants to ensure that it does not have to maintain two databases of products.

Which two considerations should a Solution Architect keep in mind about the CPQ B2B Commerce Connector when synchronizing Product and Price data?

Choose 2 answers

- **A. The connector does not support syncing complex CPQ bundles.**
- **B. The connector lets you sync simple products with a flat price.**
- C. The connector is a two-way sync for product and pricing logic.
- D. Discount schedules from CPQ will sync to discounts and promotions in B2B Commerce Classic

Answer: A,B

NEW QUESTION # 76

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