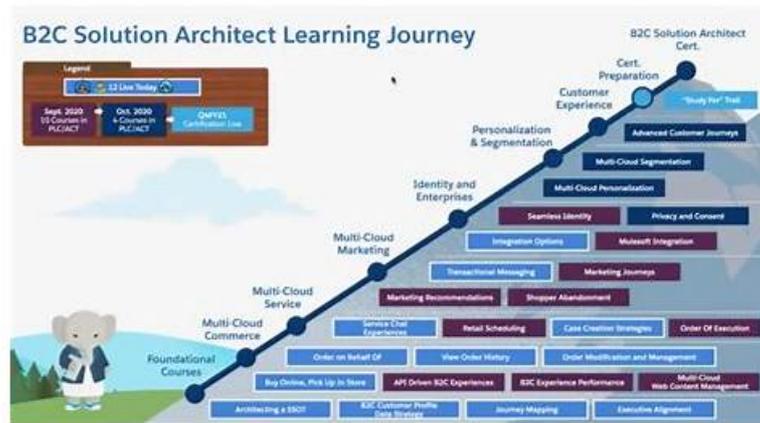


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Salesforce B2B-Solution-Architect certification is ideal for professionals who are responsible for designing and implementing B2B commerce solutions for their organizations. Salesforce Certified B2B Solution Architect Exam certification demonstrates that the candidate has a deep understanding of the Salesforce B2B Commerce Solution and can develop and implement effective solutions that meet the unique needs of their business. Salesforce Certified B2B Solution Architect Exam certification is also a valuable asset for consultants and developers who work with clients to implement Salesforce B2B Commerce solutions.

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Salesforce Certified B2B Solution Architect certification is an excellent opportunity for experienced professionals who want to showcase their expertise in designing and implementing complex B2B solutions on the Salesforce platform. With this certification, you can demonstrate your knowledge and skills to potential employers and clients, and enhance your career prospects in the Salesforce ecosystem.

## Salesforce Certified B2B Solution Architect Exam Sample Questions (Q21-Q26):

### NEW QUESTION # 21

Northern Trail Outfitters (NTO) has a requirement to implement an Experience Cloud solution to allow its partners to log and view cases they have submitted, as well as track their opportunities. As part of the solution, NTO wants to be able to create dashboards that its partners can view within the community.

Which Experience Cloud license should the Solution Architect recommend?

- A. Customer Community Plus license
- **B. Partner Community license**
- C. Service Cloud license
- D. Sales Cloud license

**Answer: B**

### NEW QUESTION # 22

Universal Containers is at the start of a digital transformation program. Members of the executive leadership team have provided a list of internal and external stakeholders who are dedicated to formulating the vision and desired business outcomes in a 2-day workshop. The executive leadership team has made the request to understand what the customer experience will look like out of this workshop.

What should a Solution Architect do to help formulate the high-level business vision and desired business outcomes?

- A. Facilitate a business process mapping workshop with the executive leadership team to better understand the potential process improvements.
- **B. Facilitate a workshop with the executive leadership team, applying the journey mapping process to create a vision and align customer journey to business objectives.**
- C. Ask to follow the Customer Service team for a day to gain a better understanding of how they work and identify their pain points to formulate this vision.
- D. Facilitate a strategy session with the executive leadership team to better understand their individual business units' priorities to achieve the business objectives.

**Answer: B**

Explanation:

Journey mapping is a process that helps understand and improve the customer experience across different touchpoints and channels. Journey mapping can help formulate the high-level business vision and desired business outcomes by:

Identifying the customer segments, personas, needs, goals, and pain points  
Mapping out the current state of the customer journey across different stages and channels  
Analyzing the gaps, opportunities, and risks in the current state  
Envisioning the future state of the customer journey that meets or exceeds customer expectations  
Aligning the future state with the business objectives, value proposition, and success metrics  
Prioritizing and planning the initiatives and solutions that will enable the future state

<https://trailhead.salesforce.com/credentials/architectoverview>

### NEW QUESTION # 23

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 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.
- **B. Implement a custom Experience Cloud site with "product configurator" functionality first, then add headless commerce functionality in a follow-up phase.**
- **C. Implement B2B Commerce on Experience Cloud to allow customers to purchase simple products with Add complex product configurations 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: B,C**

#### NEW QUESTION # 24

What should a Solution Architect do to ensure that all requirements for a multi-cloud implementation are captured during discovery sessions so that project stakeholders are aligned with the project team on deliverables?

- A. Develop and present the business case to all project stakeholders before beginning the solution design and development phase.
- **B. Develop and present the project scope itemized within the requirements document to all project stakeholders before beginning the solution design and development phase.**
- C. Define and document the user journey map with project stakeholders to capture the customer interactions at all touchpoints.
- D. Define and document the business value map with project stakeholders to capture the value provided by the implementation.

**Answer: B**

Explanation:

Ensuring alignment between project stakeholders and the project team is critical for the success of a multi-cloud implementation. By developing and presenting a detailed project scope, outlined in the requirements document, a Solution Architect can clarify expectations and deliverables, fostering a shared understanding of project goals, timelines, and success criteria. This approach helps in managing stakeholder expectations and ensures that all requirements are captured and agreed upon before moving forward with solution design and development. This practice aligns with Salesforce's recommendations for effective project management and stakeholder engagement, ensuring that all parties are aligned and committed to the project's objectives and outcomes.

#### NEW QUESTION # 25

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 synchronization from Salesforce to the other systems.
- D. Use each Salesforce org as its own system of record (SOR) 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.

