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B2B Solution Architect Practice Test

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Salesforce B2B-Solution-Architect (Salesforce Certified B2B Solution Architect) Exam is designed to test the skills and knowledge of professionals who work with Salesforce B2B Commerce solutions. Salesforce Certified B2B Solution Architect Exam certification is ideal for individuals who work as solution architects or technical architects and are responsible for designing and implementing B2B Commerce solutions for their organizations. B2B-Solution-Architect exam covers a wide range of topics, including business analysis, solution design, integration, data modeling, and security.

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Salesforce Certified B2B Solution Architect Exam Sample Questions (Q56-Q61):

NEW QUESTION # 56

AC Computers is hitting governor limits when trying to create orders and activate orders in Salesforce. Upon further investigation, it's discovered that AC Computers is trying to process hundreds of order products on a single order. The Order object also has various automation processes to update fields and integrate with a third-party order management system.

What is one solution a Solution Architect should evaluate first to resolve this issue?

- A. Review to determine if moving automation to asynchronous Apex is required.
- B. Install a third-party solution to process large orders.
- C. Enable Advanced Order Management to process large orders.
- D. Create a custom object to hold orders in queue for processing.

Answer: A

Explanation:

When hitting governor limits due to the volume of operations on the Order object, moving automation to asynchronous Apex (e.g., using future methods, batch Apex, or Queueable Apex) is often necessary. This allows for more efficient handling of bulk operations and reduces the chance of exceeding governor limits. Salesforce provides guidelines on bulkifying code and using asynchronous operations to manage large data volumes effectively, which is essential for high-volume order processing.

NEW QUESTION # 57

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 teams share 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. Set the Contact object to Public Read Only so that the sharing rules do not bog down performance for sharing.
- C. Assign all contacts to Sales team members to ensure sharing is streamlined and hide private fields from them.
- D. Use profiles and/or permission sets to give View All access to Customer Service on the Contact object.

Answer: A,C

NEW QUESTION # 58

Universal Containers (UC) is currently utilizing Salesforce Revenue Cloud, Service Cloud, and Field Service for its internal Sales teams, call center, and field service teams. The field service team has asked for new data visibility around Sales and Service data because customers in the field will often ask about sales orders that typically exist within Revenue Cloud.

What is an immediate consideration a Solution Architect should provide regarding giving this kind of data access?

- A. Provide the field service team with CPQ licenses to view Order data.
- B. Provide the field service team with a Sales Cloud license to view Order data.

- C. Generate a new profile that grants access to the Order object and assign it to the field service users.
- D. Generate a new permission set that grants access to the Order object and assign it to the field service users.

Answer: D

NEW QUESTION # 59

Universal Containers (UC) acquired two companies. As part of its transformation and consolidation program, UC needs to bring all of its disparate partner strategies together and see what can be combined across all of its indirect sales channels. Each company currently has its own Salesforce environment utilizing Sales Cloud and Experience Cloud for Partners. Each company also follows its own unique business processes for partners. However, UC has recently developed a new vision and journey focused on a single indirect channel with a single Salesforce environment aligned to its corporate strategy.

Given UC's new journey for engaging its indirect channel, what are the next two steps the Solution Architect should recommend? Choose 2 answers

- A. Identify the need for multiple PartnerCommunities by Indirect Sales Channel with branding and content specific to each channel.
- B. Completely unify all the channel strategies under the acquiring company's brand and strategy.
- C. Create an adoption plan for the Direct Sales team to engage with the Indirect Sales team in a sell-with model within the new Partner Communities.
- D. Tell the stakeholders to focus on having a single Partner Community across all channels with a singular branding.

Answer: B,C

Explanation:

To align the partner strategies of the acquired companies with UC's new vision for a single indirect channel, the Solution Architect should recommend:

A) Completely unify all the channel strategies under the acquiring company's brand and strategy. This ensures a cohesive approach and aligns with the goal of a unified partner strategy.

C) Create an adoption plan for the Direct Sales team to engage with the Indirect Sales team in a sell-with model within the new Partner Communities. This facilitates collaboration between direct and indirect sales channels, leveraging the strengths of both to drive sales in the unified environment.

Reference to these strategies can be found in Salesforce's best practices for managing partner relationships and communities, as detailed in Salesforce Partner Community documentation.

NEW QUESTION # 60

Universal Containers (UC) has implemented a new ecommerce site for its resellers. UC is leveraging a multi-cloud architecture, B2B Commerce, for building the storefront and Service Cloud Web2Case for offering case management functionality to its resellers. UC notices that the case volume is extremely high and a number of resellers are raising cases for trivial issues on the B2B Commerce site.

Which two recommendations should a Solution Architect make to help resellers use the site more efficiently and lower the case volume?

Choose 2 answers

- A. Offload the number of cases received via Web2Case by using Email2Case.
- B. Implement Case Deflection.
- C. Plan and conduct User Adoption Trainings for resellers on how to use the site.
- D. Disable anonymous users on the site.

Answer: B,C

Explanation:

Option B would help resellers find answers to their questions by showing them relevant articles or discussions before they create a case. This way, they can resolve their issues without contacting support13.

Option D would help resellers learn how to use the site effectively and avoid common pitfalls. This way, they can reduce errors and confusion that might lead to unnecessary cases2.

To help resellers use the site more efficiently and lower the case volume, the Solution Architect should recommend:

B) Implement Case Deflection. This feature helps users find answers to their questions and resolve issues before submitting a case, thereby reducing case volume.

D) Plan and conduct User Adoption Trainings for resellers on how to use the site. Training ensures that resellers are comfortable

with the ecommerce site and understand how to use it effectively, which can lead to reduced case volume. Salesforce's best practices for service cloud implementation recommend these strategies to improve user efficiency and reduce case volumes, as detailed in Service Cloud documentation and training materials.

NEW QUESTION # 61

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