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Quiz Efficient Salesforce - Arch-301 - Salesforce Certified B2B Solution Architect Exam Simulator Online

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Salesforce Certified B2B Solution Architect Sample Questions (Q45-Q50):

NEW QUESTION # 45

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

Answer: C

Explanation:

The Solution Architect should recommend a Partner Community license for this requirement. This license is designed for external partners and allows them to access and interact with Salesforce data and features, including submitting and viewing cases and tracking opportunities. Additionally, the Partner Community license includes the ability to create and view dashboards within the community.

https://help.salesforce.com/s/articleView?id=users_license_types_communities.htm&language=en_US&type=5

For partners to log and view cases as well as track opportunities, and view dashboards within the community, the Partner Community license is the appropriate choice. This license is designed for partner relationships and provides the necessary access to Salesforce objects and functionality needed for these tasks. Salesforce's licensing guide outlines the features available with the Partner Community license, supporting this recommendation.

NEW QUESTION # 46

Northern Trail Outfitters (NTO) currently use Sales Cloud to track deals and now wants to use channel sales to distribute and sell products through resellers (partners). As part of the channel strategy, NTO will be implementing a Partner Community for resellers to register deals or generate quotes. NTO needs to establish metrics to measure each reseller's performance based on the reseller's activities within the Partner Community. NTO wants to focus on leading metrics as opposed to lagging metrics to get early feedback on how the portal is being used by partners.

Which three leading metrics should a Solution Architect recommend to help NTO measure each reseller's goals through the Partner Community?

Choose 3 answers

- **A. Logins into Partner Community**
- **B. Number of quotes generated**
- C. Opportunity win rates
- D. Product types sold
- **E. Opportunities generated**

Answer: A,B,E

Explanation:

The best three leading metrics to help NTO measure each reseller's goals through the Partner Community are logins into Partner Community, number of quotes generated, and opportunities generated. These metrics will give NTO early feedback on how the portal is being used by their partners and will provide insight into their success in using the Partner Community. Product types sold and opportunity win rates are lagging metrics and may not provide timely feedback on the success of the Partner Community.

* Leading metrics are indicators that show what's happening and can have real-time impact on your bottom line¹².

* Lagging metrics are indicators that show the outcome of what happened in a previous time period¹².

* Leading metrics are useful for predicting future performance and making adjustments, while lagging metrics are useful for evaluating past performance and setting goals³⁴.

To measure each reseller's performance in Northern Trail Outfitters' Partner Community effectively, focusing on leading metrics such as opportunities generated, number of quotes generated, and logins into the Partner Community provides early indicators of engagement and potential sales success. These metrics offer insights into the resellers' active participation and their potential impact on sales, allowing NTO to identify trends and address issues proactively. Leading metrics, unlike lagging metrics, provide real-time data that can inform strategic decisions and adjustments in the channel sales strategy, aligning with best practices for performance measurement and partner management in Salesforce communities.

NEW QUESTION # 47

At Custom Cabinets LLC, the service appointments often span over multiple days but are 2 to 4 hours in duration per day. The company would like to optimize the service resource's day and have them see as many customers as possible. Additionally, Custom Cabinets LLC would like a customer service representative to follow up with the customer once the field work has been completed.

Which approach should the Solution Architect take to meet these requirements?

- A. Leverage out-of-the-box Salesforce Field Service Work Types and out-of-the-box Multiday Service Appointments. Use declarative automation to create a follow-up Case for customer service.
- B. Leverage out-of-the-box Salesforce Field Service Work Types and declarative automation to clone Service Appointments for multiple days. Use declarative automation to create a follow-up Case for customer service.
- C. Leverage out-of-the-box Salesforce Field Service Multiday Service Appointments. Use declarative automation to send a follow-up email to the customer.
- D. Leverage declarative automata to done Service Appointments for multiple days. Like declarative automation to send a follow-up email to the customer.

Answer: C

Explanation:

Salesforce Field Service's out-of-the-box functionality for Multiday Service Appointments efficiently handles appointments spanning multiple days. Using declarative automation for follow-up emails ensures personalized customer engagement post-service, enhancing customer satisfaction and operational efficiency without the need for extensive custom development.

NEW QUESTION # 48

Recently, Universal Containers (UC) successfully launched a multi-cloud 62B implementation with Sales Cloud, Service Cloud, Experience Cloud, and B2B Commerce. As the Sales and ServiceCloud development was performed by separate teams, UC created Process Builder automation for the Account object in separate Process Builder processes. As customers 90 through the sales process within Sales Cloud, the data on their customer account record is updated. As those same customers make purchases within B2B Commerce, the data on their customer account record is updated as well.

What are two reasons why a Solution Architect should recommend uniting these into a single Process Builder process?

Choose2 answers

- A. Moving them into a single Process Builder process helps to reduce the number of queries and avoid hitting limits on the Account object.
- B. Moving them into a single Process Builder is the only way to ensure a naming convention is followed on the Account object.
- C. Moving one of the Process Builders into a flow will remove all automation conflicts on the Account object.
- D. Moving them into a single Process Builder process provides control over the order of the updates and actions triggered on the Account object.

Answer: A,D

Explanation:

The two reasons why a Solution Architect should recommend uniting the Sales Cloud and Service Cloud Process Builder processes into a single Process Builder process are: (A) Moving them into a single Process Builder process helps to reduce the number of queries and avoid hitting limits on the Account object; and (B) Moving them into a single Process Builder process provides control over the order of the updates and actions triggered on the Account object. By having them all in a single Process Builder process, UC can better manage the order in which updates and actions are triggered on the account object, ensuring that the most important updates and actions are performed first. Additionally, combining multiple Process Builder processes into one reduces the number of queries that need to be performed, helping to avoid hitting limits on the Account object.

NEW QUESTION # 49

Universal Containers (UC) is implementing a Salesforce B2B multi-cloud project with large volumes of data and daily transactions from multiple third-party systems via multiple integrations. UC is looking at transactions of more than 1 million records a week and, in higher seasons, 10 million records a week. UC has made the decision to get a full copy sandbox to use to test all of its third-party integrations across its multiple clouds. UC has also invested in MuleSoft and the Anypoint Platform as the single enterprise service bus for all of the third-party data going into Salesforce.

Which type of performance testing should a Solution Architect recommend for testing data at scale on this project?

- A. Perform API load test against the full copy sandbox before go live.
- B. Perform page load testing against production after go live.
- C. Perform API load test against the partial copy sandbox before go live.
- D. Perform unit testing against the full copy sandbox codebase before go live in production.

Answer: A

Explanation:

There are different types of performance testing, such as load testing, stress testing, endurance testing, and spike testing. Each type has a different purpose and goal.

The best type of performance testing is API load test against the full copy sandbox before go live. This type of test can help you evaluate how well your integrations handle high volumes of data and transactions from multiple sources. It can also help you validate the functionality and performance of your MuleSoft Anypoint Platform.

To perform an API load test, you need to create a test plan that defines the test scenarios, test data, test tools, and test metrics. You also need to submit a request for performance testing to Salesforce2 and follow their guidelines and best practices.

A full copy sandbox is a good environment for API load test because it has the same data and metadata as your production org. This can help you simulate realistic conditions and avoid data skew issues.

When dealing with large volumes of data and multiple integrations, it is important to perform load testing to ensure that the system can handle the expected load. An API load test against the full copy sandbox will simulate the expected load and help identify any performance bottlenecks before the system goes live in production. This type of testing should be performed prior to go live to ensure that the system can handle the expected load and provide a good user experience.

NEW QUESTION # 50

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