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Salesforce Certified B2B Solution Architect Exam Sample Questions (Q104-Q109):

NEW QUESTION # 104

Universal Containers (UC) is about to complete the first phase of its digital transformation with its new Lead to Invoice process that incorporates several clouds like Sales Cloud, Service Cloud, Revenue Cloud, Experience Cloud, and MuleSoft. UC is now creating a Center of Excellence and focusing on a purely Agile methodology for working on new releases. UC wants to understand some of the considerations around release planning.

What are two recommendations a Solution Architect should make to ensure UC's releases to production work within its release schedule and there are no delays in future releases?

Choose 2 answers

- A. Create a regular sprint cadence across the different teams to demonstrate new functionality.
- B. Use the last sprint of the release to stabilize it and eliminate identified issues.
- C. Fix the scope of the sprint during release planning regardless of how long it takes.

- D. Utilize the last sprint to include functionality that was missed from previous sprints.

Answer: A,B

Explanation:

For UC's digital transformation and adoption of Agile methodology, ensuring smooth and timely releases is crucial. The recommended practices are:

- * B. Create a regular sprint cadence across the different teams to demonstrate new functionality.

Establishing a consistent rhythm for sprints helps align team efforts, ensures regular progress reviews, and facilitates the integration of new features. It fosters collaboration and keeps the project on track.

- * C. Use the last sprint of the release to stabilize it and eliminate identified issues. Dedicating the final sprint to stabilization and issue resolution is a best practice in Agile methodologies. It allows the team to focus on quality assurance, performance testing, and user feedback, ensuring that the release is robust and meets user expectations.

Salesforce and Agile methodology guides, such as those found on Salesforce Trailhead and in Agile development literature, emphasize the importance of regular cadences and stabilization phases for successful project delivery and continuous improvement.

NEW QUESTION # 105

Universal Containers has recently provided its call center team the ability to troubleshoot issues coming from its B2B Commerce customers. Currently, the team utilises Service Cloud and, specifically, the Service Console. The CIO's concern is now different the experience will be as it relates to B2B Commerce for Visualforce versus what the team sees today within the Service Console.

Which recommendation should the Solution Architect voice to the CIO to ensure higher adoption by the call center team?

- A. Implement an embedded web view of B2B Commerce within the Service Console.
- B. Implement the CSR flow so that call center agents can log in as the buyer within B2B Commerce and see their cart.
- C. Implement Experience Cloud login as user so that call center agents can log in as the buyer within B2B Commerce and see their cart.
- D. Provide access to B2B Commerce data within the Service Console so they can see the cart.

Answer: A

Explanation:

The Solution Architect should recommend implementing an embedded web view of B2B Commerce within the Service Console, or providing access to B2B Commerce data within the Service Console so that call center agents can see the cart. This will allow the call center team to access the same information they are used to seeing in the Service Console, while still providing access to B2B Commerce data. Additionally, they could also implement the CSR flow so that call center agents can log in as the buyer within B2B Commerce and see their cart. Implementing Experience Cloud login as user is not necessary for this purpose.

This option would allow the call center team to see what the B2B Commerce customers see on their storefronts without leaving the Service Console. This would enhance their experience and efficiency when troubleshooting issues.

According to Salesforce documentation², B2B Commerce for Visualforce is a set of Visualforce pages and components that can be integrated with your Experience Cloud site. You can also customize these pages and components to suit your business needs.

NEW QUESTION # 106

Universal Containers serves customers globally across two businesses. Each business has its own org for managing its sales and support operations. Each line of business also maintains its own reporting systems using both CRM Analytics and Salesforce reports, but the CEO is asking for a unique dashboard that includes the global opportunity pipeline with data from both orgs.

What should a Solution Architect propose?

- A. Use CRM Analytics in the primary org and then, in the dashboards, use Salesforce Connect to query the data from the other org.
- B. Use one org as primary and an ETL tool to synchronize the accounts and opportunities of the other org. Then, use standard reports.
- C. Use CRM Analytics in the primary org and create a Salesforce External Connection. Then, create a dataflow to combine data from both orgs.
- D. Use one org as primary and create external objects for the accounts and opportunities of the other one. Then, use standard reports.

Answer: C

NEW QUESTION # 107

Universal Containers (UC) has a multi-cloud implementation in place covering Service Cloud and Experience Cloud. As part of UC's support process, service agents often need to search across an external ERP that hosts the order information of its customers. They would like to see their ERP data in Salesforce but IT is weary of duplicating data across systems.

Which integration mechanism should achieve this with standard capabilities?

- A. Bulk Rest API
- B. Change Data Capture
- **C. Salesforce Connect**
- D. SOAP API

Answer: C

Explanation:

According to an online document¹, Salesforce Connect is a standard integration mechanism that allows you to view, search, and modify data that's stored outside your Salesforce org. With Salesforce Connect, you can access data from external ERP systems in real time without copying or synchronizing it.

https://www.salesforce.com/content/dam/web/en_us/www/documents/platform/External-ERP-Integration-with-Salesforce.pdf
Salesforce Connect is the optimal choice for integrating Salesforce with an external ERP system without duplicating data. Salesforce Connect allows real-time access to external data sources, presenting them within Salesforce as external objects that look and behave much like standard Salesforce objects but without storing the data in Salesforce. This approach addresses IT's concern about data duplication and enables service agents to view ERP data directly in Salesforce.

References to Salesforce Connect's capabilities and use cases are available in the Salesforce Developer Guide and Salesforce Help documentation, which detail how Salesforce Connect can be used for real-time integration with external systems.

NEW QUESTION # 108

Northern Trail Outfitters (NTO) is transforming its service experience. NTO has created a RACI matrix to understand the key stakeholders' responsibilities for activities and decisions during a Salesforce Field Service discovery workshop.

Which three NTO stakeholders should a Solution Architect recommend be defined as Consulted during the discovery workshop?

Choose 3 answers

- **A. NTO employee representing a typical customer**
- B. Field Service Agent
- **C. Project Manager**
- D. Business Analyst
- **E. Field Service Manager**

Answer: A,C,E

NEW QUESTION # 109

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