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## Salesforce Certified B2B Solution Architect Exam Sample Questions (Q25-Q30):

### NEW QUESTION # 25

Universal Containers (UC) is currently using Sales Cloud, Revenue Cloud, Experience Cloud, and B2B Commerce. B2B Commerce and Experience Cloud are used for UC's end customers while the direct Sales team sells with partners through Revenue Cloud. However, partners want to work digitally versus through email.

The direct Sales team has asked the CIO how they can expose their Revenue Cloud capabilities to their partners and vendors using Salesforce. The CIO knows they are currently using B2B Commerce for customers and is wondering if they can do something similar for partners by exposing CPQ capabilities in Experience Cloud for partners.

What are two questions a Solution Architect should ask when evaluating either B2B Commerce or CPQ for partners via Experience Cloud?

Choose 2 answers

- A. Will partners be using CPQ to sell to our customers that are utilizing our B2B Commerce tool today?
- B. Does the direct Sales team co-sell with partners or sell to partners in this new channel model?
- C. What do we need to invest in order to build the channel and where does that investment come from?
- D. Do partners need to do complex configurations or create their special pricing?

**Answer: A,D**

#### **NEW QUESTION # 26**

Universal Containers (UC) needs to support its customers via email, phone, and chat. Service agents are only scheduled to support one communication channel for each shift. UC has implemented a service-focused community but only wants customers to inquire about service in the community through chat.

Which three options should a Solution Architect recommend to meet the requirements defined above?

Choose 3 answers

- A. Customer Community with Live Agent
- B. Omni-Channel with defined presence, routing configurations, and Service Channels
- C. CTI adaptor with Omni-Channel integration
- D. Experience Cloud, web-to-case, and a CTI integration
- E. Customer Community with ability to create a new support Case

**Answer: A,B,D**

Explanation:

Experience Cloud2. This way, you can create a service-focused community for your customers using Experience Cloud Sites. You can also customize the look and feel of your community and integrate it with other Salesforce products and features.

Omni-Channel with defined presence, routing configurations, and Service Channels3. This way, you can manage your service agents' availability and workload across different communication channels such as email, phone, and chat. You can also use service channels to define which objects and records are routed to your agents using Omni-Channel.

Customer Community with Live Agent23. This way, you can enable chat support for your customers in the community using Live Agent. You can also configure chat buttons, invitations, pre-chat forms, and other settings for Live Agent.

#### **NEW QUESTION # 27**

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

**Answer: C,D**

Explanation:

[https://help.salesforce.com/s/articleView?id=sf.icx\\_b2b\\_cart\\_to\\_quote\\_connector.htm&language=en\\_US&type=5](https://help.salesforce.com/s/articleView?id=sf.icx_b2b_cart_to_quote_connector.htm&language=en_US&type=5) According to 1, the connector lets you sync simple products with a flat price between CPQ and B2B Commerce. However, it does not support syncing complex CPQ bundles, such as nested bundles or option constraints. You need to use custom code or a third-party solution to sync complex bundles.

#### **NEW QUESTION # 28**

Universal Containers uses an ERP as system of record (SOR) for its product data, and Sales Cloud and Revenue Cloud for its sales

dat a. The Product data must be synced with Salesforce so that sales representatives can add the products to their Opportunities and Quotes. As Products are deactivated within the ERP, they should no longer be available. Since Sales Cloud is the SOR for Opportunities and Revenue Cloud is the SOR for Quotes, the Solution Architect has been asked to come up with an archiving strategy that preserves Opportunity and Quote data related to these deactivated products in Salesforce for historical reference. What should a Solution Architect recommend to manage the deactivation of the Products and archiving of the Saks data?

- A. Delete the Product in Salesforce once it is deactivated in the ERP. Archive the Opportunity and Quote data in a third-party system and bring back into Salesforce as External Objects.
- B. Remove the Product from active Opportunities and Quotes. Archive the Opportunity and Quote data in a third-party system and bring back into Salesforce as External Objects.
- C. **Deactivate the Product in Salesforce once it is deactivated in the ERP. Mark the Opportunity and Quote data in Salesforce as inactive so they do not show up in reporting.**
- D. Deactivate the Product in Salesforce once it is deactivated in the ERP. Archive the Opportunity and Quote data in a third-party system and bring back into Salesforce as External Objects.

**Answer: C**

Explanation:

Deactivating products in Salesforce aligns with the ERP's status, maintaining data integrity without losing historical data. Marking related Opportunity and Quote data as inactive preserves historical records for reference without affecting active reporting, ensuring compliance with data retention policies and supporting accurate data analysis and decision-making.

#### **NEW QUESTION # 29**

AC Computers is launching a new subscription bundle service and plans to primarily sell through direct sales and a website storefront for existing customers. Direct Sales needs the ability to configure complex deals and manage subscription. Existing customers need the ability to initialize a request for additional products and services from the storefront and seamlessly send the request directly to Sales to finalize the quote.

Which three recommendations should a Solution Architect make to meet these business requirements?

Choose 3 answers

- A. Salesforce Billing
- B. Salesforce Order Management
- C. **B2B Commerce**
- D. **Salesforce CPQ**
- E. **CPQ B2B Commerce Connector**

**Answer: C,D,E**

Explanation:

Salesforce CPQ is essential for configuring complex deals and managing subscriptions, addressing the needs of Direct Sales. B2B Commerce facilitates self-service capabilities for existing customers, enabling them to initiate product and service requests online. The CPQ B2B Commerce Connector bridges CPQ and B2B Commerce, ensuring seamless transition of requests from the storefront to Sales for quote finalization. This integrated solution supports AC Computers' requirement for a cohesive sales process that caters to both direct sales complexity and customer self-service convenience, aligning with Salesforce's ecosystem's capabilities to provide a comprehensive and efficient sales and service experience.

#### **NEW QUESTION # 30**

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