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## **Salesforce Certified B2B Solution Architect Exam Sample Questions (Q76-Q81):**

### **NEW QUESTION # 76**

Mask Makers LLC has a traditional sales channel that uses an existing CPQ implementation to process orders. Customers frequently reorder previous purchases quickly and split the order into several deliveries for different locations. Additionally, these customers are given special pricing through Price Books in CPQ based on annual spending and other parameters. The customer currently makes their purchase by sending an email or calling their appointed sales representative, and then waits to receive a quote.

Mask Makers LLC wants to move away from this very manual and time-consuming process. The company wants to provide its customers with a personalized experience that is simplified and streamlined with existing special pricing visible and the option to self-serve- Mask Makers LLC would also like to deliver this within a short timeframe, as business must continue to grow. Which design approach should a Solution Architect recommend to meet these requirements within the timeframe while adhering to best practices.

- A. Implement B2B Commerce and use the CPQ B2B Commerce Connector to integrate to CPQ. Set B2B Commerce as the Product and Pricing master.
- B. **Implement B2B Commerce and use the CPQ B2B Commerce Connector to integrate to CPQ. Keep CPQ as the Product and Pricing master.**
- C. Implement B2B Commerce and use the CPQ B2B Commerce Connector to integrate to CPQ. Allow bidirectional updates to Products and Pricing.
- D. Implement B2B Commerce and build a custom integration to CPQ. Keep CPQ as the Product and Pricing master.

**Answer: B**

Explanation:

\* Implement B2B Commerce and use the CPQ B2B Commerce Connector to integrate to CPQ1. This is a fast and easy way of enabling self-service ordering for customers with existing special pricing from CPQ.

\* Keep CPQ as the Product and Pricing master1. This is a recommended practice to avoid data duplication and inconsistency between CPQ and B2B Commerce.

For Mask Makers LLC, implementing Salesforce B2B Commerce with integration to the existing CPQ system via the CPQ B2B Commerce Connector is the optimal approach. Keeping CPQ as the Product and Pricing master ensures that the complex pricing rules and special pricing agreements already established in CPQ are maintained and leveraged within the B2B Commerce environment. This setup allows customers to benefit from a streamlined and personalized self-service experience while ensuring pricing consistency and accuracy.

The CPQ B2B Commerce Connector facilitates the seamless flow of product and pricing information from CPQ to B2B Commerce, enabling Mask Makers LLC to provide a simplified and efficient ordering process for its customers, adhering to Salesforce best practices for integrating CPQ and B2B Commerce.

**NEW QUESTION # 77**

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

**Answer: D**

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 # 78**

Universal Containers (UC) currently has Sales Cloud, Revenue Cloud, and Marketing Cloud Account Engagement within its existing Salesforce environment and is utilizing a standard Lead to Cash solution across those clouds. UC is 2 years into its Salesforce implementation, and the CIO is getting concerned with the sheer amount of data affecting its environment's data limits.

IT is doing upkeep on older records that may no longer be relevant. They have decided to start looking at data archival strategies and what to archive correctly. Given that this solution involves Leads from Marketing Cloud Account Engagement, Opportunities from Sales Cloud, and Quotes from Revenue Cloud, they are concerned about archiving related data on active sales pipelines. They also want to keep a historical snapshot of all of their Quotes, Opportunities, and Leads for future pipeline performance purposes and are open to options.

Choose 2 answers

- A. Recommend AppExchange solutions that provide capabilities around data archiving to the CIO.
- B. Understand the organization's regulatory requirements around right to retain or delete data.
- C. Propose Skinny Tables to the CIO before doing anything else.
- D. Segment the data in terms of data needed for daily operations, data that is used occasionally at demand, and data that is used purely for historical purposes.

**Answer: B,C**

#### **NEW QUESTION # 79**

P&C Hardware is a large manufacturer of computer components and already has an extensive Salesforce technology stack including MuleSoft, Sales Cloud, Service Cloud, and Field Service, as well as Shield capabilities. P&C Hardware is in the process of launching an online store based on Salesforce technology that's supposed to go live in 6 weeks. P&C Hardware needs to analyze performance to identify bottlenecks and optimize the configuration using its agile process with weekly releases. So far, P&C Hardware has covered similar requirements for other technologies using a third-party monitoring and alerting tool it deployed in the cloud.

What are two viable options a Solution Architect should explore in more detail with the client?

Choose 2 answers

- A. Leverage Shield Event Monitoring in conjunction with the Salesforce Debug Logs, and establish a regular review process for the Operations and Administration team.
- B. Leverage Shield Event Monitoring in combination with the CRM Analytics Event Monitoring app as a simple out-of-the-box solution.
- C. Leverage Shield Event Monitoring and MuleSoft to provide monitoring data to the third-party monitoring and alerting solution that's already in place at P&C Hardware.
- D. Leverage the B2B Commerce built-in performance monitoring dashboard to analyze performance in near real time.

**Answer: A,C**

#### **NEW QUESTION # 80**

A Solution Architect is presenting a design for the Phase 1 rollout of a B2B multi-cloud solution that includes CPQ and B2B Commerce using the CPQ B2B Commerce Connector. During the presentation, business stakeholders push back on some of the key design aspects. The business is keen to have the product images and SCO data pushed back to CPQ from 828 Commerce, which is not incorporated in the current design.

Further, the business wants the Solution Architect to find a way to map discounts and promotions in 828 Commerce to CPQ pricing and add that to the Phase 1 deliverables.

Which two responses should a Solution Architect present to the stakeholders?

Choose 2 answers

- A. Map the product images from B2B Commerce to CPQ, by passing the URL of the image File from CC Product to Product2 object. SEO data sync will require additional customization and it is recommended for Phase 2.
- B. Map the discounts and promotions to Additional Discounts field on the quote Int. However, we would need to ensure that the price rules do not run for quotes originated from B2B Commerce unless there is a specific business need.
- C. Product Images and SCO data are B2B Commerce specific metadata. It is recommended to keep them only in 828 Commerce, and not push to CPQ.
- D. There are significant differences in the discounting models and options between B2B Commerce and CPQ, and for that reason, it is better to handle them separately, without syncing to CPQ.

**Answer: A,B**

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)

Addressing stakeholder feedback on syncing product images and SEO data from B2B Commerce to CPQ, and aligning discounts and promotions, involves a balanced approach. Mapping product images by passing the URL from B2B Commerce to CPQ ensures that product visual representation is consistent across platforms.

Considering the complexity of syncing SEO data, it is pragmatic to plan this for a subsequent phase, allowing for proper customization and integration work. For discounts and promotions, mapping them to the Additional Discounts field on the quote line in CPQ is feasible, but it's crucial to manage the execution of price rules carefully to maintain pricing integrity. This approach aligns with best practices for integrating B2B Commerce and CPQ, ensuring a cohesive and functional solution that meets business requirements while managing technical complexities and scope.

## NEW QUESTION # 81

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