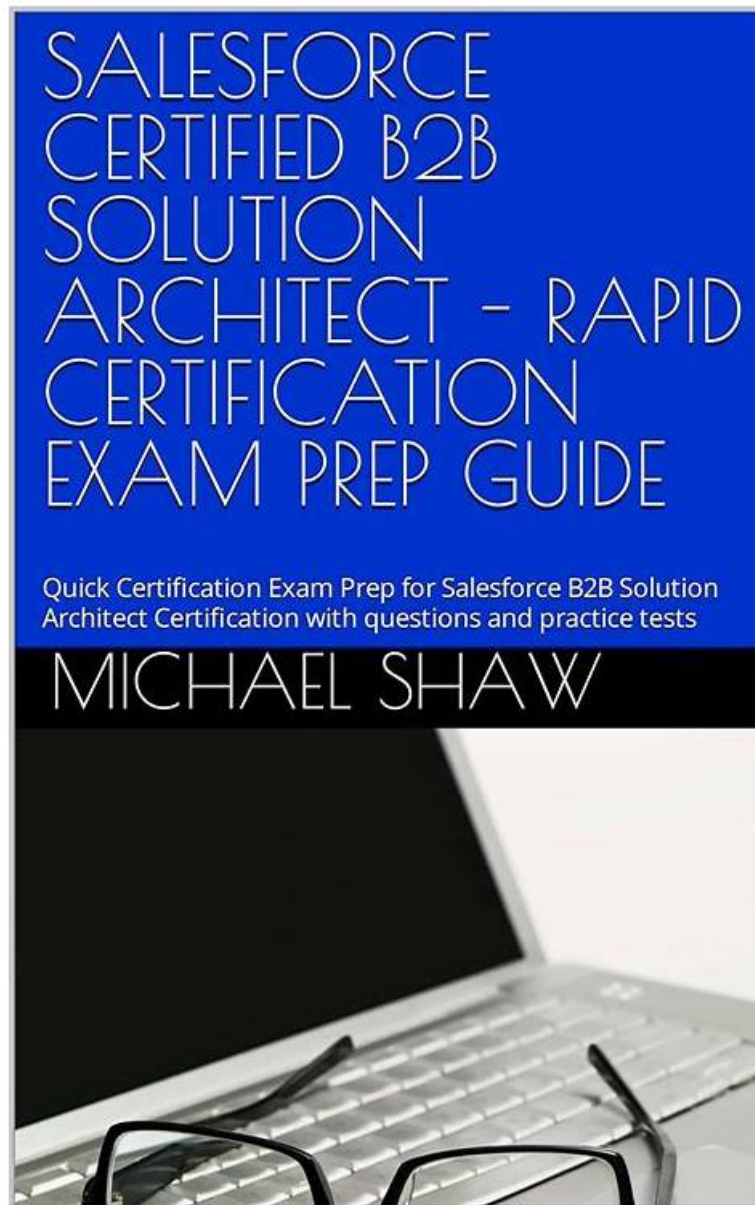


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Salesforce B2B-Solution-Architect Certification Exam is a challenging exam that requires candidates to have extensive knowledge and experience in Salesforce. To become a certified Salesforce B2B Solution Architect, candidates must pass B2B-Solution-Architect exam and demonstrate their expertise in designing and implementing B2B solutions using Salesforce. Salesforce Certified B2B Solution Architect Exam certification program helps professionals to enhance their skills and knowledge in Salesforce and stay up-to-date with the latest trends and technologies in the B2B industry.

Salesforce Certified B2B Solution Architect Exam Sample Questions (Q61-Q66):

NEW QUESTION # 61

Universal Containers (UC) is about to start a massive digital transformation project across multiple service channels. UC plans on using Service Cloud, Omni-Channel, chatbots, Knowledge, and Einstein AI throughout all the service capabilities. Before discovery can start, the key stakeholder would like to see the automated chat capabilities in action. They currently use a third-party Knowledge Base and are wondering what is the value of it over Salesforce Knowledge. They believe it will be chatbots but they are unsure.

What is one of the key benefits the Solution Architect should address within the context of the demo?

- A. Demo how the chatbot can anticipate the responses of the customer before they make it, and generate Knowledge article responses based on what they have bought.
- B. Demo how a human being can have a real conversation with an Einstein AI-driven chatbot.
- **C. Demo how the chatbot can utilize Knowledge within it to deflect customer issues before a case is created.**
- D. Demo how the chatbot can provide a response to a customer's request by bringing together content from Knowledge articles.

Answer: C

NEW QUESTION # 62

Universal Containers (UC) is currently utilizing Sales Cloud and Revenue Cloud for its direct Sales team. UC would like to create an indirect Sales team with its vendors using Experience Cloud as the front end with the same kind of quoting functionality the direct Sales team uses within Revenue Cloud. However, UC wants to ensure that data from the internal direct Sales team is not visible to the external indirect Sales team in Experience Cloud.

What is the first configuration a Solution Architect should consider when implementing Experience Cloud in this scenario?

- A. Add Indirect Sales Team to existing Direct Sales Team Role Hierarchy.
- B. Start creating Sharing Sets for Experience Cloud users to access Sales Cloud.
- C. Make internal organization-wide defaults Public Read Only to create external visibility.
- **D. Enable External Sharing Model to create external organization-wide defaults.**

Answer: D

Explanation:

Enable External Sharing Model to create external organization-wide defaults. This allows you to set different sharing settings for internal and external users based on profiles or roles. You can also use criteria-based sharing rules to grant access to records based on field values.

<https://architect.salesforce.com/diagrams/template-gallery/automotive-dealer-solution-architecture>

NEW QUESTION # 63

GG3 has gone live with a B2B multi-cloud solution and plans to add more functionality over time. The company has a team of system administrators who each focus on a specific cloud and area of functionality. GG3 has decided to use an Org-Based deployment approach. It wants to protect the investment made and set the team up for success in the future.

What should a Solution Architect recommend as a best practice to put checks in place for decisions on changes moving forward?

- A. Engage a third-party company to manage all governance and represent as the Steering Committee.
- B. Budget for a Governance and Monitoring structure that includes a communications plan and project methodology for the following year.
- C. Set up a Governance and Monitoring structure that includes a Steering Committee, a Center of Excellence, and a Data governance council.
- D. Engage Salesforce services to manage all governance and represent as the Steering Committee.

Answer: C

Explanation:

governance is the process of defining and enforcing policies, standards, and best practices for managing your Salesforce implementation. It helps you ensure quality, consistency, security, and compliance across your multi-cloud solution.

<https://trailheadacademy.salesforce.com/classes/arc801-Design-and-implement-b2b-multi-cloud-solutions>

NEW QUESTION # 64

Universal Containers (UC) recently completed a successful implementation of B2B Commerce classic and saw an immediate increase in both its customer experience ratings and overall bottom line due to the influx of sales through its commerce application. After this initial experience, UC decided to target its internal Sales team for the same successful outcome with Salesforce CPQ and Sales Cloud.

UC's requirements include that its internal Sales team be able to sell its current commerce catalog and expand this catalog to include even more products. In addition, UC wants to give its internal Sales team the ability to utilize CPQ's discounting functionality, along with approval rules for its Sales leadership team. Today, product and pricing is mastered in B2B Commerce and orders are fulfilled in the ERP.

What should a Solution Architect recommend when architecting a solution to meet UC's requirements?

- A. The Product and Pricing data should be mastered in CPQ and integrated to B2B Commerce via Apex, and then finally integrated into the ERP via a middleware solution.
- B. The Product and Pricing data should be mastered in B2B Commerce and integrated into CPQ via REST API, and finally integrated to the ERP via SOAP API.
- C. The Product data should be mastered inside B2B Commerce, while Pricing should be mastered inside CPQ. Both solutions should be integrated via Apex and then integrated to the ERP via SOAP API.
- D. The Product and Pricing Data should be mastered in the ERP and then integrated into both B2B Commerce and CPQ via REST API.

Answer: D

NEW QUESTION # 65

A corporate bank has decided to use a multi-cloud solution to reduce time to market, showcase a 360-degree view of the bank's business customers, and improve CSAT rating by increasing channels for customer service. The CIO has asked to run a discovery workshop with one goal: understanding existing technical dependencies within the organisation.

What should a Solution Architect recommend as the top priority to start this journey?

- A. Plot what the customer is thinking, doing, and feeling at the varying stages of their experience, and connect them to interactions with the bank.
- B. Plot the map of the current system landscape and identify key areas where the B2B multi-cloud solution will fit in.

- Answer: B**

For the corporate bank embarking on a multi-cloud solution journey, mapping the current system landscape is a critical first step. This involves documenting existing systems, applications, and their interconnections to identify integration points and potential overlaps with the new B2B multi-cloud solution. Understanding the current technical ecosystem allows for the identification of key areas where Salesforce solutions can be integrated to enhance customer service, improve visibility into business customer activities, and increase customer satisfaction. This foundational analysis is essential for informed decision-making and strategic planning, ensuring that the new solutions complement and enhance the existing technical infrastructure, in line with Salesforce's recommendations for successful multi-cloud implementations.

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