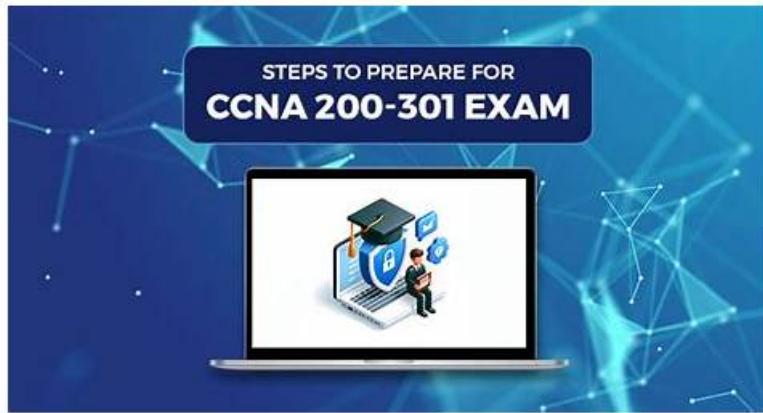


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Salesforce Certified B2B Solution Architect Sample Questions (Q93-Q98):

NEW QUESTION # 93

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

Answer: B

Explanation:

Establishing a robust Governance and Monitoring structure is essential for sustaining the long-term success of a Salesforce implementation. A Steering Committee provides strategic oversight and decision-making, ensuring that the project remains aligned with business objectives. A Center of Excellence (CoE) fosters best practices, innovation, and continuous improvement across all Salesforce clouds and functionalities. A Data Governance Council ensures data quality, security, and compliance. This comprehensive governance framework supports effective change management, promotes cross-functional collaboration, and ensures that the Salesforce ecosystem evolves in a controlled and strategic manner, consistent with Salesforce's recommendations for maintaining a healthy and effective Salesforce environment.

NEW QUESTION # 94

Universal Containers (UC) has implemented a new ecommerce site for its resellers. UC is leveraging a multi- cloud architecture, B2B Commerce, for building the storefront and Service Cloud Web2Case for offering case management functionality to its resellers. UC notices that the case volume is extremely high and a number of resellers are raising cases for trivial issues on the B2B Commerce site.

Which two recommendations should a Solution Architect make to help resellers use the site more efficiently and lower the case volume?

Choose 2 answers

- A. Offload the number of cases received via Web2Case by using Email2Case.
- B. Plan and conduct User Adoption Trainings for resellers on how to use the site.
- C. Implement Case Deflection.
- D. Disable anonymous users on the site.

Answer: B,C

Explanation:

Option B would help resellers find answers to their questions by showing them relevant articles or discussions before they create a case. This way, they can resolve their issues without contacting support13.

Option D would help resellers learn how to use the site effectively and avoid common pitfalls. This way, they can reduce errors and confusion that might lead to unnecessary cases2.

To help resellers use the site more efficiently and lower the case volume, the Solution Architect should recommend:

- * B. Implement Case Deflection. This feature helps users find answers to their questions and resolve issues before submitting a case, thereby reducing case volume.
- * D. Plan and conduct User Adoption Trainings for resellers on how to use the site. Training ensures that resellers are comfortable with the ecommerce site and understand how to use it effectively, which can lead to reduced case volume.

Salesforce's best practices for service cloud implementation recommend these strategies to improve user efficiency and reduce case volumes, as detailed in Service Cloud documentation and training materials.

NEW QUESTION # 95

Universal Containers is at the start of a digital transformation program. Members of the executive leadership team have provided a list of internal and external stakeholders who are dedicated to formulating the vision and desired business outcomes in a 2-day workshop. The executive leadership team has made the request to understand what the customer experience will look like out of this workshop.

What should a Solution Architect do to help formulate the high-level business vision and desired business outcomes?

- A. Facilitate a business process mapping workshop with the executive leadership team to better understand the potential process improvements.
- B. Facilitate a strategy session with the executive leadership team to better understand their individual business units' priorities to achieve the business objectives.
- C. Facilitate a workshop with the executive leadership team, applying the journey mapping process to create a vision and align customer journey to business objectives.
- D. Ask to follow the Customer Service team for a day to gain a better understanding of how they work and identify their pain points to formulate this vision.

Answer: C

Explanation:

Journey mapping is a process that helps understand and improve the customer experience across different touchpoints and channels. Journey mapping can help formulate the high-level business vision and desired business outcomes by:

- * Identifying the customer segments, personas, needs, goals, and pain points
- * Mapping out the current state of the customer journey across different stages and channels
- * Analyzing the gaps, opportunities, and risks in the current state
- * Envisioning the future state of the customer journey that meets or exceeds customer expectations
- * Aligning the future state with the business objectives, value proposition, and success metrics
- * Prioritizing and planning the initiatives and solutions that will enable the future state

<https://trailhead.salesforce.com/credentials/architectoverview>

NEW QUESTION # 96

Towards the end of the discovery phase, the sales manager and subject matter experts raise a request to get hands-on experience with the solution as soon as possible. They want to ensure the requirements they provided are correctly built out in Salesforce. The project sponsor is unsure how that request may affect the schedule.

Which method should a Solution Architect consider in this scenario to validate the requirements during the build sprint without impacting the project timelines?

- A. Ensure the project sponsor reviews and signs off on the Functional Specification Document as an acknowledgment that what was built aligns with the original requirements.
- B. Run a User Acceptance Testing discovery session, based on the Functional Specification Document, to ensure the testing script meets the end users' needs.
- C. Give the end users access to a sandbox environment and a testing script for each of the user stories. Ask UAT testers to perform their tasks and collect feedback from them in the testing script.
- D. Give every end user the Functional Specification Document as their training materials and test them on the contents.

Answer: C

Explanation:

Allowing end users to interact with the solution in a controlled environment (like a sandbox) and providing them with structured testing scripts ensures that the build aligns with their requirements without disrupting the project timeline. This method enables real-time feedback and iterative improvements, ensuring the final product meets user needs. Salesforce's best practices for UAT and sandbox environments, detailed in the Salesforce Development Lifecycle Guide, support this approach by emphasizing the importance of hands-on testing and feedback in the development process.

<https://trailhead.salesforce.com/content/learn/modules/user-acceptance-testing-video/learn-about-user-acceptance-testing>

NEW QUESTION # 97

Universal Containers (UC) is in the process of identifying if Revenue Cloud will work for its business processes. UC has already implemented Sales Cloud, which includes complex steps and checklists that are orchestrated based on changes made to an Opportunity. Based on the current Sales Cloud implementation, UC has concerns about how Revenue Cloud will interact with its current customizations on the Opportunity object and if it will be difficult to customize the solution in the future.

Which design approach should a Solution Architect recommend to mitigate concerns about custom processes on any single object?

- A. Migrate automations from Process Builder to flows triggered by record updates, organizing operations in separate flows for the "Before Save" and "After Save" contexts.
- B. Leave the orchestration of the automation to Process Builder, but invoke aut Launched flows from Process Builders that the actual operations run in flows.
- C. Migrate automations from Process Builder to a single flow that is triggered by record updates, using only the "After Save" context so that all operations can be organized in a single flow.
- D. Use an event-driven design to separate automations that could run asynchronously from the save cycle with a third-party tool like Heroku.

Answer: A

Explanation:

Migrate automations from Process Builder to flows triggered by record updates, organizing operations in separate flows for the "Before Save" and "After Save" contexts. This approach will allow UC to keep their current customizations on the Opportunity object, while allowing for greater control and flexibility when customizing the solution in the future. Additionally, this approach will allow UC to better orchestrate the automations and ensure that operations are being run in the right order and context.

<https://www.salesforce.com/products/cpq/overview/>

NEW QUESTION # 98

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