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Salesforce B2B-Solution-Architect Certification Exam covers a range of topics, including B2B Commerce Architecture, Data Modeling, Integration, Security, and Performance. B2B-Solution-Architect exam consists of 60 multiple-choice questions and lasts for 105 minutes. The passing score for the exam is 63%, and candidates must achieve this score to earn the certification. Salesforce Certified B2B Solution Architect Exam certification is valid for two years and requires candidates to complete maintenance exams to keep their certification up-to-date.

## Salesforce Certified B2B Solution Architect Exam Sample Questions (Q29-Q34):

### NEW QUESTION # 29

Universal Containers (UC) wants to ensure its field technicians are interacting with customers in a professional manner. The sales department already uses a third-party survey tool.

Which action should a Solution Architect recommend for UC to enable service managers to track customer satisfaction based on

the technician and the job?

- **A. Use the existing survey tool by integrating the responses to the Service Appointment and Service Resource record.**
- B. Build a Salesforce Survey to send out after each service appointment and integrate that data with the third-party survey tool.
- C. Select an AppExchange app that sends a survey to each customer after a work order is completed.
- D. Use the existing survey tool by integrating the responses to Case number and User record.

**Answer: A**

Explanation:

Integrating the existing third-party survey tool with Salesforce, specifically linking survey responses to Service Appointment and Service Resource records, enables UC to track customer satisfaction effectively.

This approach leverages the existing survey infrastructure, minimizes disruption, and provides a direct correlation between technician performance and customer feedback. It aligns with Salesforce's capabilities for integrating external data and utilizing it within the CRM to enhance service management and improve customer satisfaction insights.

### NEW QUESTION # 30

Universal Containers (UC) has acquired four companies and is looking to manage revenue across all mergers' territories seamlessly. UC wants to drive major business decision and selling strategies based on an efficient, complete, real-time view of team forecasts across territories from Salesforce. A sales user can be part of multiple territories and is usually working on multiple opportunities at a time.

Which technical consideration should a Solution Architect make when designing collaborative forecasting?

- A. If the sales user has many territories assigned to them, it can impact the performance of the forecast.
- **B. Forecast category names can be customized by submitting a Salesforce Support case.**
- C. Archiving a territory model does not impact forecasts, quotas, and adjustments for all territories in the model.
- D. Important details should be tracked at the opportunity line level.

**Answer: B**

### NEW QUESTION # 31

After a Solution Architect presents the Salesforce User Attribute Chart, the project owner has some concerns and questions regarding the Role Hierarchy choices for the executive assistant who reports to all of the VPs. There are also questions about the ideal license given to the CEO who provides executive oversight and reviews the Executive Dashboard at the end of each accounting period. There are some restrictions on budget spend for overall licenses, and the user base is forecasted to continue to grow.

Which two explanations should the Solution Architect use to address the concerns and gain final acceptance?

Choose 2 answers

- **A. The CEO should have a Sales Cloud license given that the role is a processor of information and should be at the top of the Role Hierarchy.**
- B. Given that the executive assistant will need access to the data for all of the VPs being supported, the assistant should be placed higher up in the Role Hierarchy than the VPs.
- C. The CEO should have a Platform Plus license given that the role is a consumer of information and should be at the top of the Role Hierarchy.
- **D. The Role Hierarchy should mirror the organization chart. Therefore, sharing settings need to be put in place for the executive assistant given the need to have access to the data of all of the VPs being supported.**

**Answer: A,D**

Explanation:

a Sales Cloud license is suitable for users who need full access to standard CRM and Force.com AppExchange apps. The CEO should have this type of license since they are a processor of information and need to review the Executive Dashboard.

a role hierarchy is a mechanism to control the data access to the records on a Salesforce object based on the job role of a user.

Users can access the data of all the users directly below them in the hierarchy. Therefore, the role hierarchy should mirror the organization chart, and sharing settings need to be put in place for the executive assistant who reports to all of the VPs.

<https://www.salesforce.com/resources/guides/salesforce-user-management-guide/>

### NEW QUESTION # 32

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

Answer: A,B

### NEW QUESTION # 33

A Solution Architect is delivering a multi-cloud implementation to a client. A diagram is required to communicate the vision and strategy of the solution to the business executives and stakeholders at a high level without going into too much detailed technical information.

Which type of architecture diagram should the Solution Architect use?

- A. Master Data Management (MDM) Diagram
- B. Solution Architecture Diagram
- C. Lightning Platform Architecture Diagram
- D. Reference Architecture Diagram

Answer: D

### NEW QUESTION # 34

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