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Salesforce Certified B2B Solution Architect Sample Questions (Q62-Q67):

NEW QUESTION # 62

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. Reference Architecture Diagram
- B. LightningPlatform Architecture Diagram
- C. Master Data Management (MDM) Diagram
- D. **Solution Architecture Diagram**

Answer: D

Explanation:

A Solution Architecture Diagram shows the high-level view of the solution components and how they relate to each other. It also

shows the key business capabilities and objectives that the solution supports. It does not go into too much detail about the technical implementation or configuration of each component.

A Solution Architecture Diagram can help you communicate the vision and strategy of your multi-cloud solution to the business executives and stakeholders at a high level without overwhelming them with too much technical information.

NEW QUESTION # 63

Universal Containers (UC) currently utilizes Sales Cloud and ExperienceCloud for its customers. For the next phase in its digital transformation, UC would like to enable its vast dealer network with the kinds of tools its direct Sales teams are currently using. UC is considering Partner Communities (PRM) on Experience Cloud.

UC's concern at the moment is making sure that its dealer network only gets access to the opportunities they themselves bring to UC or that UC submits to the dealer to close. This is a concern for the VP of direct sales who has issues with bringing PRM in at all. What is the initial suggestion a Solution Architect should provide to make Partner Communities work for UC?

- A. Utilize the external sharing model to differentiate the sharing models between Internal Sales users and External Communities users.
- B. Create public groups of partner companies and users at dealers, and share the opportunities using sharing rules.
- C. Utilize the same sharing model within the Partner Community that customers are currently using within the Customer Community.
- D. Create two account lookups on the opportunity, one for dealer and one for partner company, and create sharing rules to share the records.

Answer: A

Explanation:

For Universal Containers to ensure that its dealer network only accesses relevant opportunities, the external sharing model in Salesforce Experience Cloud offers a tailored solution. This model allows for distinct sharing settings between internal and external users, enabling granular control over data accessibility. By leveraging this model, UC can configure sharing rules and access levels specific to Partner Community users, ensuring dealers only see opportunities they are directly involved with. This approach addresses the VP of direct sales' concerns by safeguarding internal opportunity visibility while effectively enabling dealers through PRM capabilities. Salesforce's documentation on sharing models and communities best practices underscores the importance of utilizing external sharing models to maintain data security and integrity in collaborative environments like Partner Communities.

NEW QUESTION # 64

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

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 # 65

Widgets Wonderful, a manufacturing company, wants to provide a better customer experience and enable field service resources to provide a quote to customers while still on site. The company has complex products that come with warranties that include preventative maintenance work. Additionally, certain warranty repair work has specific SLAs associated with it. There are 10 Field Service team members and 20 sales representatives, all of whom need to view Salesforce Field Service objects and be able to create quotes for the customer.

Widgets Wonderful's project owner has some questions regarding the number and types of licenses needed for the users and would like to better understand how warranties will be addressed.

Which two combined options should a Solution Architect suggest?

Choose 2 answers

- A. Purchase 30 CPQ licenses and 10 Salesforce Field Service licenses.
- B. Purchase 30 CPQ licenses and 30 Salesforce Field Service licenses.
- C. Salesforce Field Service and Service Cloud for Salesforce CPQ will need to be installed and customizations will need to be made to handle Entitlements.
- D. Salesforce Field Service, Salesforce CPQ, and Service Cloud for Salesforce CPQ need will need to be installed and customizations will not be needed for Entitlements.

Answer: A,C

Explanation:

For Widgets Wonderful's needs, the Solution Architect should suggest:

- * A. Salesforce Field Service and Service Cloud for Salesforce CPQ will need to be installed and customizations will need to be made to handle Entitlements. This addresses the complex products and warranties, ensuring that the quoting process on-site can accommodate the specific SLAs.
- * B. Purchase 30 CPQ licenses and 10 Salesforce Field Service licenses. This matches the licensing to the user needs, ensuring all sales representatives and field service team members have the necessary access to create quotes and view field service objects. Salesforce documentation on CPQ and Field Service licenses provides information on how to configure these systems for complex products and services, including warranties and SLAs.

NEW QUESTION # 66

Northern Trail Health has clients that have more than 10,000 employees. The company's Customer Service team handles requests from its client's employees directly and tracks various rebate programs per employee.

Private information should not be shared with the Sales team and they should only see contacts that are relevant to the sales process. Assuming that Sales and Service teams share certain contacts, in which two ways should a Solution Architect ensure optimal performance?

Choose 2 answers

- A. Explanation:

For optimal performance and data access control, the Solution Architect should:

- * A. Use profiles and/or permission sets to give View All access to Customer Service on the Contact object. This allows Customer Service to access the necessary contact information while maintaining the principle of least privilege.
- * D. For each Account, assign Sales Contacts to the Sales team and all the rest to a Customer Service representative assigned to the Account. This approach ensures that each team has access to the relevant contacts while keeping the External Sharing Model to create external organization-wide sharing private information secure and maintaining system performance by minimizing complex sharing rules.

Salesforce's documentation on sharing and visibility best practices recommends such strategies to manage access to records efficiently and securely.

<https://trailhead.salesforce.com/en/credentials/sharingandvisibilityarchitect> QUESTIONNO: 39 A Solution Architect is working with a complex enterprise architecture that supports multiple business processes. Many previous transformation projects have struggled because of the interdependencies between the Salesforce production environment and other systems, as well as a lack of documentation.

In which two ways can a Solution Architect gain a better understanding of the current state of the Salesforce production environment?

Choose 2 answers

A: Speak to the business stakeholders to gather their suggestions for improvement.

B: Identify which system integrator did the previous implementation and ask them to document their work.

C: Examine the details of the current configuration to see how it is set up.

D: Work with the system administrator to identify who has the most knowledge of the current configuration.

- B. Assign all contacts to Sales team members to ensure sharing is streamlined and hide private fields from them.
- C. Set the Contact object to PublicRead Only so that the sharing rules do not bog down performance for sharing.

- D. Use profiles and/or permission sets to give View All access to Customer Service on the Contact object.
- E. For each Account, assign Sales Contacts to the Sales team and all the rest to a Customer Service representative assigned to the Account.

Answer: A,D,E

Explanation:

- * Examine the details of the current configuration to see how it is set up. This way, you can get a clear picture of what features and functionalities are being used, how they are configured, and how they support the business processes. You can also identify any technical debt, customizations, or integrations that may impact performance or scalability.
- * Work with the system administrator to identify who has the most knowledge of the current configuration. This way, you can leverage their expertise and experience to understand how the system works and why it was designed that way. You can also get their feedback on any issues or challenges they face with maintaining or updating the system.

<https://trailhead.salesforce.com/credentials/b2bsolutionarchitect>

NEW QUESTION # 67

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