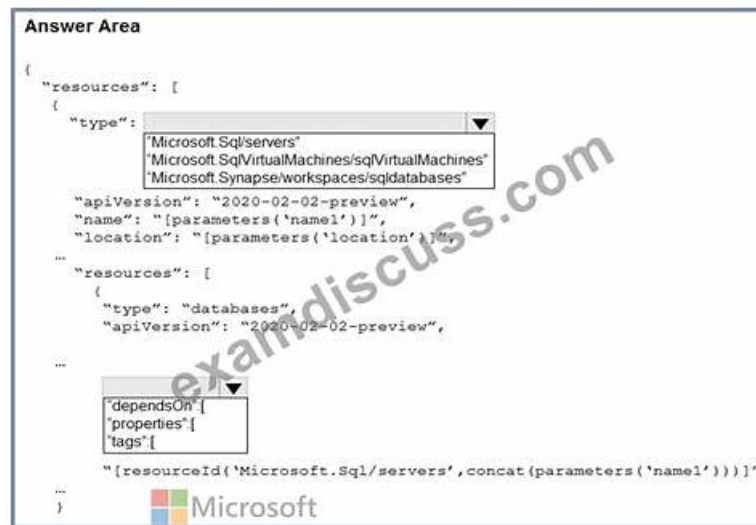


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## Salesforce Certified B2B Solution Architect Sample Questions (Q30-Q35):

### NEW QUESTION # 30

AW Computing (AWC) has just completed a multi-cloud implementation for Salesforce and is facing major user adoption challenges. Users are complaining that the system is complicated and hard to navigate.

What can the Center of Excellence (CoE) for Salesforce do to help increase user adoption?

- A. Ensure each team has a Salesforce champion that can provide one-on-one training.
- B. Break down training materials into quick reference guides for job-specific functions.
- C. Place all training materials on the home page so users can find them easily.
- D. Record hour-long pieces of training for each job role so users can review on their own time.

**Answer: B**

Explanation:

To increase user adoption when users find the system complicated, breaking down training materials into quick reference guides for

specific job functions can be very effective. This makes the learning process more manageable and relevant to users' daily tasks. Salesforce's own training approach often includes such job-specific materials, recognizing that targeted, role-based guidance can improve user competence and confidence.

### NEW QUESTION # 31

Universal Containers (UC) acquired two companies. As part of its transformation and consolidation program, UC needs to bring all of its disparate partner strategies together and see what can be combined across all of its indirect sales channels. Each company currently has its own Salesforce environment utilizing Sales Cloud and Experience Cloud for Partners. Each company also follows its own unique business processes for partners.

However, UC has recently developed a new vision and journey focused on a single indirect channel with a single Salesforce environment aligned to its corporate strategy.

Given UC's new journey for engaging its indirect channel, what are the next two steps the Solution Architect should recommend? Choose 2 answers

- A. Tell the stakeholders to focus on having a single Partner Community across all channels with a singular branding.
- **B. Completely unify all the channel strategies under the acquiring company's brand and strategy.**
- **C. Create an adoption plan for the Direct Sales team to engage with the Indirect Sales team in a sell-with model within the new Partner Communities.**
- D. Identify the need for multiple PartnerCommunities by Indirect Sales Channel with branding and content specific to each channel.

**Answer: B,C**

Explanation:

To align the partner strategies of the acquired companies with UC's new vision for a single indirect channel, the Solution Architect should recommend:

\* A. Completely unify all the channel strategies under the acquiring company's brand and strategy. This ensures a cohesive approach and aligns with the goal of a unified partner strategy.

\* C. Create an adoption plan for the Direct Sales team to engage with the Indirect Sales team in a sell-with model within the new Partner Communities. This facilitates collaboration between direct and indirect sales channels, leveraging the strengths of both to drive sales in the unified environment.

References to these strategies can be found in Salesforce's best practices for managing partner relationships and communities, as detailed in Salesforce Partner Community documentation.

### NEW QUESTION # 32

Universal Containers (UC) is about to implement Sales Cloud, Service Cloud, and Revenue Cloud within its newly created Salesforce environment. But before UC begins, the CIO would like to understand the options for creating and migrating changes within Salesforce. UC is about to use a sandbox for the initial build and will deploy customisation up to the production environment. UC has decided to build packages of metadata to silo the functionality between the three clouds it is implementing for.

What are two key considerations a Solution Architect should keep in mind when recommending packaging?

Choose 2 answers

- A. Clouds like Revenue Cloud have their own packages so it is easy to work with them because their automation is limited.
- B. It is impossible to track source control with package development; either the org owns the source or a source control does, but never both.
- **C. Only utilize one functional automation tool (Flow, Workflow Rules, Process Builder) per object.**
- **D. Design the package as modular, loosely coupled units of metadata rather than large chunks of an org.**

**Answer: C,D**

Explanation:

Modular packaging (A) promotes flexibility, scalability, and ease of maintenance, allowing for targeted deployments and updates. Limiting to one automation tool per object (B) simplifies design, reduces conflicts, and enhances maintainability, ensuring a more streamlined and efficient development and deployment process across Salesforce Clouds.

### NEW QUESTION # 33

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. 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.
- **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. Purchase 30 CPQ licenses and 30 Salesforce Field Service licenses.

**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 # 34**

Universal Containers (UC) is at the end of its first and only design phase. UC decided to go ahead and build against the entire future design that was developed and agreed upon by its internal stakeholders and Center of Excellence. But a concern by the executive team is how UC can de-risk itself and stay within budget during the build while still hitting the objectives that were defined in the design phase.

Which recommendation should the Solution Architect make to alleviate the executive team's concerns during the build?

- A. Assure the executive team that the current project is at a fixed scope and there will not be any overrun on budget.
- B. Help the executive team understand that they created their entire complete vision of the solution already and there is no chance anything new will come up during the build.
- **C. Help the executive team develop a governance framework; and team to focus on those concerns throughout the build and track the budget.**
- D. Promise the executive team that the project manager will always give comprehensive budget numbers every week and they will never overrun on budget.

**Answer: C**

Explanation:

To address the executive team's concerns about staying on budget and mitigating risks during the build phase, establishing a governance framework is essential. This framework should include clear roles, responsibilities, decision-making processes, and budget tracking mechanisms. Focusing on governance ensures that the project remains aligned with business objectives, addresses potential issues proactively, and maintains financial discipline, aligning with best practices for successful Salesforce implementations.

#### **NEW QUESTION # 35**

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