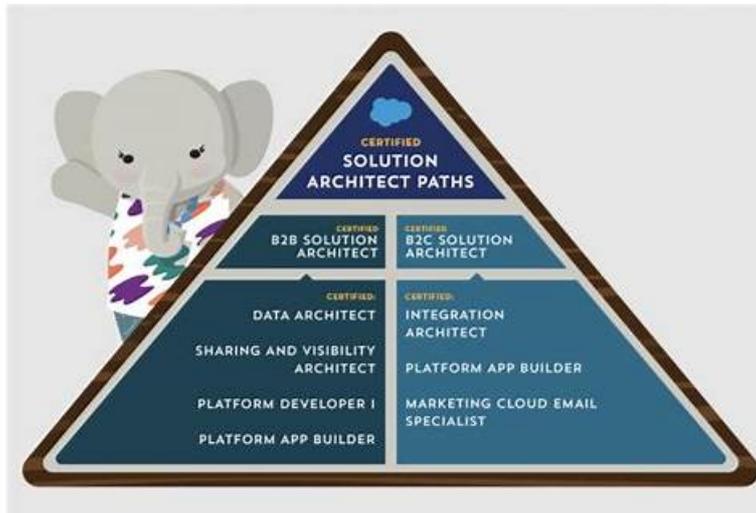


# Marvelous Salesforce Most B2B-Solution-Architect Reliable Questions



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## Quiz 2026 Salesforce B2B-Solution-Architect: Salesforce Certified B2B Solution Architect Exam Perfect Most Reliable Questions

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## Salesforce Certified B2B Solution Architect Exam Sample Questions (Q65-Q70):

### NEW QUESTION # 65

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 utilize Knowledge within it to deflect customer issues before a case is created.
- B. Demo how the chatbot can provide a response to a customer's request by bringing together content from Knowledge

articles.

- C. 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.
- D. Demo how a human being can have a real conversation with an Einstein AI-driven chatbot.

**Answer: A**

Explanation:

This answer shows how the chatbot can leverage Knowledge articles to provide relevant and helpful information to customers without requiring them to contact a live agent. This can improve customer satisfaction and reduce service costs.

[https://trailhead.salesforce.com/content/learn/modules/service\\_bots\\_basics/learn-about-einstein-bots](https://trailhead.salesforce.com/content/learn/modules/service_bots_basics/learn-about-einstein-bots)

#### NEW QUESTION # 66

A Solution Architect was asked by AC Computers to provide solution recommendations for a rebate enrollment and management solution on Salesforce. The primary goal and requirement is to easily launch rebate programs for partners that an administrator can implement and manage in Salesforce. AC Computers currently uses Sales Cloud, Salesforce CPQ, and Experience Cloud to expose opportunity and quote information to partners.

Based on the business requirements, which solution should the Solution Architect recommend?

- A. Implement Salesforce Service Contracts with line items to track rebate accruals and expose the data in the Experience Cloud site.
- B. Implement Salesforce Rebate Management Module and expose the data in the Experience Cloud site.
- C. Implement B2B Commerce on Lightning Experience to track rebates and expose the data in the Experience Cloud site.
- **D. Implement a custom solution to track rebates, accruals, and actuals and expose the data in the Experience Cloud site.**

**Answer: D**

#### NEW QUESTION # 67

Northern Trail Outfitters (NTO) is running a multi-cloud Salesforce implementation with lots of process integration between the clouds and other systems. During the project, NTO faces many challenges including a lack of agility and business value alignment, as well as silo-thinking. After trying different approaches, NTO begins to use Agile and is successful. The project manager now wonders what the recommended operating model would look like.

What should be a Solution Architect's first recommendation?

- A. NTO should set up a model of continuous backlog with teams aligned to the different products (capabilities) to improve efficiency.
- B. NTO should set up a model of continuous backlog with teams aligned to the different clouds to drive efficiency and team collaboration.
- C. NTO should set up an Operations team within IT to ensure proper management of the integrations going forward.
- **D. NTO should establish a Scaled Agile Center of Excellence to continuously improve agility and time to market.**

**Answer: D**

Explanation:

A Scaled Agile Center of Excellence (LACE) is a small team of people dedicated to implementing the SAFe Lean-Agile way of working<sup>1</sup>. A LACE can be used to gather information, lead change, share best practices, and keep people on the same page as the organization moves forward<sup>2</sup>. A LACE is a cornerstone of successful transformations because it encourages continuity and manages expectations<sup>3</sup>.

By establishing a LACE, NTO can leverage the benefits of agile at scale, such as faster delivery, higher quality, lower costs, and happier customers<sup>31</sup>. A LACE can also help NTO overcome the challenges of silo-thinking and lack of alignment by fostering collaboration and communication across different teams and systems<sup>21</sup>.

#### NEW QUESTION # 68

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 B2B Commerce and integrated into CPQ via REST API, and finally integrated to the ERP via SOAP API.
- B. 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.
- **C. 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.**
- 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: C**

Explanation:

For UC's requirements, mastering Product and Pricing data in CPQ is optimal due to CPQ's robust pricing and discounting capabilities, which align with UC's goal to expand its catalog and utilize advanced discounting. Integrating this data into B2B Commerce via Apex ensures seamless data flow and real-time updates, essential for maintaining consistent product information across platforms. Middleware integration with the ERP facilitates complex data synchronization and process orchestration, handling diverse data formats and protocols, thus supporting the end-to-end order fulfillment process efficiently.

#### NEW QUESTION # 69

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. Completely unify all the channel strategies under the acquiring company's brand and strategy.**
- B. Tell the stakeholders to focus on having a single Partner Community across all channels with a singular branding.
- C. Identify the need for multiple Partner Communities by Indirect Sales Channel with branding and content specific to each channel.
- **D. 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.**

**Answer: A,D**

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 # 70

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