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Salesforce Certified B2B Solution Architect Sample Questions (Q105-Q110):

NEW QUESTION # 105

Ohana Cirrus (OC) has around 1,500 support agents working in its global support center operating 24/7 across multiple channels. This center handles around 30,000 cases per day. OC currently uses a custom-developed solution to manage customer complaints and is planning to replace it with a new Salesforce solution. The current system contains more than 250 million records including some still being processed.

Which three recommendations should a Solution Architect suggest to migrate to the new application in the most efficient manner?

Choose 3 answers

- A. Use an interface to copy data from the legacy complaint system to Salesforce using a scheduled MuleSoft batch.
- B. Use Deferred Sharing Calculations to avoid record sharing calculations during data migration.
- C. Migrate archived data to Heroku and active and semi-active data to Salesforce.
- D. Use an EU tool that uses the Salesforce Bulk API to migrate the data from the legacy system to the new system.
- E. Migrate all complaint records in the Case object to provide a 360-degree customer view.

Answer: B,C,D

Explanation:

* Data migration is the process of transferring data from one system to another¹.

* Data migration in Salesforce requires careful planning, preparation, and execution²³⁴.

* Data migration best practices include setting up a data governance plan, focusing on data quality, creating templates, verifying proper transfer, and using appropriate tools²³⁵⁶.

For Ohana Cirrus' transition to Salesforce from a custom solution, efficiently managing the migration of a large volume of complaint records is crucial. Migrating archived data to Heroku provides a scalable storage solution while keeping active and semi-active data in Salesforce ensures accessibility and integration with service processes. Using Deferred Sharing Calculations during migration helps maintain system performance by temporarily suspending real-time sharing rule calculations. Utilizing an ETL (Extract, Transform, Load) tool with Salesforce Bulk API facilitates efficient data transfer, minimizing system downtime and ensuring data integrity. This strategic approach to data migration aligns with Salesforce's best practices for handling large datasets and complex migrations, ensuring a smooth transition to the new Salesforce solution.

NEW QUESTION # 106

Universal Containers (UC) uses Sales Cloud, Service Cloud, and Experience Cloud. The implementation was completed 5+ years ago, and Service Cloud users are now expressing dissatisfaction with system performance. A custom Visualforce page was developed to show relevant data to Experience Cloud users.

The same page is used by the Support team but displays more information based on their profile. UC has a small internal Support team for Salesforce that periodically enables new features in production.

Which best practice should the Solution Architect recommend to avoid these types of issues in the future?

- A. Assess the level of technical debt and test new features in a sandbox before enabling in production.
- B. Assess the level of data quality and test new features with a pilot before enabling for all users.
- C. Assess the level of technical debt and test new features with the Product team in a Developer sandbox.
- D. Assess the level of data quality and test new features with a subset of users in production before enabling all users.

Answer: A

Explanation:

To avoid issues related to system performance and ensure the scalability of Salesforce solutions, it's crucial to manage technical debt and thoroughly test new features in a controlled environment. A sandbox provides a safe space for testing, allowing UC to simulate the impact of changes without affecting the production environment. This practice helps in identifying potential issues and resolving them before they can impact end-users.

Salesforce's documentation on best practices for managing technical debt and the use of sandboxes for testing provides guidance on these processes, emphasizing the importance of a proactive approach to system maintenance and feature testing.

<https://admin.salesforce.com/blog/2021/tech-debt-what-it-is-and-why-you-should-care>

NEW QUESTION # 107

Northern Trail Outfitters (NTO) has around 500,000 active customers stored in the Account object. NTO gets an average of two orders per customer each month from both internal and online sales channels. NTO is expecting growth of 15% year-over-year (YoY). Various NTO users have recently started complaining about slower performances while accessing order information or running reports. NTO customers are also seeing slower responses while accessing their order history on B2B Commerce.

Which two options should a Solution Architect consider to improve performance? Choose 2 answers

- A. Enable reporting snapshots to store summarised information.
- B. Use external objects instead of standard B2B Commerce Order object.
- C. Create a custom component to display all order information.
- D. Develop an archiving strategy around order records from Salesforce based on a criteria that works with customer.

Answer: B,D

Explanation:

To address performance issues at Northern Trail Outfitters, developing an archiving strategy for older order records can significantly improve system responsiveness by reducing the volume of data actively queried and processed. Additionally, leveraging external objects to manage order data, especially for historical or less frequently accessed records, can further alleviate the load on Salesforce's core databases, improving performance for both internal users and B2B Commerce customers.

NEW QUESTION # 108

Universal Export has implemented multiple Salesforce products and has made it clear that it wants to maximize its investment and avoid buying any new products. For the company's next release, its business requirements seem to be a close fit for a product that Salesforce has. It wants to develop a custom extension that replicates the functionality of that Salesforce module.

Which two actions should a Solution Architect take?

Choose 2 answers

- **A. Advise the customer to use the out-of-the-box approach to avoid unnecessary technical debt.**
- **B. Evaluate the business benefit of the requested functionality to see if it justifies investment in the Salesforce product.**
- C. Begin requirements gathering for integrations and data migration
- D. Consult with the IT department to review the extension requirements.

Answer: A,B

Explanation:

Option B would involve advising the customer to use the out-of-the-box approach to avoid unnecessary technical debt. This would mean using the existing Salesforce product that meets their business requirements instead of developing a custom extension that replicates its functionality. This would save time, money, and resources for both the customer and the Solution Architect, as well as reduce maintenance and support issues in the future².

Option D would involve evaluating the business benefit of the requested functionality to see if it justifies investment in the Salesforce product. This would mean analyzing how much value and return on investment (ROI) the customer would get from using the Salesforce product versus developing a custom extension. This would help them make an informed decision based on their business goals and budget³.

NEW QUESTION # 109

Universal Containers is currently utilizing B2B Commerce Cloud, Service Cloud, and Field Service for its Sales teams, call center, and Field Service teams. The Field Service team would like to have visibility of Commerce Cloud data because customers in the field will often ask about sales order details.

What should the Solution Architect recommend to give this kind of data access?

- **A. Create a new permission set that grants access to the Order and Order Item object and assign it to the Field Service users.**
- B. Give Commerce Cloud license to the Field Service team to view Order and OrderItem data.
- C. Give Sales Cloud license to the Field Service team to view Order and Order Item data.
- D. Create a new profile that grants access to the Order and Order Item object and assign it to the Field Service users.

Answer: A

Explanation:

To enable Field Service teams at Universal Containers to access sales order details from B2B Commerce Cloud, creating a permission set that grants access to relevant objects like Order and Order Item is an effective solution. This approach ensures that Field Service users have the necessary permissions to view order information, enhancing their ability to address customer inquiries in the field. Permission sets offer a flexible and granular way to manage access rights, allowing for customization according to specific user roles and requirements without altering the base profiles. This method aligns with Salesforce's best practices for access management, ensuring data security while providing users with the information they need to perform their roles effectively.

NEW QUESTION # 110

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