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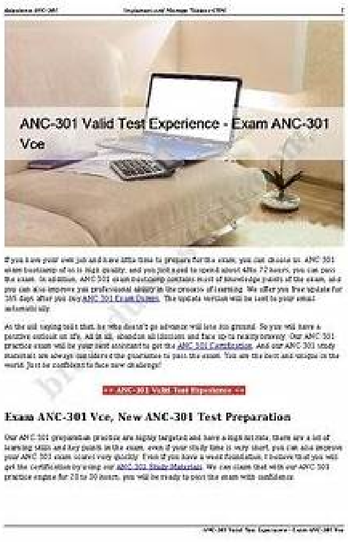

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Salesforce Certified B2B Solution Architect Sample Questions (Q81-Q86):

NEW QUESTION # 81
A Solution Architect has gathered requirements from discovery with Northern Trail Hot Tubs below:
* Northern Trail Hot Tubs sells through a B2B2C model with Dealers.
* Northern Trail Hot Tubs tracks Dealer Opportunities in Salesforce, but wishes to have more insight into the sales process from its Dealers.
* Dealers would like to be able to get custom Hot Tub pricing quickly from Northern Trail Hot Tubs without having to wait for configuration estimates to come back from Northern Trail Hot Tubs.
* Northern Trail Hot Tubs supports itsDealers and Customers directly, and Dealers would like better insight into support that their Customers receive.
Which capabilities should a Solution Architect suggest to provide to Northern Trail Hot Tub Dealers?

- A. Experience Cloud and Revenue Cloud for Dealers to get Quotes and view Cases
- B. Experience Cloud and Sales Cloud for Dealers to be able to create Opportunities and add Opportunity Products
- C. B2B Commerce for Dealers to get pricing and Service Cloud for Cases
- D. Experience Cloud and Service Cloud for Dealers to be able to request pricing through Cases and track Customer Cases

Answer: A

Explanation:
Experience Cloud can provide dealers with a self-service portal to track opportunities and support cases, while Revenue Cloud (which includes Salesforce CPQ) can enable dealers to get custom pricing and generate quotes quickly. This combination meets all the outlined requirements, providing visibility into the sales process and support activities, as well as enabling efficient quoting. Salesforce's documentation on the capabilities of Experience Cloud and Revenue Cloud supports this recommendation.
* Key Requirements:
* Quick Custom Pricing: Dealers need to generate custom quotes without waiting for manual configuration.
* Insight into Customer Support: Dealers want visibility into support cases for their customers.
* Enhanced Sales Process Insights: Northern Trail Hot Tubs seeks better tracking of Dealer Opportunities.
* Analysis of Options:
* Option A (Experience Cloud + Sales Cloud):While Experience Cloud provides a portal for Dealers to create Opportunities and add Products via Sales Cloud, it does not address the need for automated, rapid quote generation, which requires CPQ (Configure, Price, Quote) functionality.
* Option C (Service Cloud + Service Cloud):Using Cases to request pricing introduces delays, conflicting with the requirement to eliminate waiting for configuration estimates.
* Option D (Commerce Cloud + Service Cloud):Commerce Cloud focuses on transactional e- commerce, not complex product configuration or quoting. CPQ (Revenue Cloud) is better suited for custom pricing.
* Option B (Experience Cloud + Revenue Cloud):
* Revenue Cloud (CPQ): Enables Dealers to self-serve by generating accurate, automated quotes without manual intervention. This directly addresses the need for quick custom pricing.
* Experience Cloud: Provides a portal where Dealers can access:
* CPQ (Revenue Cloud) for quotes.
* Service Cloud integration (implied) to view Cases related to their customers.
Salesforce's Experience Cloud seamlessly integrates with Service Cloud to expose Cases, even though Service Cloud isn't explicitly listed in the option.
* Why Option B is Correct:
* Revenue Cloud (CPQ) solves the custom pricing requirement.
* Experience Cloud acts as the unified portal for Dealers to:
* Generate quotes (via CPQ).
* View Cases (via Service Cloud integration).
* While Service Cloud powers Cases in the background, the question focuses on capabilities provided to Dealers, which are delivered through Experience Cloud and Revenue Cloud.
References:
Revenue Cloud (CPQ): Salesforce CPQ Documentation
Experience Cloud for Partner Portals: Experience Cloud Guide
Service Cloud Integration with Experience Cloud: Service Cloud in Communities This solution aligns with Salesforce best practices for B2B partner management, combining self-service quoting (CPQ) and customer support visibility (Service Cloud via Experience Cloud).

NEW QUESTION # 82
Different teams at Universal Containers (UC) are experiencing challenges using their existing tools. The Sales team can only access their application from the office, the Marketing team has to manually import leads coming from the website into their campaign tool, and the Support team lacks a communication history repository between email, social networks, and calls. The website was developed by the IT team, and the Legal team is responsible for the Consent Management Platform used to meet GDPR requirements.
UC wants to improve its relationship with customers, so a digital redesign program is starting with the goal of moving to Salesforce solutions.
Which three steps are necessary to set up a program roadmap?
Choose 3 answers

- A. Identify the high-level workload capacity and planning of the IT and Legal teams.
- B. Prioritize the transformation of activities related to customers' interactions.
- C. Prioritize the transformation of activities involving the least development.
- D. Explain how the program contributes to the business's goals.
- E. Create project plans for each of the projects that will be on the roadmap.

Answer: A,B,D

Explanation:
https://trailhead.salesforce.com/content/learn/modules/innovation_solution
/innovation_solution_build_business
When setting up a program roadmap for a digital redesign program like the one Universal Containers (UC) is initiating, it's crucial to align the program with the overall business goals, understand the capacity of key teams, and prioritize customer-facing transformations. Therefore:
* A. Identify the high-level workload capacity and planning of the IT and Legal teams. This step is essential to ensure that the IT and Legal teams can support the program, considering their current workload and the additional responsibilities that the Salesforce implementation will bring, especially in terms of integrating existing systems and ensuring GDPR compliance.
* D. Prioritize the transformation of activities related to customers' interactions. Given UC's objective to improve its relationship with customers, focusing on transforming customer-facing processes first will have the most immediate and significant impact. This approach aligns with Salesforce's emphasis on customer relationship management.
* E. Explain how the program contributes to the business's goals. Linking the digital redesign program to the broader business objectives of UC ensures that the initiative has clear strategic value and helps in securing buy-in from stakeholders across the organization.
References for these points can be found in Salesforce's own documentation on best practices for digital transformation and program management, such as the Salesforce Implementation Guide and resources available on the Salesforce Trailhead platform.

NEW QUESTION # 83
Universal Containers (UC) is looking to implement a CPQ + B2B Commerce multi-cloud solution and use the CPQ B2B Commerce Connector to keep the two insync. As part of this implementation, UC is looking to be able to have a streamlined product and pricing experience. As UC would like to sell product kits with tiered pricing through the self-service storefront, it would like to ensure this model can be supported effectively.
Which two considerations should a Solution Architect keep in mind for the implementation?
Choose 2 answers

- A. for supporting kits in the B2B Commerce Storefront, they need to create equivalent bundle products on the CPQ side.
- B. On the CPQ 826 Commerce Connector, the default mapping of tiered pricing in 826 Commerce is to Discount Schedules in CPQ.
- C. For the described multi-cloud solution, it is a best practice to set the CPQ precision to two decimal points.
- D. It is important to ensure the Price Rules run for Quotes initiated via 628 Commerce Storefront to maintain consistency in business rules being applied.

Answer: A,B

Explanation:
The CPQ B2B Commerce Cloud Connector is an unmanaged package from Salesforce Labs that allows B2B Commerce and CPQcustomers to configure or customize functionality12. It syncs products, pricing, quote requests, and orders in both clouds12.
For supporting kits in the B2B Commerce Storefront, they need to create equivalent bundle products on the CPQ side3. A kit is a product that contains other products as components3. A bundle is a product that has one or more options that can be added or removed by a user4. The connector maps kits to bundles using a custom field called Kit ID on both objects3.

On the CPQ 826 Commerce Connector, the default mapping of tieredpricing in 826 Commerce is to Discount Schedules in CPQ5. Tiered pricing lets you set different prices for different quantities of a product5. Discount schedules let you apply discounts based on quantity or amount ranges for a product. The connector maps tiered prices to discount schedules using a custom field called Tiered Price ID on both objects5.

NEW QUESTION # 84

Universal Containers serves customers globally across two businesses. Each business has its own org for managing itssales and support operations. Each line of business also maintains its own reporting systems using both CRM Analytics and Salesforce reports, but the CEO is asking for a unique dashboard that includes the global opportunity pipeline with data from both orgs.
What should a Solution Architect propose?

- A. Use CRM Analytics in the primary org and then, in thedashboards, use Salesforce Connect to query the data from the other org.
- B. Use one org as primary and an ETL tool to synchronize the accounts and opportunities of the other org. Then, use standard reports.
- C. Use one org as primary and create external objects for the accounts and opportunities of the other one. Then, use standard reports.
- D. Use CRM Analytics in the primary org and create a Salesforce External Connection. Then, create a dataflow to combine data from both orgs.

Answer: D

Explanation:
CRM Analytics (formerly known as Tableau CRM) allows for the creation of powerful dashboards that can incorporate data from multiple Salesforce orgs. By using CRM Analytics with an external connection and creating a dataflow, data from both orgs can be combined into a unified dashboard, providing the global visibility the CEO is requesting. This aligns with Salesforce's guidance on multi-org reporting using CRM Analytics, which enables cross-org data integration and visualization.

NEW QUESTION # 85

Big Server Company sells complex server solutions to customers through a reseller channel. Resellers will purchase complex servers aswell as have warehouses to store quick need products for their customers, such as additional hard drives and cables. Big Server Company currently uses Salesforce CPQ for its Sales team. Big Server Company would like to be able to give resellers easy access to purchase warehouse type products through B2B Commerce; however, the company would also like to allow resellers to request additional discounts for large volume orders from the Sales team.
Which recommendation should a Solution Architect make tointegrate B2B Commerce and Salesforce CPQ to accomplish this request?

- A. Utilize an integration software, like MuleSoft, to sync carts and pricing between B2B Commerce and Salesforce CPQ.
- B. Implement the Salesforce CPQ & Billing and CPQ B2B Commerce Connector and use the Cart to Quote flow to create a quote from the Resellers Cart, allowing a sales representative to configurediscounts and sync back to cart.
- C. Implement the Salesforce CPQ & Billing and CPQ B2B Commerce Connector and use the Cart to Quote flow to sync the cart to Salesforce CPQ, and have a reseller price rule adjust pricing for the reseller based on volume.
- D. Create a request special pricing button in B2B Commerce that will create an opportunity for the salesrepresentative and allow the sales representative to follow up.

Answer: B

Explanation:
This option allows you to use the Cart to Quote flow to create a quote from the Resellers Cart, allowing a salesrepresentative to configure discounts and sync back to cart1.
https://appexchange.salesforce.com/appxListingDetail?listingId=a0N3u00000MSk6gEAD The Salesforce CPQ & Billing and CPQ B2B Commerce Connector allows for seamless integration between B2B Commerce and Salesforce CPQ. Using the Cart to Quote flow, resellers can request additional discounts on large volume orders, which the sales team can review and configure in CPQ. This process enables the resellers to benefit from automated pricing while still allowing for personalized discounting from the sales team when necessary. Salesforce documentation on the CPQ & Billing and CPQ B2B Commerce Connector details this process and the capabilities of the integration.

NEW QUESTION # 86
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