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Salesforce Certified B2B Solution Architect Sample Questions (Q97-Q102):

NEW QUESTION # 97
Universal Containers (UC) is an international company with activities m Europe and the U.S. UC has two separate Salesforce orgs, one for each region. Quotes are built m different legacy systems, depending on their country. Orders are processed centrally by the back-office team with an ERP. Customer information is saved m both legacy systems and the ERP. The analyst team complains about the inconsistency of customer data between different systems and the lack of connection between a single piece of customer data across all of the systems.
Which approach would make it possible to set up this single source of truth and ensure scalability for orders?

- A. Map all of the points of data with a different ETl tool for each Salesforce environment and drive synchronisation from

Salesforce to the other systems.

- B. Use MuleSoft Anypoint Platform as the single point of data orchestration across the different systems and Salesforce environments.
- C. Map all of the points of data within a custom data manager and drive synchronization between the different systems with a point-to-point approach.
- D. Use each Salesforce org as its own system of record (SOP.) and use Salesforce Connect to synchronise the two Salesforce orgs.

Answer: B

Explanation:
According to 1, a single source of truth (SSOT) is the practice of aggregating the data from many systems within an organization to a single location. A SSOT is not a system, tool, or strategy, but rather a state of being for a company's data in that it can all be found via a single reference point.
According to 2, 3 and 4, Salesforce has introduced the Customer360 Truth Platform, which includes MuleSoft. This is a new set of data and identity services that enable companies to build a single source of truth across all of their customer relationships. This connects data from all Salesforce clouds to create a single view of the customer.
MuleSoft Anypoint Platform is an integration platform that allows companies to connect any application, data source or device using APIs. MuleSoft enables companies to leverage their existing systems and data sources without having to replace them or create custom integrations.

NEW QUESTION # 98
A corporate bank has decided to use a multi-cloud solution to reduce time to market, showcase a 360-degree view of the bank's business customers, and improve CSAT rating by increasing channels for customer service. The CIO has asked to run a discovery workshop with one goal: understanding existing technical dependencies within the organisation.
What should a Solution Architect recommend as the top priority to start this journey?

- A. Plot the map or the future system landscape by making assumptions about the changes needed to improve customer satisfaction.
- B. Plot what the customer is thinking, doing, and feeling at the varying stages of their experience, and connect them to interactions with the bank.
- C. Plot the map of the current system landscape and identify key areas where the B2B multi-cloud solution will fit in.
- D. Plot the process map using Universal Process Notation (UPN) through workshops involving a diverse set of stakeholders.

Answer: C

Explanation:
* Plot the map of the current system landscape and identify key areas where the B2B multi-cloud solution will fit in. This is an important step to understand the existing technical dependencies within the organisation, such as data sources, integrations, applications, and platforms. It also helps to identify the gaps and opportunities for improvement that can be addressed by the B2B multi-cloud solution.
For the corporate bank embarking on a multi-cloud solution journey, mapping the current system landscape is a critical first step. This involves documenting existing systems, applications, and their interconnections to identify integration points and potential overlaps with the new B2B multi-cloud solution. Understanding the current technical ecosystem allows for the identification of key areas where Salesforce solutions can be integrated to enhance customer service, improve visibility into business customer activities, and increase customer satisfaction. This foundational analysis is essential for informed decision-making and strategic planning, ensuring that the new solutions complement and enhance the existing technical infrastructure, in line with Salesforce's recommendations for successful multi-cloud implementations.

NEW QUESTION # 99
Universal Containers (UC) is currently utilizing Salesforce Revenue Cloud, Service Cloud, and Field Service for its internal Sales teams, call center, and field service teams. The field service team has asked for new data visibility around Sales and Service data because customers in the field will often ask about sales orders that typically exist within Revenue Cloud.
What is an immediate consideration a Solution Architect should provide regarding giving this kind of data access?

- A. Generate a new permission set that grants access to the Order object and assign it to the field service users.
- B. Provide the field service team with a Sales Cloud license to view Order data.
- C. Provide the field service team with CPQ licenses to view Order data.
- D. Generate a new profile that grants access to the Order object and assign it to the field service users.

Answer: A

Explanation:
Creating a permission set that grants field service users access to the Order object is a granular and secure way to provide the necessary data visibility. This allows for precise control over which users have access to order data without impacting other profiles or requiring additional licenses. Salesforce's permission set documentation provides guidelines on how to grant specific access rights to users, ensuring they have the information needed to perform their job functions effectively.

NEW QUESTION # 100
Universal Containers is in the process of implementing a CPQ and B2B Commerce solution. The Technology team has completed the development for the current sprint and is demonstrating the functionalities to the business stakeholders during their sprint demo. While demonstrating products and pricing, and Sync between B2B and CPQ when requesting a quote, the stakeholders make a new request to include tiered pricing and map it to discount schedules on CPQ.
Which approach should a Solution Architect recommend while addressing the feedback from the stakeholders?

- A. Include it as a user story and accommodate it m the same sprint, since this is a feasible requirement and the CPQ B2B Commerce Connector is already set up.
- B. Add the request as a new user story to the product backlog, and further schedule a meeting for prioritization and grooming.
- C. Convey that this can be potentially picked up in the next sprint since the technical changes needed for this new user story are low effort.
- D. Convey that it is not recommended to include M the initial MVP, since an extension is needed on the CPQ B2B Commerce Connector for the new requirement.

Answer: B

Explanation:
* CPQ B2B Commerce Connector is a tool that synchronizes data from CPQ product and pricing objects to B2B Commerce objects1.
* CPQ uses discount schedules and B2B Commerce uses tiered pricing to handle volume-based pricing23.
* The connector does not support mapping tiered pricing to discount schedules out of the box23.
* The connector uses pricing from B2B Commerce to define the pricing on the generated quote lines by setting their Special Price fields4.
Incorporating new requirements, such as tiered pricing and mapping to discount schedules in CPQ, into an ongoing Salesforce CPQ and B2B Commerce project requires careful consideration of project scope, timelines, and resource availability. Adding the new requirement as a user story to the product backlog allows for a structured approach to evaluating its impact on the project. Scheduling a subsequent meeting for prioritization and grooming ensures that stakeholders can discuss the new requirement in detail, assess its feasibility, and decide on its inclusion in the project timeline. This approach aligns with agile project management best practices, allowing for flexibility in responding to new requirements while maintaining project focus and efficiency.

NEW QUESTION # 101
Universal Containers (UC) needs to provide a portal for its customers to order spare parts for the equipment that has been sold to them. Spareparts orders are fulfilled in uC's ERP system and need to be integrated with the solution. Order status would need to be reflected in the solution. Additionally, m the future, UC wants this order integration scaled to additional applications. UC also needs customers to be able to schedule appointments for service for their equipment.
Which products should a Solution Architect recommend implementing to meet these requirements?

- A. B2B Commerce, Salesforce Field Serv.ee, Experience Cloud, and Sales Cloud
- B. B2B Commerce. Salesforce Field Service, Experience Cloud, and Meroku
- C. B2B Commerce, Service Cloud, Experience Cloud, and Salesforce Connect
- D. B2B Commerce. Salesforce Field Service, Experience Cloud, and MuleSoft

Answer: D

Explanation:
* B2B Commerce is a solution that allows you to create ecommerce websites for your business customers1.
* Salesforce Field Service is a solution that allows you to manage your field service operations, such as scheduling appointments, dispatching technicians, and tracking assets2.
* Experience Cloud is a solution that allows you to create digital experiences for your customers, partners, and employees using templates and components2.

* MuleSoft is a solution that allows you to integrate data from different systems using APIs34.

To fulfill Universal Containers' requirement for a customer portal to order spare parts and schedule service appointments, the combination of B2B Commerce, Salesforce Field Service, and Experience Cloud, integrated with MuleSoft, offers a comprehensive solution. B2B Commerce enables a self-service ordering platform for spare parts, while Salesforce Field Service facilitates the scheduling and management of service appointments. Experience Cloud provides the framework for building a customer-facing portal that integrates these functionalities. MuleSoft serves as the integration layer to connect these Salesforce solutions with UC's ERP system, ensuring seamless data flow and order fulfillment processes. This architecture supports scalability for future integrations, aligning with Salesforce's best practices for building connected and customer-centric solutions.

NEW QUESTION # 102

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