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Salesforce Certified B2B Solution Architect Sample Questions (Q46-Q51):

NEW QUESTION # 46

Universal Containers (UC) is in the process of identifying if Revenue Cloud will work for its business processes. UC has already implemented Sales Cloud, which includes complex steps and checklists that are orchestrated based on changes made to an Opportunity. Based on the current Sales Cloud implementation, UC has concerns about how Revenue Cloud will interact with its current customizations on the Opportunity object and if it will be difficult to customize the solution in the future.

Which design approach should a Solution Architect recommend to mitigate concerns about custom processes on any single object?

- A. Migrate automations from Process Builder to a single flow that is triggered by record updates, using only the "After Save" context so that all operations can be organized in a single flow.
- B. Migrate automations from Process Builder to flows triggered by record updates, organizing operations in separate flows for the "Before Save" and "After Save" contexts.
- C. Use an event-driven design to separate automations that could run asynchronously from the save cycle with a third-party tool like Heroku.
- D. Leave the orchestration of the automation to Process Builder, but invoke autolaunched flows from Process Builders so that the actual operations run in flows.

Answer: B

Explanation:

Migrate automations from Process Builder to flows triggered by record updates, organizing operations in separate flows for the "Before Save" and "After Save" contexts. This approach will allow UC to keep their current customizations on the Opportunity object, while allowing for greater control and flexibility when customizing the solution in the future. Additionally, this approach will allow UC to better orchestrate the automations and ensure that operations are being run in the right order and context.

<https://www.salesforce.com/products/cpq/overview/>

NEW QUESTION # 47

Universal Containers (UC) needs to support its customers via email, phone, and chat. Service agents are only scheduled to support one communication channel for each shift. UC has implemented a service-focused community but only wants customers to inquire about service in the community through chat.

Which three options should a Solution Architect recommend to meet the requirements defined above?

Choose 3 answers

- A. CTI adaptor with Omni-Channel integration
- B. Customer Community with ability to create a new support Case
- C. Customer Community with Live Agent
- D. Experience Cloud, web-to-case, and a CTI integration
- E. Omni-Channel with defined presence, routing configurations, and Service Channels

Answer: C,D,E

Explanation:

* Experience Cloud². This way, you can create a service-focused community for your customers using Experience Cloud Sites. You can also customize the look and feel of your community and integrate it with other Salesforce products and features.

* Omni-Channel with defined presence, routing configurations, and Service Channels³. This way, you can manage your service agents' availability and workload across different communication channels such as email, phone, and chat. You can also use service channels to define which objects and records are routed to your agents using Omni-Channel.

* Customer Community with Live Agent^{2,3}. This way, you can enable chat support for your customers in the community using Live Agent. You can also configure chat buttons, invitations, pre-chat forms, and other settings for Live Agent.

NEW QUESTION # 48

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. Create a custom component to display all order information.
- B. Use external objects instead of standard B2B Commerce Order object.
- C. Enable reporting snapshots to store summarised 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 # 49

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

Answer: C

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 # 50

Fabulous Flowing has been using Salesforce for 10 years and is starting to notice performance issues. The company anticipates continued growth of 15% each year. It frequently refers to data that is within the past 12 months. Currently, there are 600,000 Cases. Fabulous Flooring realizes it needs to archive some of the data, however, would like it to remain in Salesforce. The leadership team meets for an in-depth strategy and planning session every 3 years and will need reporting on the archived data. The Solution Architect has recommended the use of Big Objects.

What are two considerations the Solution Architect should discuss with Fabulous Flooring?

Choose 2 answers

- A. Picklist fields will need to be marked as required for indexing in the Big Object
- B. The company will need to build reports and dashboards for the strategy and planning session based on specific criteria from the dg Object.
- **C. Picklist fields will need to be loaded as Text fields into the big Object.**
- **D. The company will need to use Async SOQL to pull the data into a subject based on specific criteria, and build reports and dashboards for the strategy and planning session.**

Answer: C,D

Explanation:

https://developer.salesforce.com/docs/atlas.en-us.222.0.object_reference.meta/api/big_object.htm

- * Big objects are a way to store and manage massive amounts of data on the Salesforce platform¹.
- * Big objects support custom Salesforce Lightning and Visualforce components rather than standard UI elements³.
- * Big objects do not support picklist fields, so they need to be loaded as text fields into the big object².
- * Big objects do not support standard SOQL queries, so they need to use Async SOQL to query data from them².

NEW QUESTION # 51

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