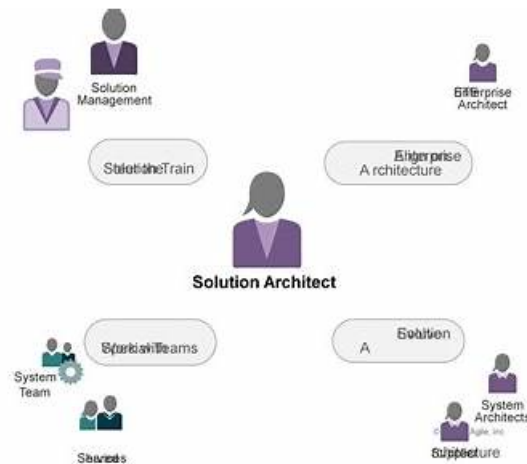


B2B-Solution-Architect専門知識 & B2B-Solution-Architect試験対応



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<https://drive.google.com/open?id=1EnIrXMaq2lh7PhxT04BcDCSz5AjzFUDb>

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>> B2B-Solution-Architect専門知識 <<

B2B-Solution-Architect試験対応、B2B-Solution-Architect資格復習テキスト

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Salesforce Certified B2B Solution Architect Exam 認定 B2B-Solution-Architect 試験問題 (Q12-Q17):

質問 # 12

During a go-live planning session, the business sponsor expressed some concerns related to achieving high adoption of the solution. Which two recommendations should a Solution Architect provide that can achieve higher adoption rates for a Salesforce multi-cloud implementation?

Choose 2 answers

- A. Create recurring office hours for end users to call in to speak directly with the Solution Architect.
- B. Create a feedback loop to give end users the ability to share ideas on how to improve the solution and report bugs.
- C. Suggest continuous training methods such as Trailhead, in-app guidance, or embedded videos so end users feel supported using the solution.
- D. Suggest that the executive team tie performance metrics to Salesforce usage.

正解: A、C

質問 # 13

AC Computers is hitting governor limits when trying to create orders and activate orders in Salesforce. Upon further investigation, it's discovered that AC Computers is trying to process hundreds of order products on a single order. The Order object also has various automation processes to update fields and integrate with a third-party order management system.

What is one solution a Solution Architect should evaluate first to resolve this issue?

- A. Enable Advanced Order Management to process large orders.
- B. Create a custom object to hold orders in queue for processing.
- C. Install a third-party solution to process large orders.
- D. Review to determine if moving automation to asynchronous Apex is required.

正解: C

質問 # 14

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

正解: A

解説:

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).

質問 # 15

Universal Containers (UC) has a multi-cloud environment that includes Sales Cloud, Service Cloud, and CPQ. The environment supports multiple languages via the translation workbench. As part of a roadmap, UC is implementing B2B Commerce. As part of this project, there is a requirement to translate data stored within the Name and Description fields on the Product and Product Category objects.

What should a Solution Architect recommend to achieve this?

- **A. Enable Data translation for 626 Commerce.**
- B. Done data records and translate.
- C. Enable Translation Workbench.
- D. Add custom field with translations

正解: A

質問 # 16

Universal Containers (UC) is about to embark on a digital transformation initiative to make all of its back-office systems data visible to employees, customers, and partners via front-office capabilities like Salesforce. The CIO has asked the team to identify their various systems, both back- and front-office, and correctly identify the proper use of those systems. The team plans to utilize the Systems of Engagement framework to classify their systems based on how they will be utilized within the enterprise architecture. Salesforce is being utilized as the master for all sales data-like Opportunities, Quotes, and Cart data-and an ERP is the master for all invoice, order, and payment data.

How should the Solution Architect segment opportunities and order data in Salesforce*

- A. System of Engagement for Opportunities and SOR for Orders
- **B. System of record (SOR) for Opportunities and System of Engagement for Orders**
- C. SOR for Opportunities and SOR for Orders
- D. SOR for Opportunities and System of Intelligence for Orders

正解: B

質問 # 17

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