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>> B2B-Solution-Architect Vorbereitungsfragen <<

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Salesforce Certified B2B Solution Architect Exam B2B-Solution-Architect Prüfungsfragen mit Lösungen (Q21-Q26):

21. Frage

Universal Containers (UC) recently completed its migration to Lightning Experience, with sales users automatically moving to Lightning. This initiative was a massive undertaking by UC, as it had a tremendous amount of legacy functionality migrated over to Lightning from Classic. The CIO would like to make sure that UC is able to track adoption of the migrated functionality over from Classic to Lightning and what specifically was migrated.

Which two proposals should a Solution Architect recommend?

Choose 2 answers

- **A. Provide the CIO a list of the User Stories around the new functionality and the Gap Analysis done between Classic and Lightning.**
- B. Provide the CIO the ability to roll back all changes once they feel Lightning is not adequate for their needs.
- **C. Track Adoption Rates within the Lightning Usage, and monitor a change in metrics within existing reports and dashboards.**
- D. Align with the CIO around the fact that while the functionality has been migrated, the data created between Classic and Lightning will remain exactly the same.

Antwort: A,C

Begründung:

The two proposals a Solution Architect should recommend to track adoption of migrated functionality from Classic to Lightning are:

1. Track Adoption Rates within the Lightning Usage, and monitor a change in metrics within existing reports and dashboards. C. Provide the CIO a list of the User Stories around the new functionality and the Gap Analysis done between Classic and Lightning.

Tracking adoption rates and success metrics is one of the best practices for driving Lightning Experience adoption, as it allows UC to measure how well users are using the migrated functionality and identify areas of improvement or feedback. According to 2, monitoring a change in metrics within existing reports and dashboards can also help UC evaluate the impact of Lightning Experience on their business performance and user satisfaction.

Providing a list of user stories around the new functionality can help UC communicate the benefits and value of Lightning Experience to their users and stakeholders, as well as align their expectations and goals with the migration project. According to 3, providing a gap analysis done between Classic and Lightning can also help UC understand what features or customizations are available or not available in Lightning Experience, as well as plan for any necessary changes or enhancements.

https://trailhead.salesforce.com/content/learn/modules/lex_migration_rollout/lex_migration_rollout_enabling

22. Frage

A software solutions company has created several SaaS applications that it sells to its customers. The company would like an easier way to allow customers to renew their subscriptions each period. Today, the company has to run reports across multiple disparate systems to find out which products each customer has purchased, their usage levels, and when each customer needs to renew.

Tracking and identifying when to contact customers is a very manual process and involves sales people sending emails with invoices attached. Customers often mail paper checks to the company, leading to disconnected invoicing and payment processing.

Which two products should a Solution Architect consider to resolve the subscription, invoicing, and payment issues the company is currently experiencing?

Choose 2 answers

- **A. Salesforce CPQ**
- B. B2B Commerce
- C. Salesforce Order Management
- **D. Salesforce Billing**

Antwort: A,D

Begründung:

Option A would involve using Salesforce Billing, which is a product that automates billing processes such as generating invoices, collecting payments, and managing revenue recognition. Salesforce Billing can also handle subscription billing scenarios such as renewals, amendments, cancellations, and prorations. Salesforce Billing can integrate with Salesforce CPQ to create seamless quote-to-cash workflows.

Option D would involve using Salesforce CPQ (Configure Price Quote), which is a product that helps sales teams create accurate and consistent quotes for complex products and services. Salesforce CPQ can also manage subscriptions by creating recurring quotes with flexible pricing models and contract terms. Salesforce CPQ can integrate with Salesforce Billing to create seamless quote-to-cash workflows.

<https://trailhead.salesforce.com/credentials/b2bsolutionarchitect>

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24. Frage

Universal Containers (UC) needs to provide a portal for its customers to order spare parts for the equipment that has been sold to them. Spare parts 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, in 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 Service, Experience Cloud, and MuleSoft
- B. B2B Commerce, Service Cloud, Experience Cloud, and Salesforce Connect
- C. B2B Commerce, Salesforce Field Service, Experience Cloud, and Sales Cloud
- D. B2B Commerce, Salesforce Field Service, Experience Cloud, and MuleSoft

Antwort: D

Begründung:

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.

25. Frage

A Solution Architect is presenting a design for the Phase 1 rollout of a B2B multi-cloud solution that includes CPQ and B2B Commerce using the CPQ B2B Commerce Connector. During the presentation, business stakeholders push back on some of the key design aspects. The business is keen to have the product images and SCO data pushed back to CPQ from 828 Commerce, which is not incorporated in the current design. Further, the business wants the Solution Architect to find a way to map discounts and promotions in 828 Commerce to CPQ pricing and add that to the Phase 1 deliverables.

Which two responses should a Solution Architect present to the stakeholder s?

Choose 2 answers

- **A. Map the product images from B2B Commerce to CPQ, by passing the URL of the image File from CC Product to Product2 object. SEO data sync will require additional customization and it is recommended for Phase 2.**
- B. There are significant differences in the discounting models and options between B2B Commerce and CPQ, and for that reason, it is better to handle them separately. without syncing to CPQ.
- C. Product Images and SCO data are B2B Commerce specific metadata. It is recommended to keep them only in 828 Commerce, and not push to CPQ.
- **D. Map the discounts and promotions to Additional Discounts field on the quote Int. However, we would need to ensure that the price rules do not run for quotes originated from B2B Commerce unless there is a specific business need.**

Antwort: A,D

Begründung:

https://help.salesforce.com/s/articleView?id=sf.icx_b2b_cart_to_quote_connector.htm&language=en_US&type=5 Addressing stakeholder feedback on syncing product images and SEO data from B2B Commerce to CPQ, and aligning discounts and promotions, involves a balanced approach. Mapping product images by passing the URL from B2B Commerce to CPQ ensures that product visual representation is consistent across platforms. Considering the complexity of syncing SEO data, it is pragmatic to plan this for a subsequent phase, allowing for proper customization and integration work. For discounts and promotions, mapping them to the Additional Discounts field on the quote line in CPQ is feasible, but it's crucial to manage the execution of price rules carefully to maintain pricing integrity. This approach aligns with best practices for integrating B2B Commerce and CPQ, ensuring a cohesive and functional solution that meets business requirements while managing technical complexities and scope.

26. Frage

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