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## University of Pretoria Psychology

### SLK 310 Psychopathology Mock Examination

Pages	Total Marks	Section	Questions
11	65	3	23
<b>Section 1</b> Multiple Choice			10 questions   10 total marks
<b>Section 2</b> Short Answer			10 questions   40 total marks
<b>Section 3</b> Long Answer			3 questions   15 total marks

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- 2 When finished, scan the QR code on the last page to submit and see the correct answers with detailed explanations.
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## Salesforce Certified B2B Solution Architect Sample Questions (Q26-Q31):

### NEW QUESTION # 26

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

**Answer: C,D,E**

Explanation:

[https://trailhead.salesforce.com/content/learn/modules/innovation\\_solution/innovation\\_solution\\_build\\_business](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 # 27

Northern Trail Outfitters (NTO) is currently using Salesforce CPQ and would like to implement B2B Commerce Classes. NTO uses a Partner Community to allow partners to build complex bundles to provide detailed quotes to clients. NTO also wants to ensure that it does not have to maintain two databases of products.

Which two considerations should a Solution Architect keep in mind about the CPQ B2B Commerce Connector when synchronizing Product and Price data?

Choose 2 answers

- A. Discount schedules from CPQ will sync to discounts and promotions in B2B Commerce Classic
- B. The connector does not support syncing complex CPQ bundles.
- C. The connector is a two-way sync for product and pricing logic.
- D. The connector lets you sync simple products with a flat price.

**Answer: B,D**

Explanation:

When synchronizing product and price data between Salesforce CPQ and B2B Commerce using the CPQ B2B Commerce Connector, it's important to understand its capabilities and limitations. The connector is designed to sync simple products with straightforward pricing structures, but it does not support the synchronization of complex CPQ bundles that involve multiple components and pricing rules. This limitation requires careful planning around product catalog management and may necessitate custom solutions or workarounds for complex product offerings, aligning with Salesforce's documentation and best practices for

using the CPQ B2B Commerce Connector.

### NEW QUESTION # 28

Universal Containers (UC) sells automotive spare parts through a large network of partner retail outlets. UC's business model relies on partners (retail outlets) reaching out to UC to get access to its product catalog, selecting the product(s) they require, and then making bulk purchases. The partners occasionally reach out to UC sales representatives for advice or clarifications regarding particular SKUs on an opportunity on which they are co-sellers.

UC wants to offer discounts to partners who make large purchases. Further, UC wants to provide its partners with reports detailing their sales, including reports that summarize sales by partner, to help UC classify its partners accordingly.

Which solution should a Solution Architect recommend to meet UC's requirements?

- A. Sales Cloud, Partner Relationship Management, and Einstein
- B. Sales Cloud, Service Cloud, and Partner Relationship Management
- C. Sales Cloud, B2B Commerce, and Partner Relationship Management
- D. Sales Cloud, B2B Commerce, and Customer Community

**Answer: C**

Explanation:

Sales Cloud provides the CRM capabilities needed to track opportunities and sales processes, B2B Commerce provides the platform for partners to make bulk purchases, and Partner Relationship Management (PRM) enables the management of partner relationships, including offering discounts for large purchases and providing reports to partners. This integrated solution meets all of UC's requirements for sales, bulk purchasing, and partner management. Salesforce documentation supports the use of PRM alongside Sales Cloud and B2B Commerce for managing complex partner relationships and sales processes.

### NEW QUESTION # 29

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

**Answer: A**

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 # 30

Universal Containers (UC) is using Service Cloud and B2B Commerce to allow resellers the ability to purchase and support farming equipment UC maintains. UC has invested in smart devices which allows that equipment to inform UC when a part becomes faulty. The data from these devices goes to a public cloud solution where every row of sensor data is received every second from every device. There are 100,000 devices on various farms being actively used. The CIO would like this data to be connected to Salesforce in some manner.

What kind of integration method should a Solution Architect suggest to accommodate this need?

- A. Load the public cloud solution directly to Salesforce using MuleSoft.
- B. Embed the devices' sensor data in a view on the Asset record.
- C. Utilize Platform Events based on the devices' state change.

- D. Utilize Apex Callouts based on the devices' state change.

**Answer: C**

Explanation:

Platform Events are a Salesforce-native feature that enable apps to communicate inside and outside of Salesforce using an event-driven messaging architecture. An event producer creates an event and adds it onto the event bus, which operates as a queue with a strict chronological order. An event consumer subscribes to an event and gets notified when the event is put onto the event bus.

According to 3, Platform Events can be used to define and manage custom notifications within the Salesforce platform and in external apps. They can also be used to integrate Salesforce with external systems and devices in near real-time.

Therefore, a Solution Architect should suggest utilizing Platform Events based on the devices' state change.

This way, UC can connect the data from the smart devices to Salesforce in a scalable and reliable manner, without having to poll or query for changes constantly. UC can also use Platform Events to trigger workflows or actions based on the device status, such as creating a case, sending an email, or ordering a replacement part.

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## NEW QUESTION # 31

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