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Salesforce is a cloud-based customer relationship management (CRM) platform that helps businesses manage their sales, marketing, customer service, and other workflows. Salesforce has been a game-changer for many businesses, enabling them to streamline their processes, automate their activities, and improve their customer interactions. As more and more companies adopt Salesforce, the demand for certified Salesforce professionals is increasing rapidly. One of the most sought-after certifications in the Salesforce ecosystem is the Salesforce Certified B2B Solution Architect.

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Salesforce B2B-Solution-Architect Certification Exam is designed for professionals who are looking to validate their expertise in the Salesforce B2B Commerce platform. Salesforce Certified B2B Solution Architect Exam certification exam is specifically tailored to test the skills and knowledge required to design and implement B2B commerce solutions using Salesforce technology. B2B-Solution-Architect Exam is intended for individuals who work as solution architects, technical architects, or consultants in the B2B commerce industry.

Salesforce Certified B2B Solution Architect Exam Sample Questions (Q42-Q47):

NEW QUESTION # 42

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

Answer: A

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.

https://developer.salesforce.com/docs/atlas.en-us.platform_events.meta/platform_events/platform_events_intro.htm

NEW QUESTION # 43

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 Meroku

Answer: A

NEW QUESTION # 44

Northern Trail Health has clients that have more than 10,000 employees. The company's Customer Service team handles requests from its client's employees directly and tracks various rebate programs per employee.

Private information should not be shared with the Sales team and they should only see contacts that are relevant to the sales process. Assuming that Sales and Service team share certain contacts, in which two ways should a Solution Architect ensure optimal performance?

Choose 2 answers

- A. Assign all contacts to Sales team members to ensure sharing is streamlined and hide private fields from them.
- **B. For each Account, assign Sales Contacts to the Sales team and all the rest to a Customer Service representative assigned to the Account.**
- **C. Use profiles and/or permission sets to give View All access to Customer Service on the Contact object.**
- **D. Explanation:**

For optimal performance and data access control, the Solution Architect should:

* A. Use profiles and/or permission sets to give View All access to Customer Service on the Contact object. This allows Customer Service to access the necessary contact information while maintaining the principle of least privilege.

* D. For each Account, assign Sales Contacts to the Sales team and all the rest to a Customer Service representative assigned to the Account. This approach ensures that each team has access to the relevant contacts while keep External

Sharing Model to create external organization-wide private information secure and maintaining system performance by minimizing complex sharing rules.

Salesforce's documentation on sharing and visibility best practices recommends such strategies to manage access to records efficiently and securely.

<https://trailhead.salesforce.com/en/credentials/sharingandvisibilityarchitect> QUESTIONNO: 39 A Solution Architect is working with a complex enterprise architecture that supports multiple business processes. Many previous transformation projects have struggled because of the interdependencies between the Salesforce production environment and other systems, as well as a lack of documentation.

In which two ways can a Solution Architect gain a better understanding of the current state of the Salesforce production environment?

Choose 2 answers

A: Speak to the business stakeholders to gather their suggestions for improvement.

B: Identify which system integrator did the previous implementation and ask them to document their work.

C: Examine the details of the current configuration to see how it is set up.

D: Work with the system administrator to identify who has the most knowledge of the current configuration.

- E. Set the Contact object to PublicRead Only so that the sharing rules do not bog down performance for sharing.

Answer: B,C,D

Explanation:

* Examine the details of the current configuration to see how it is set up. This way, you can get a clear picture of what features and functionalities are being used, how they are configured, and how they support the business processes. You can also identify any technical debt, customizations, or integrations that may impact performance or scalability.

* Work with the system administrator to identify who has the most knowledge of the current configuration. This way, you can leverage their expertise and experience to understand how the system works and why it was designed that way. You can also get their feedback on any issues or challenges they face with maintaining or updating the system.

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

NEW QUESTION # 45

Mask Makers LLC has a traditional sales channel that uses an existing CPQ implementation to process orders. Customers frequently reorder previous purchases quickly and split the order into several deliveries for different locations. Additionally, these customers are given special pricing through Price Books in CPQ based on annual spending and other parameters. The customer currently makes their purchase by sending an email or calling their appointed sales representative, and then waits to receive a quote. Mask Makers LLC wants to move away from this very manual and time-consuming process. The company wants to provide its customers with a personalized experience that is simplified and streamlined with existing special pricing visible and the option to self-serve. Mask Makers LLC would also like to deliver this within a short timeframe, as business must continue to grow.

Which design approach should a Solution Architect recommend to meet these requirements within the timeframe while adhering to best practices.

- A. Implement B2B Commerce and use the CPQ B2B Commerce Connector to integrate to CPQ. Allow bidirectional updates to Products and Pricing.
- B. Implement B2B Commerce and use the CPQ B2B Commerce Connector to integrate to CPQ. Keep CPQ as the Product and Pricing master.
- C. Implement B2B Commerce and use the CPQ B2B Commerce Connector to integrate to CPQ. Set B2B Commerce as the Product and Pricing master.
- D. Implement B2B Commerce and build a custom integration to CPQ. Keep CPQ as the Product and Pricing master.

Answer: B

NEW QUESTION # 46

Universal Containers (UC) is about to complete an initial planning of a complex solution involving multiple customer personas. UC wants to ensure it has a comprehensive understanding of what kinds of business outcomes the customers want to achieve before presenting them a solution.

Which method of discovery should a Solution Architect suggest to UC?

- A. Jobs To Be Done Framework
- B. Third-party research from well-known organizations
- C. User Stories Creation with End Customers
- D. Comprehensive Surveys to End Customers

Answer: C

Explanation:

This method can help UC understand what kinds of business outcomes the customers want to achieve by capturing their needs, value propositions, and pain points in a structured format.

The Solution Architect should suggest that UC use the Jobs To Be Done Framework and User Stories Creation with End Customers. The Jobs To Be Done Framework involves studying customer behavior to determine what outcomes customers want to achieve and how customers go about achieving those outcomes. User stories creation with end customers involves gathering information from customers about their goals, needs, and expectations, and using that information to create user stories that can be used to inform the design and development of the solution. Third-party research from well-known organizations and comprehensive surveys to end customers can also provide valuable information, but are not as focused on helping to create a comprehensive understanding of customer outcomes.

NEW QUESTION # 47

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