

Exam B2B-Solution-Architect Learning & Test B2B-Solution-Architect Dates



B2B Solution Architect Exam Details

Exam Name	Salesforce B2B Solution Architect
Exam Code	B2B Solution Architect
Exam Price	Registration fee: USD 400 Retake fee: USD 200
Duration	120 minutes
Number of Questions	60
Passing Score	58%
Recommended Training / Books	Study for the B2B Solution Architect Certification Trail B2B Solution Architect Certification Trailmix
Schedule Exam	Kryterion Webassessor
Sample Questions	Salesforce B2B Solution Architect Sample Questions
Recommended Practice	Salesforce Certified B2B Solution Architect Practice Test

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Salesforce Certified B2B Solution Architect Exam Sample Questions (Q90-Q95):

NEW QUESTION # 90

Universal Containers recently began a project to connect its ERP with Salesforce. One of the requirements is a daily batch process to create and update orders and order product information. The development team, using the corporate ETL tool, has created two processes to create these records using Bulk API. The test in the development environment worked fine, but in the production environment, some order product records were not updated and showed an error "UNABLE_TO_LOCK_ROW:unable to obtain exclusive access to this record". There is one Process Builder on the Order Product object and no async process.

Which two steps should a Solution Architect recommend to avoid this error?

Choose 2 answers

- A. Sort the order product records by account and order before the Bulk API load.
- B. Use the import wizard instead of Bulk API.
- C. Change the Bulk API call to use Bulk API 2.0.
- D. Add a retry process for the records rejected by this error.

Answer: B,D

NEW QUESTION # 91

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

Answer: A,C

Explanation:

To encourage high adoption rates, the Solution Architect should recommend:

B) Create a feedback loop to give end users the ability to share ideas on how to improve the solution and report bugs. This empowers users to contribute to the solution's success and ensures their needs and challenges are heard.

D) Suggest continuous training methods such as Trailhead, in-app guidance, or embedded videos so end users feel supported using the solution. This provides ongoing support and learning opportunities, making it easier for users to adapt to the new system.

Salesforce Trailhead and the in-app guidance feature are excellent resources for training and user adoption, as recommended by Salesforce's best practices for user engagement and adoption.

NEW QUESTION # 92

GG3 has gone live with a B2B multi-cloud solution and plans to add more functionality over time. The company has a team of system administrators who each focus on a specific cloud and area of functionality. GG3 has decided to use an Org-Based deployment approach. It wants to protect the investment made and set the team up for success in the future.

What should a Solution Architect recommend as a best practice to put checks in place for decisions on changes moving forward?

- A. Budget for a Governance and Monitoring structure that includes a communications plan and project methodology for the following year.
- B. Engage Salesforce services to manage all governance and represent as the Steering Committee.
- C. Engage a third-party company to manage all governance and represent as the Steering Committee.
- D. Set up a Governance and Monitoring structure that includes a Steering Committee, a Center of Excellence, and a Data governance council.

Answer: D

Explanation:

Establishing a robust Governance and Monitoring structure is essential for sustaining the long-term success of a Salesforce implementation. A Steering Committee provides strategic oversight and decision-making, ensuring that the project remains aligned with business objectives. A Center of Excellence (CoE) fosters best practices, innovation, and continuous improvement across all Salesforce clouds and functionalities. A Data Governance Council ensures data quality, security, and compliance. This comprehensive governance framework supports effective change management, promotes cross-functional collaboration, and ensures that the Salesforce ecosystem evolves in a controlled and strategic manner, consistent with Salesforce's recommendations for maintaining a healthy and effective Salesforce environment.

NEW QUESTION # 93

Northern Trail Outfitters (NTO) is transforming its service experience. NTO has created a RACI matrix to understand the key stakeholders' responsibilities for activities and decisions during a Salesforce Field Service discovery workshop.

Which three NTO stakeholders should a Solution Architect recommend be defined as Consulted during the discovery workshop?
Choose 3 answers

- A. Field Service Manager
- B. NTO employee representing a typical customer
- C. Field Service Agent
- D. Business Analyst
- E. Project Manager

Answer: A,C,D

Explanation:

During the discovery workshop for Salesforce Field Service, consulting with the Field Service Manager, Business Analyst, and Field Service Agent is essential. The Field Service Manager provides insight into operational needs and challenges, the Business Analyst contributes an understanding of technical requirements and process optimizations, and the Field Service Agent offers a frontline perspective on service delivery and customer interactions. Involving these stakeholders ensures that the solution architect gathers comprehensive insights into the service operations, aligning the Salesforce Field Service implementation with the actual needs and workflows of the organization, consistent with Salesforce's best practices for stakeholder engagement in discovery sessions.

NEW QUESTION # 94

Universal Containers has recently provided its call center team the ability to troubleshoot issues coming from its B2B Commerce customers. Currently, the team utilises Service Cloud and, specifically, the Service Console. The CIO's concern is now different: the experience will be as it relates to B2B Commerce for Visualforce versus what the team sees today within the Service Console.

Which recommendation should the Solution Architect voice to the CIO to ensure higher adoption by the call center team?

- A. Provide access to B2B Commerce data within the Service Console so they can see the cart.
- B. Implement an embedded web view of B2B Commerce within the Service Console.
- C. Implement Experience Cloud login as user so that call center agents can log in as the buyer within B2B Commerce and see their cart.
- D. Implement the CSR flow so that call center agents can log in as the buyer within B2B Commerce and see their cart.

Answer: A

Explanation:

To ensure high adoption by the call center team and maintain consistency in their experience, providing direct access to B2B Commerce data, such as customer carts, within the Service Console is essential. This approach allows agents to view relevant B2B Commerce information seamlessly within their familiar Service Console environment, enabling efficient issue resolution and enhancing customer support. This solution leverages the integrated capabilities of Salesforce to unify customer data across platforms, aligning with best practices for a cohesive user experience and efficient service delivery.

NEW QUESTION # 95

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