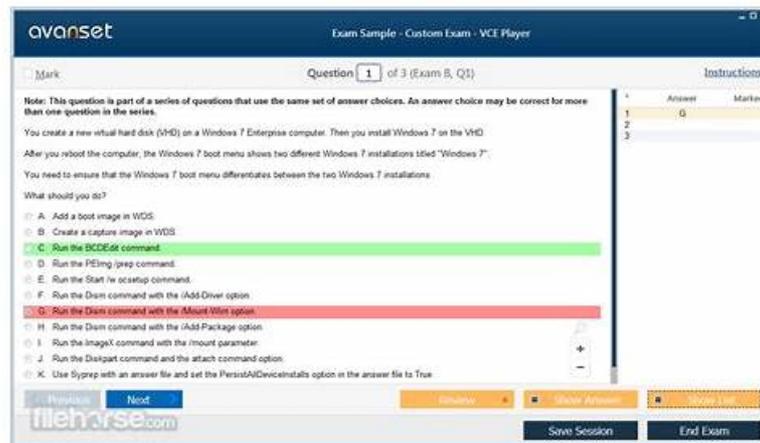


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Salesforce B2B-Solution-Architect Exam is a certification exam that is designed to validate the knowledge and skills of individuals who are responsible for designing and implementing Salesforce solutions for B2B businesses. B2B-Solution-Architect exam is intended for those who have a strong understanding of the Salesforce B2B Commerce platform and its capabilities, as well as experience in designing and implementing complex solutions for B2B customers.

Salesforce B2B-Solution-Architect is a certification exam that focuses on the skills and knowledge required to design and implement complex B2B solutions using the Salesforce platform. Salesforce Certified B2B Solution Architect Exam certification is designed for professionals who have experience in solution architecture and are interested in building solutions for the B2B market. Salesforce Certified B2B Solution Architect Exam certification exam is intended to validate your knowledge and expertise in designing and implementing B2B solutions using Salesforce.

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## Salesforce Certified B2B Solution Architect Exam Sample Questions (Q74-Q79):

### NEW QUESTION # 74

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

**Answer: A**

Explanation:

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).

## NEW QUESTION # 75

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 Customer Community
- **D. Sales Cloud, B2B Commerce, and Partner Relationship Management**

**Answer: D**

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 # 76**

Universal Containers (UC) is a global organisation that wants to establish a 628 Commerce site to meet changing customer expectations and expand into new markets. These expectations include being able to self-serve 24x7 and get automated updates on orders. There are existing sales channels used at UC. Including a standard Sales team as well as a partner sales channel. The sales leader met with a Solution Architect and shared that they want to grow their digital capabilities over the next 2 years. Time is of the essence and the sales leader needs to have the ecommerce solution in place as soon as possible to capture market share in new geographies before other competitors move in. The executive team has promised prompt access to key stakeholders as needed.

What is the appropriate next step 'or the Solution Architect?

- A. Recommend an iterative rollout strategy for one of the new geographies where B2B Commerce is first rolled out to secure first mover status, while the Solution Architect gathers more requirements around other capabilities and requirements, and then roll those out over subsequent phases.
- B. Propose a set of high-level design options with architecture diagrams depicting the potential elements of a solution that would meet the needs of the enterprise, including pros and cons to help the stakeholders make final decisions.
- C. Propose the introduction of B2B Commerce and CPQ to address the key areas of need such as global commerce, complex pricing, quoting and discounting needs; highlight the key features & the alignment of the features to the needs outlined.
- **D. Recommend discovery meetings with additional stakeholders to gather information on the functional and technical requirement across the sales and other functional areas, then provide a recommendation based on information gathered to deliver an MVP.**

**Answer: D**

Explanation:

the B2B Solution Architect views more on the overall solution architecture in pure B2B scenarios. The certificate covers different aspects of the duties of an enterprise solution architect, such as understanding business requirements in the whole customer journey and understanding best practices to implement multi-cloud solutions. Therefore, it is important to conduct discovery meetings with key stakeholders to understand their needs and pain points before proposing a solution.

#### **NEW QUESTION # 77**

Universal Containers (UC) is in the process of identifying if Revenue Cloud will work for its business processes. UC has already implemented Sales Cloud, which includes complex steps and checklists that are orchestrated based on changes made to an Opportunity. Based on the current Sales Cloud implementation, UC has concerns about how Revenue Cloud will interact with its current customizations on the Opportunity object and if it will be difficult to customize the solution in the future.

Which design approach should a Solution Architect recommend to mitigate concerns about custom processes on any single object?

- A. Migrate automations from Process Builder to a single flow that is triggered by record updates, using only the "After Save" context so that all operations can be organized in a single flow.
- **B. Migrate automations from Process Builder to flows triggered by record updates, organizing operations in separate flows for the "Before Save" and "After Save" contexts.**
- C. Leave the orchestration of the automation to Process Builder, but invoke autolaunched flows from Process Builder so that the actual operations run in flows.
- D. Use an event-driven design to separate automations that could run asynchronously from the save cycle with a third-party tool like Heroku.

**Answer: B**

Explanation:

Migrate automations from Process Builder to flows triggered by record updates, organizing operations in separate flows for the "Before Save" and "After Save" contexts. This approach will allow UC to keep their current customizations on the Opportunity object, while allowing for greater control and flexibility when customizing the solution in the future. Additionally, this approach will allow UC to better orchestrate the automations and ensure that operations are being run in the right order and context.

<https://www.salesforce.com/products/cpq/overview/>

#### NEW QUESTION # 78

The Northern Trail Outfitters (NTO) sales department currently uses Sales Cloud for its Sales team. The management team decided that the Sales team needs to start creating quotes based on the input from the finance department. NTO would like to implement quotes, contracted pricing, and invoicing for its customers. Invoicing will be done based on an agreed billing cycle. The finance department would like to see a report on the invoices sent and track the details of the payments received. NTO also has a need for partners to be able to self-service their pipeline and quoting through a portal.

NTO's internal team decided to use Revenue Cloud and Experience Cloud as its solution.

What should a Solution Architect recommend as NTO begins its implementation?

- **A. Develop an architectural plan to incorporate Revenue Cloud and Experience Cloud.**
- B. Advise the client that Revenue Cloud is the starting point.
- C. Advise the client to start with Experience Cloud.
- D. Select an AppExchange product focused on contract lifecycle management.

**Answer: A**

Explanation:

Revenue Cloud is a product suite that enables businesses to streamline their revenue processes, such as quoting, contracting, billing, and invoicing. It also allows businesses to create new revenue streams and improve revenue efficiency.

Experience Cloud is a digital experience platform that allows businesses to create personalized and connected sites and portals for their customers, partners, and employees. It also enables businesses to leverage their CRM data in Salesforce and integrate with other services.

Implementing Revenue Cloud and Experience Cloud can provide many benefits for businesses, such as faster and easier buying process, better visibility of revenue performance, increased customer satisfaction and loyalty, and enhanced partner collaboration. Therefore, a Solution Architect should recommend developing an architectural plan to incorporate Revenue Cloud and Experience Cloud for NTO's implementation. This way, NTO can leverage both products' capabilities to meet its needs for quotes, contracted pricing, invoicing, reporting, payments tracking, and partner self-service.

<https://www.salesforce.com/products/cpq/overview/>

<https://www.salesforce.com/news/stories/introducing-revenue-cloud/>

#### NEW QUESTION # 79

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