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SALESFORCE B2B SOLUTION ARCHITECT

STEP BY STEP PREPARATORY GUIDE

STEP 1 – REVIEW EXAM OBJECTIVES



- Discovery and Customer Success: 25%
- Data Governance and Integration: 26%
- Design: 29%
- Delivery: 12%
- Operationalize the Solution: 8%

STEP 2 - STUDY RESOURCES

- Cert Prep: B2B Solution Architect: Delivery and Design
- B2B Solution Architect Cert Prep: Discovery and Integration



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- Be an active participant in the forum
- Raise your queries in the community
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STEP 4 - TAKE PRACTICE TESTS

- Take the Practice Tests on [Testpreptraining.com](https://www.testpreptraining.com)
- Evaluate Yourself





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Salesforce Certified B2B Solution Architect Exam Sample Questions (Q99-Q104):

NEW QUESTION # 99

Universal Containers (UC) has a global support model and would like to open up a text message channel to support maintenance supervisors in countries around the world. UC also wants to leverage messaging to market to its business partners, and be able to track open and click-through rates just like it does with email campaigns.

What should a Solution Architect recommend to UC?

- A. Utilize Service Cloud and LiveMessage.
- B. Utilize Service Cloud Email to Text Message.
- C. Embed third-party messenger tools.
- **D. Utilize Marketing Cloud and MobileConnect.**

Answer: D

NEW QUESTION # 100

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

Answer: D

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.

NEW QUESTION # 101

Recently, Universal Containers (UC) successfully launched a multi-cloud 62B implementation with Sales Cloud, Service Cloud, Experience Cloud, and B2B Commerce. As the Sales and Service Cloud development was performed by separate teams, UC created Process Builder automation for the Account object in separate Process Builder processes. As customers go through the sales process within Sales Cloud, the data on their customer account record is updated. As those same customers make purchases within B2B Commerce, the data on their customer account record is updated as well.

What are two reasons why a Solution Architect should recommend uniting these into a single Process Builder process?

Choose 2 answers

- A. Moving them into a single Process Builder is the only way to ensure a naming convention is followed on the Account object.
- B. Moving them into a single Process Builder process helps to reduce the number of queries and avoid hitting limits on the Account object.
- C. Moving one of the Process Builders into a flow will remove all automation conflicts on the Account object.
- D. Moving them into a single Process Builder process provides control over the order of the updates and actions triggered on the Account object.

Answer: B,D

NEW QUESTION # 102

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:

creating a feedback loop is one of the best practices for increasing Salesforce adoption, as it allows end users to voice their opinions, suggestions, and issues, and makes them feel valued and heard. A feedback loop can also help identify areas of improvement and fix bugs in the solution.

providing continuous training methods is another best practice for increasing Salesforce adoption, as it helps end users learn new features, functionalities, and best practices of using the solution. Continuous training methods can also reduce frustration and confusion among end users and increase their confidence and satisfaction.

<https://www.salesforceben.com/salesforce-adoption/>

<https://admin.salesforce.com/blog/2021/tips-to-increase-mfa-adoption-in-a-multi-cloud-environment>

NEW QUESTION # 103

Universal Containers serves customers globally across two businesses. Each business has its own org for managing its sales and support operations. Each line of business also maintains its own reporting systems using both CRM Analytics and Salesforce reports, but the CEO is asking for a unique dashboard that includes the global opportunity pipeline with data from both orgs. What should a Solution Architect propose?

- A. Use CRM Analytics in the primary org and then, in the dashboards, use Salesforce Connect to query the data from the other org.
- **B. Use CRM Analytics in the primary org and create a Salesforce External Connection. Then, create a dataflow to combine data from both orgs.**
- C. Use one org as primary and an ETL tool to synchronize the accounts and opportunities of the other org. Then, use standard reports.
- D. Use one org as primary and create external objects for the accounts and opportunities of the other one. Then, use standard reports.

Answer: B

Explanation:

it allows you to connect to your secondary org using a Salesforce External Connection^{1,2}, which is a connector that enables you to access data from another Salesforce org without writing any code or using any middleware. You can then use a dataflow to combine data from both orgs and create datasets that can be used for CRM Analytics dashboards³

https://help.salesforce.com/s/articleView?id=sf.sdp_connectors_salesforce_external_settings.htm&language=en_US&type=5

NEW QUESTION # 104

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