Question 1

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?

Options:

A- Engage Salesforce services to manage all governance and represent as the Steering Committee.

B- Budget for a Governance and Monitoring structure that includes a communications plan and project methodology for the following year.

C- Set up a Governance and Monitoring structure that includes a Steering Committee, a Center of Excellence, and a Data governance council.

D- Engage a third-party company to manage all governance and represent as the Steering Committee.

Answer:

C

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.

Question 2

Question Type: **MultipleChoice**

What should a Solution Architect do to ensure that all requirements for a multi-cloud implementation are captured during discovery sessions so that projectstakeholders are aligned with the project team on deliverables?

Options:

A- Develop and present the business case to all project stakeholders before beginning the solution design and development phase.

B- Develop and present the project scope itemized within the requirements document to all project stakeholders before beginning the solution design and development phase.

C- Define and document the user journey map with project stakeholders to capture the customer interactions at all touchpoints.

D- Define and document the business value map with project stakeholders to capture the value provided by the implementation.

Answer:

B

Explanation:

Ensuring alignment between project stakeholders and the project team is critical for the success of a multi-cloud implementation. By developing and presenting a detailed project scope, outlined in the requirements document, a Solution Architect can clarify expectations and deliverables, fostering a shared understanding of project goals, timelines, and success criteria. This approach helps in managing stakeholder expectations and ensures that all requirements are captured and agreed upon before moving forward with solution design and development. This practice aligns with Salesforce's recommendations for effective project management and stakeholder engagement, ensuring that all parties are aligned and committed to the project's objectives and outcomes.

Question 3

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 tomitigate concerns about custom processes on any single object?

Options:

A- Use an event-driven design to separate automations that could run asynchronously from the save cycle with a third-party tool like Heroku.

B- 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.

C- Leave the orchestration of the automation to Process Builder, but invoke autolaunched flows from Process Builderso that the actual operations run in flows.

D- Migrate automations from Process Builder to flows triggered by record updates, organizing operations in separate flows for the 'Before Save' and 'After Save' contexts.

Answer:

D

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 greatercontrol 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/

Question 4

Question Type: MultipleChoice

Universal Containers (UC) currently utilizes Sales Cloud and ExperienceCloud for its customers. For the next phase in its digital transformation, UC would like to enable its vast dealer network with the kinds of tools its direct Sales teams are currently using. UC is considering Partner Communities (PRM) on Experience Cloud.UC's concern at the moment is making sure that its dealer network only gets access to the opportunities they themselves bring to UC or that UC submits to the dealer to close. This is a concern for the VP of direct sales who has issues with bringing PRM inat all.

What is the initial suggestion a Solution Architect should provide to make Partner Communities work for UC?

Options:

A- Create two account lookups on the opportunity, one for dealer and one for partner company, and create sharing rules to share the records.

B- Create public groups of partner companies and users at dealers, and share the opportunities using sharing rules.

C- Utilize the external sharing model to differentiate the sharing models between Internal Sales users and External Communities users.

D- Utilize the same sharing model within the Partner Community that customers are currently using within the Customer Community.

Answer:

C

Explanation:

For Universal Containers to ensure that its dealer network only accesses relevant opportunities, the external sharing model in Salesforce Experience Cloud offers a tailored solution. This model allows for distinct sharing settings between internal and external users, enabling granular control over data accessibility. By leveraging this model, UC can configure sharing rules and access levels specific to Partner Community users, ensuring dealers only see opportunities they are directly involved with. This approach addresses the VP of direct sales' concerns by safeguarding internal opportunity visibility while effectively enabling dealers through PRM capabilities. Salesforce's documentation on sharing models and communities best practices underscores the importance of utilizing external sharing models to maintain data security and integrity in collaborative environments like Partner Communities.

Question 5

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 orderproduct 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

Options:

A- Use the import wizard instead of Bulk API.

B- Sort the order product records by account and order before the Bulk API load.

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

Explanation:

B) Sort the order product records by account and order before the Bulk API load.

This answer can help avoid this error by reducing the chances of concurrent updates on the same parent record (account or order) by different batches.Sorting the records by account and order can ensure that all records related to a parent record are processed together in a single batch, which can prevent locking conflicts with other batches2.

D) Add a retry process for the records rejected by this error.

This answer can help recover from this error by attempting to update the rejected records again after some time interval.This can increase the likelihood of obtaining exclusive access to those records as they may be unlocked by then3.

Sorting order product records by account and order before using the Bulk API can minimize the likelihood of row lock errors by ensuring that related records are processed in a sequence that reduces the chance of concurrent access attempts. Additionally, implementing a retry mechanism for records that encounter the 'UNABLE_TO_LOCK_ROW' error provides a robust error handling strategy, allowing the system another opportunity to process the records successfully. These recommendations are in line with Salesforce's best practices for bulk data processing, which emphasize the importance of efficient data loading strategies and error management to ensure data integrity and system performance during large-scale data operations.

Question 6

AW Heat &. Cooling is a mid-sized manufacturing company that sells special purpose heating and cooling solutions. Sales have declined significantly, and analysis shows that customers are leaving due to long turnaround times for quotes, lack of flexibility, and confused salespeople that do not understand their customers and do not collaborate with each other. The company wants to streamline and improve the customer experience from end to end, including new communication channels and digital self-service offerings.

How should the Solution Architect arrange the roadmap to implement the company's stated priorities?

Options:

A- Start with Service Cloud and Revenue Cloud,followed by Experience Cloud and, later, Sales Cloud.

B- Develop a comprehensive solution that includes Sales Cloud, Revenue Cloud, Service Cloud, and Experience Cloud as a basic version from the start.

C- Fast-track Service Cloud followed by Sales Cloud,Revenue Cloud, and, later, Experience Cloud.

D- Start with Sales Cloud and Revenue Cloud, followed by Service Cloud and, later, Experience Cloud.

Answer:

D

Explanation:

Starting with Sales Cloud and Revenue Cloud allows AW Heat & Cooling to immediately address the core issues affecting sales performance and quote turnaround times. Sales Cloud facilitates improved sales processes and customer management, while Revenue Cloud (including CPQ) streamlines the quoting and pricing processes, directly addressing the needs for flexibility and efficiency in sales. Subsequent implementation of Service Cloud will enhance customer service capabilities, and finally, integrating Experience Cloud will enable the development of digital self-service portals and new communication channels. This phased approach aligns with Salesforce's recommendations for prioritizing core sales and service functionalities before expanding to broader customer engagement and digital experience solutions.

Question 7

Question Type: **MultipleChoice**

AC Computers has decided to extend its existing Sales Cloud solution by implementing Service Cloud and Marketing Cloud Account Engagement. AC Computers has defined two different work streams for Service Cloud and Marketing Cloud Account Engagement and wants each workstream to work iteratively in separate sandboxes and migrate to a single sandbox for UAT and integration testing. With the multiple workstreams, AC Computers needs a more rigorous change management process and an audit process.

Which two options should AC Computers consider to support both implementation workstreams?

Choose 2 answers

Options:

A- Use multiple development sandboxes and merge the workstream builds using change sets.

B- Use a version control system and CLI-based deployment tools to merge the workstream builds.

C- Use scratch orgs and continuous deployment tools to merge the workstream builds.

D- Use package-based deployments and scratch orgs to merge the workstream builds.

Answer:

B, C