



Free Questions for **ARC-801**

Shared by **Landry** on **09-08-2024**

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# Question 1

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Question Type: MultipleChoice

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AC Computers is getting ready to go live with automated subscription invoicing using Sales Cloud and Revenue Cloud. AC Computers' primary goal is to retire its homegrown system used for manual invoicing and migrate any outstanding bookings. The company wants to make sure there is little disruption to a customer's current invoicing schedule when it goes live with Salesforce Billing and retires the existing system.

Which three recommendations should a Solution Architect make to reduce customer impact?

Choose 3 answers



Options:

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- A- Migrate all historical payment methods from the homegrown system.
- B- Utilize the standard user adoption reports and dashboards to track invoice data.
- C- Provide training and enablement for end users and admins prior to go live.
- D- Compare invoices as produced in both systems to ensure customer invoices are as expected.
- E- Create a release and change management process to incorporate feedback and fix issues.

Answer:

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A, C, D

Explanation:

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To minimize disruption during the transition to Salesforce Billing, migrating historical payment methods ensures continuity in payment processes and customer convenience. Providing comprehensive training and enablement for end users and admins is crucial for smooth adoption and effective use of the new system. Comparing invoices from both systems helps verify accuracy and consistency, ensuring that customers receive correct billing information, thus maintaining trust and satisfaction. These steps are in line with Salesforce's best practices for system migration and adoption, emphasizing the importance of data integrity, user preparedness, and continuity in customer-facing processes during system transitions.

# Question 2

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Question Type: MultipleChoice

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A Solution Architect is delivering a multi-cloud implementation to a client. A diagram is required to communicate the vision and strategy of the solution to the business executives and stakeholders at a high level without going into too much detailed technical information.

Which type of architecture diagram should the Solution Architect use?

### Options:

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- A- Master Data Management (MDM) Diagram
- B- Reference Architecture Diagram
- C- LightningPlatform Architecture Diagram
- D- Solution Architecture Diagram



### Answer:

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D

### Explanation:

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A Solution Architecture Diagram shows the high-level view of the solution components and how they relate to each other. It also shows the key business capabilities and objectives that the solution supports. It does not go into too much detail about the technical implementation or configuration of each component.

A Solution Architecture Diagram can help you communicate the vision and strategy of your multi-cloud solution to the business executives and stakeholders at a high level without overwhelming them with too much technical information.



## Question 3

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**Question Type:** MultipleChoice

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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:

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- 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:

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C



### Explanation:

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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 4

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**Question Type:** MultipleChoice

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A software solutions company has created several SaaS applications that it sells to its customers. The company would like an easier way to allow customers to renew their subscriptions each period. Today, the company has to run reports across multiple disparate systems to find out which products each customer has purchased, their usage levels, and when each customer needs to renew. Tracking and identifying when to contact customers is a very manual process and involves sales people sending emails with invoices attached. Customers often mail paper checks to the company, leading to disconnected invoicing and payment processing.

Which two products should a Solution Architect consider to resolve the subscription, invoicing, and payment issues the company is currently experiencing?

Choose 2 answers

### Options:

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- A- Salesforce Billing
- B- Salesforce Order Management
- C- B2B Commerce
- D- Salesforce CPQ

### Answer:

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A, D

### Explanation:

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Option A would involve using Salesforce Billing, which is a product that automates billing processes such as generating invoices, collecting payments, and managing revenue recognition. Salesforce Billing can also handle subscription billing scenarios such as renewals, amendments, cancellations, and prorations. Salesforce Billing can integrate with Salesforce CPQ to create seamless quote-to-cash workflows.

Option D would involve using Salesforce CPQ (Configure Price Quote), which is a product that helps sales teams create accurate and consistent quotes for complex products and services. Salesforce CPQ can also manage subscriptions by creating recurring quotes with flexible pricing models and contract terms. Salesforce CPQ can integrate with Salesforce Billing to create seamless quote-to-cash workflows.

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

## Question 5

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Question Type: MultipleChoice

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AC Computers is launching a new subscription bundle service and plans to primarily sell through direct sales and a website storefront for existing customers. Direct Sales needs the ability to configure complex deals and manage subscription. Existing customers need the ability to initialize a request for additional products and services from the storefront and seamlessly send the request directly to Sales to finalize the quote.

Which three recommendations should a Solution Architect make to meet these business requirements?

Choose 3 answers

### Options:

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- A- Salesforce CPQ
- B- Salesforce Order Management
- C- Salesforce Billing
- D- B2B Commerce
- E- CPQ B2B Commerce Connector

### Answer:

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A, D, E

### Explanation:

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Salesforce CPQ is essential for configuring complex deals and managing subscriptions, addressing the needs of Direct Sales. B2B Commerce facilitates self-service capabilities for existing customers, enabling them to initiate product and service requests online. The CPQ B2B Commerce Connector bridges CPQ and B2B Commerce, ensuring seamless transition of requests from the storefront to Sales for quote finalization. This integrated solution supports AC Computers' requirement for a cohesive sales process that caters to both direct sales complexity and customer self-service convenience, aligning with Salesforce's ecosystem's capabilities to provide a comprehensive and efficient sales and service experience.

## Question 6

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**Question Type:** MultipleChoice

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Universal Containers (UC) wants to implement a Salesforce multi-cloud solution that includes CPQ, B2B Commerce, and Sales Cloud. UC wants to use as much of Salesforce's core capabilities as possible for its cart-to-quote customer journey. The order fulfillment process is managed separately in a third-party ERP.

Which two considerations should a Solution Architect keep in mind when thinking about data flows?

Choose 2 answers

### Options:

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- A- Product and Pricing are set up with CPQ as the source of record.
- B- The source for the data feed to ERP is the CPQ Order object.

- C- All data points on products should be mapped and replicated between CPQ and B2B Commerce.
- D- Cart and Order record owners are mapped to Quote and Quote Line record owners.

**Answer:**

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A, B

**Explanation:**

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When considering data flows for the integration of CPQ, B2B Commerce, and Sales Cloud with an external ERP for order fulfillment, the Solution Architect should keep in mind:

A) Product and Pricing are set up with CPQ as the source of record. This ensures that the CPQ system manages all product and pricing data, which is essential for maintaining accurate and consistent information across platforms.

B) The source for the data feed to ERP is the CPQ Order object. Once the quote is finalized in CPQ and an order is created, that data should flow into the ERP for fulfillment, maintaining data integrity and process continuity.

These considerations are in line with Salesforce best practices for managing data across multiple systems, ensuring that each system utilizes its strengths and maintains data consistency.



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