Question 1

Universal Containers (UC) wants to add and integrate Marketing Cloud Account Engagement after a recentacquisition. The integration into the global architecture will be as follows:

* Marketing Cloud Account Engagement will be used for lead nurturing with Engagement Studio.

* Marketing Cloud Account Engagement forms will be set up in a website.

* SalesCloud will manage leads created by Marketing Cloud Account Engagement.

UC wants to facilitate adoption by giving sales representatives and marketers enough time to learn about new features on a training platform.

Which approach should a Solution Architectrecommend in order to set up an environment in which users can test the functionalities from end to end?

Options:

A- Create a new Marketing Cloud Account Engagement business unit, recreate the configuration, and link it to a full copy Sales Cloud sandbox.

B- Create a new Marketing Cloud Account Engagement business unit, recreate the configuration, and link it to the production Sales

Cloud org.

C- Create a new Marketing Cloud Account Engagement business unit, synchronize the production unit and the training unit, and link it to a full copy Sales Cloud sandbox.

D- Create Marketing Cloud Account Engagement training environments, synchronize the environments, and link it to a full copy Sales Cloud sandbox.

Answer:

A

Explanation:

To provide an end-to-end training environment for users to test functionalities, a new Marketing Cloud Account Engagement business unit should be created. Recreating the configuration in this unit and linking it to a full copy Sales Cloud sandbox allows for a comprehensive and isolated environment that mirrors production. This enables users to explore and learn new features without impacting live data or processes. Salesforce recommends the use of sandboxes for training and testing purposes to ensure that users are adequately prepared for using new functionalities.

Question 2

Question Type: **MultipleChoice**

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:

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:

A, B

Explanation:

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.

Question 3

Question Type: **MultipleChoice**

Universal Containers (UC) is starting to go through an inventory of capabilities in regard to its many data warehouses. UC's data warehouses are currently being provided with data from OMS, ERP, Accounting, and other inventory management systems. Data warehouses are utilized by those systems for storage or analytics purposes.

UC plans to utilize the Systems of Engagement framework to classify its systems based on how they will be utilized within the enterprise architecture. UC would like to understand which systems it should directly integrate with versus utilizing the data warehouses where that data may also be stored.

How should a Solution Architect classify the data warehouses as systems within the enterprise architecture of this scenario?

Options:

A- System of Reference

B- System of Engagement

C- System of Intelligence

D- System of Record

Answer:

D

Explanation:

In an enterprise architecture, data warehouses typically serve as a System of Record (SoR). They contain the authoritative data source for a given piece of information and are used for storage and analytics purposes. The Systems of Engagement (SoE) framework would classify the data warehouses as SoR because they maintain the official copy of the data being used by various systems. This classification aids in deciding on integration strategies and data flow within the enterprise architecture.

Question 4

A Solution Architect was asked by AC Computers to provide solution recommendations for a rebate enrollment and management solution on Salesforce. The primary goal and requirement is to easily launch rebate programs for partners that an administrator can implement and manage in Salesforce. AC Computers currently uses Sales Cloud, Salesforce CPQ, and Experience Cloud to expose opportunity and quote information to partners.

Based on the business requirements, which solution should the Solution Architect recommend?

Options:

A- Implement a custom solution to track rebates, accruals, and actuals and expose the data in the Experience Cloud site.

B- Implement Salesforce Service Contracts with lineitems to track rebate accruals and expose the data in the Experience Cloud site.

C- Implement Salesforce Rebate Management Module and expose the data in the Experience Cloud site.

D- Implement B2B Commerce on Lightning Experience to track rebates and expose the data in the Experience Cloud site.

Answer:

C

Explanation:

This solution can help AC Computers easily launch rebate programs for partners that an administrator can implement and manage in Salesforce.Rebate Management is a new module that integrates out-of-the-box into any Salesforce product and gives all employees and channel partners visibility into rebate programs2.It also automates, scales and leverages AI-driven insights for better and faster decisions1.Rebate Management can be exposed in the Experience Cloud site using custom components or standard objects4.

https://www.salesforce.com/products/manufacturing-cloud/rebate-management/

Salesforce Rebate Management is a managed package that enables companies to create, manage, and track rebates in Salesforce. With this solution, administrators can easily set up and manage rebate programs, track accruals and actuals, and generate detailed reports. Exposing the data in the Experience Cloud site will allow partners to view and track their rebate status, further enhancing the rebate management process.

Question 5

Question Type: **MultipleChoice**

Universal Containers (UC) is currently using Sales Cloud, Revenue Cloud, Experience Cloud, and B2B Commerce. B2B Commerce and Experience Cloud are used for UC's end customers while the direct Sales team sells with partners through Revenue Cloud. However, partners want to work digitally versus through email.

The direct Sales team has asked the CIO how they can expose their Revenue Cloud capabilities to their partners and vendorsusing Salesforce. The CIO knows they are currently using B2B Commerce for customers and is wondering if they can do something similar for partners by exposing CPQ capabilities in Experience Cloud for partners.

What are two questions a Solution Architect should ask when evaluating either B2B Commerce or CPQ for partners via Experience Cloud?

Choose 2 answers

Options:

A- Will partners be using CPQ to sell to our customers that are utilizing our B2B Commerce tool today?

B- Does the direct Sales team co-sell with partners or sell to partners in this new channel model?

C- Do partners need to do complex configurations or create their special pricing?

D- What do we need to invest in order to build the channel and where does that investment come from?

Answer:

B, C

Explanation:

When evaluating B2B Commerce or CPQ for partners via Experience Cloud, the Solution Architect should ask:

B) Does the direct Sales team co-sell with partners or sell to partners in this new channel model? This question helps to understand the relationship between the direct Sales team and the partners, which impacts how CPQ is set up and used.

C) Do partners need to do complex configurations or create their special pricing? This will determine if CPQ's advanced configuration and pricing capabilities are necessary for the partners, which may not be as effectively supported by B2B Commerce alone.

Understanding the sales process and the complexity of transactions is crucial to deciding whether CPQ or B2B Commerce is the right tool for partners, as described in Salesforce documentation for both CPQ and B2B Commerce.

Question 6

Question Type: **MultipleChoice**

A team at Universal Containers (UC) is currently working on an initial release of Service Cloud. However, UC's management team is very enthusiastic about new features of the platform and wants to go to market with the new Service Cloud solution as soon as possible. The current objective of their initial Service Cloud release is mostly about managing their case workload and case assignment processes. A Solution Architect is called into a management meeting and asked when UC can go live with automated chatbots, Einstein case classification, and CRM Analytics for data insights.

How should a Solution Architect respond to the management team considering their request for these new capabilities'?

Options:

A- Agree with the management team to postpone the go-live and increase the scope to include the desired features.

B- Explain to the management team that these features are still evolving and that it is best to wait a few releases so that they are stable before starting to use them in production.

C- Explain the long-term vision and roadmap, and thenpropose a logical phasing in which the planned minimum viable product (MVP) is the first step on the journey that will eventually include the desired features.

D- Agree that the new features are crucial to the success of the initiative and swap parts of the current scope for the most innovative feature.

Answer:

C

Explanation:

Explaining the long-term vision and roadmap, and then proposing a logical phasing in which the planned minimum viable product (MVP) is the first step on the journey that will eventually include the desired features2. This option can help UC align their expectations with their business goals and priorities, while also demonstrating how they can achieve incremental value from their Service Cloud solution over time. The Solution Architect can also highlight the benefits of delivering an MVP first, such as validating assumptions, testing functionality, gathering feedback, and reducing risks.

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

Question 7

P&C Hardware is a large manufacturer of computer components and already has an extensive Salesforce technology stack including MuleSoft, Sales Cloud, Service Cloud, and Field Service, as well as Shield capabilities.P&C Hardware is in the process of launching an online store based on Salesforce technology that's supposed to go live in 6 weeks. P&C Hardware needs to analyze performance to identify bottlenecks and optimize the configuration using its agile process withweekly releases. So far, P&C Hardware has covered similar requirements for other technologies using a third-party monitoring and alerting tool it deployed in the cloud.

What are two viable options a Solution Architect should explore in more detail with theclient?

Choose 2 answers

Options:

A- Leverage Shield Event Monitoring and MuleSoft to provide monitoring data to the third-party monitoring and alerting solution that's already in place at P&C Hardware.

B- Leverage Shield Event Monitoring in conjunction with the Salesforce Debug Logs, and establish a regular review process for the Operations and Administration team.

C- Leverage the B2B Commerce built-in performance monitoring dashboard to analyze performance in near real time.

D- Leverage Shield Event Monitoring incombination with the CRM Analytics Event Monitoring app as a simple out-of-the-box solution.

Answer:

A, D

Explanation:

Leverage Shield Event Monitoring and MuleSoft to provide monitoring data to the third-party monitoring and alerting solution that's already in place at P&C Hardware2. This option can help P&C Hardware leverage their existing investment andexpertise in their cloud-based monitoring tool, while integrating it with Shield Event Monitoring and MuleSoft to capture and analyze performance data from their Salesforce technology stack.

Leverage Shield Event Monitoring in combination with the CRM Analytics Event Monitoring app as a simple out-of-the-box solution3. This option can help P&C Hardware quickly set up a performance monitoring dashboard using pre-built reports and dashboards from the CRM Analytics Event Monitoring app, which can be installed from AppExchange. This app can provide insights into useractivity, adoption, performance issues, security risks, and more.

https://trailhead.salesforce.com/credentials/architectoverview