



Free Questions for B2B-Solution-Architect by ebraindumps

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Question 1

Question Type: MultipleChoice

At Custom Cabinets LLC, the service appointments often span over multiple days but are 2 to 4 hours in duration per day. The company would like to optimize the service resource's day and have them see as many customers as possible. Additionally, Custom Cabinets LLC would like a customer service representative to follow up with the customer once the field work has been completed.

Which approach should the Solution Architect take to meet these requirements?

Options:

- A-** Leverage declarative automata to done Service Appointments for multiple days. Like declarative automation to send a follow-up email to the customer.
- B-** Leverage out-of-the-box Salesforce Field Service Work Types and out-of-the-box Multiday Service Appointments. Use declarative automation to create a follow-up Case for customer service.
- C-** Leverage out-of-the-box Salesforce Field Service Multiday Service Appointments. Use declarative automation to send a follow-up email to the customer.
- D-** Leverage out-of-the-box Salesforce Field Service Work Types and declarative automation to clone Service Appointments for multiple days. Use declarative automation to create a follow-up Case for customer service.

Answer:

C

Explanation:

Salesforce Field Service's out-of-the-box functionality for Multiday Service Appointments efficiently handles appointments spanning multiple days. Using declarative automation for follow-up emails ensures personalized customer engagement post-service, enhancing customer satisfaction and operational efficiency without the need for extensive custom development.

Question 2

Question Type: MultipleChoice

Universal Containers is currently utilizing B2B Commerce Cloud, Service Cloud, and Field Service for its Sales teams, call center, and Field Service teams. The Field Service team would like to have visibility of Commerce Cloud data because customers in the field will often ask about sales order details.

What should the Solution Architect recommend to give this kind of data access?

Options:

- A-** Create a new permission set that grants access to the Order and Order Item object and assign it to the Field Service users.
- B-** Create a new profile that grants access to the Order and Order Item object and assign it to the Field Service users.
- C-** Give Commerce Cloud license to the Field Service team to view Order and OrderItem data.
- D-** Give Sales Cloud license to the Field Service team to view Order and Order Item data.

Answer:

A

Explanation:

To enable Field Service teams at Universal Containers to access sales order details from B2B Commerce Cloud, creating a permission set that grants access to relevant objects like Order and Order Item is an effective solution. This approach ensures that Field Service users have the necessary permissions to view order information, enhancing their ability to address customer inquiries in the field. Permission sets offer a flexible and granular way to manage access rights, allowing for customization according to specific user roles and requirements without altering the base profiles. This method aligns with Salesforce's best practices for access management, ensuring data security while providing users with the information they need to perform their roles effectively.

Question 3

Question Type: MultipleChoice

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:

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

Answer:

A, D, E

Explanation:

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 4

Question Type: MultipleChoice

A Solution Architect is working with Northern Trail Outfitters' Sales and Services team. They are currently evaluating how many environments they need to procure. As part of a preliminary review, it was identified that although the different business units were happy working in separate environments, there is a requirement to know each other's transactions.

Which two requirements would make the Solution Architect recommend a Single org over a multi-org strategy?

Choose 2 answers

Options:

- A- Collaboration between lines of business
- B- Simple security architecture across lines of business
- C- Global case management across lines of business
- D- Access to shared lines of business data

Answer:

A, D

Explanation:

A) Collaboration between lines of business. According to 1 and 2, having a single-org architecture can facilitate collaboration between different lines of business by allowing them to share data, processes, workflows, reports, dashboards, etc. This can improve communication, efficiency, and productivity across the organization.

D) Access to shared lines of business data. According to 1 and 3, having a single-org architecture can enable access to shared data across different lines of business by using common objects, fields, records, etc. This can improve data quality, consistency, and visibility across the organization.

Question 5

Question Type: MultipleChoice

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:

- 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:

A, C, D

Explanation:

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 6

Question Type: MultipleChoice

Northern Trail Outfitters (NTO) has a large product catalog containing about 1 million products mastered inside an external PIH system. In its first Salesforce implementation, NTO implemented Salesforce CPQ as its main tool of ... to configure and quote, in conjunction with a nightly batch integration from its PIM to bring over all products, with pricing also being maintained inside of CPQ.

As part of its new fiscal year initiative, NTO would like to introduce a digital sales channel to its customers to allow for a traditional ecommerce self-service experience, and has decided to use its own custom-built solution as a way to accomplish this. One of the main requirements for this custom ecommerce solution is that it must integrate into CPQ in order to present the same entitlements for pre-negotiated contracts that were created in CPQ.

Which two suggestions should a Solution Architect recommend as a starting point to meet NTO's need of effectively integrating both applications together?

Choose 2 answers

Options:

- A- Use MuleSoft to streamline the peering and product integration between the PIM, ecommerce, and CPQ.
- B- Recommend an ETI tool to synchronize all product data between Salesforce CPQ, PIM, and the custom ecommerce tool.
- C- Harmonise the Pricing and Product structure of the custom ecommerce tool and CPQ to enable a streamlined integration.
- D- Implement an external master Pricing database that can be cartedby both ecommerce and CPQ.

Answer:

A, C

Explanation:

Utilizing MuleSoft facilitates the seamless integration of Northern Trail Outfitters' Product Information Management (PIM) system, custom ecommerce solution, and Salesforce CPQ, ensuring consistent data flow and synchronization. MuleSoft's API-led connectivity approach allows for the efficient management and exchange of product and pricing information between these systems. Harmonizing the pricing and product structure between the custom ecommerce tool and CPQ is crucial for providing a consistent customer experience and maintaining data integrity across the sales and quoting processes. This approach ensures that pre-negotiated contract entitlements in CPQ are accurately reflected in the ecommerce experience, aligning with best practices for integrating disparate systems to create a cohesive and efficient sales ecosystem.

Question 7

Question Type: MultipleChoice

Universal Containers (UC) recently went live with a multi-cloud implement at ton consisting of Experience Cloud, Service Cloud, and Marketing Cloud Account Engagement. The UC Marketing team wants to generate Marketing Cloud Account Engagement emails using the same dynamic content that users access in Experience Cloud. They want to trigger Marketing Cloud Account Engagement emails based on certain user actions while keeping the content dynamic and configurable via a user- friendly mechanism.

Which approach should a Solution Architect recommend m this case?

Options:

- A-** Consider finding AppExchange packages that support this functionality on Experience Cloud andMarketing Cloud Account Engagement.
- B-** Use Salesforce CMS on Experience Cloud and the new Marketing Cloud Account Engagement Lightning Email Experience.
- C-** Change the data model to support sending Marketing Cloud Account Engagement email via the Experiencecloud site.
- D-** Build a custom application using Lightning Web Components to make the email content dynamic and configurable.

Answer:

B

Explanation:

Using Salesforce CMS and the new Marketing Cloud Account Engagement Lightning Email Experience can enable the UC Marketing team to generate Marketing Cloud Account Engagement emails with dynamic content accessed through Experience Cloud. This approach can provide a user-friendly mechanism to configure content and trigger email sends based on user actions, without changing the data model. Additionally, this approach leverages native Salesforce functionality and does not require custom development or third-party packages.

<https://www.salesforce.com/products/experience-cloud/features/customer-engagement-solutions/>

Leveraging Salesforce CMS in conjunction with Marketing Cloud Account Engagement's Lightning Email Experience offers a unified and dynamic solution for content management and email marketing. Salesforce CMS enables the creation and management of content in a user-friendly manner, which can then be utilized across different Salesforce platforms, including Experience Cloud. Integrating this content with Marketing Cloud Account Engagement through the Lightning Email Experience allows for the creation of dynamic and personalized email campaigns that reflect the content users interact with on Experience Cloud. This approach ensures consistency in messaging and branding while providing a seamless and engaging user experience, aligning with Salesforce's best practices for integrating content and marketing strategies across multiple clouds.

Question 8

Question Type: MultipleChoice

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 9

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

Question 10

Question Type: MultipleChoice

Universal Containers (UC) has its product and primary pricing in an ERP. For data consumption to other systems, the ERP is integrated to a separate third-party data warehouse. The cart-to-quote process is supported by Salesforce's multi-cloud solution spanning Sales Cloud, CPQ, and B2B Commerce.

The sales process is structured so that the customers add products to the cart through the Storefront and request a quote from UC's sales representatives. The representatives can work on the quote in CPQ and push back the updated pricing to the Storefront. The overall pipeline is tied back to opportunities and opportunity products for forecasting.

Where does UC house the system of record for its sales process?

Options:

- A- Salesforce B2B Commerce
- B- Salesforce CPQ
- C- Salesforce Sales Cloud
- D- Third-party data warehouse

Answer:

C

Explanation:

Salesforce Sales Cloud is the system of record for the sales process because it contains information about opportunities and opportunity products, which are used for forecasting and reporting. It also integrates with other clouds such as B2B Commerce and CPQ to support the cart-to-quote process.

https://help.salesforce.com/s/articleView?id=icx_b2c_crosscloudengagement_systems_of_record.htm&language=en_US&type=5

In the described sales process, Salesforce Sales Cloud serves as the system of record. This is because the overall pipeline, including opportunities and opportunity products, which are central to forecasting and sales management, is managed within Sales Cloud. While CPQ and B2B Commerce play crucial roles in quoting and online purchasing respectively, and the ERP system houses product and primary pricing information, it is Sales Cloud that integrates these elements to provide a comprehensive view of the sales pipeline and performance. This alignment with sales processes makes Sales Cloud the authoritative source for sales-related data and activities, aligning with Salesforce's best practices for sales management and forecasting.

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