



Salesforce

Exam Questions B2B-Solution-Architect

Salesforce Certified B2B Solution Architect Exam

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NEW QUESTION 1

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?

- A. Master Data Management (MDM) Diagram
- B. Reference Architecture Diagram
- C. Lightning Platform Architecture Diagram
- D. Solution Architecture Diagram

Answer: B

NEW QUESTION 2

SharpField is a fast-growing company that provides SaaS for commercial service providers. SharpField has been acquiring other similar companies and plans to continue to do so for the near future.

After a recent acquisition of a company that also has a Salesforce org, the CIO wants to know the correct path forward on deciding whether to integrate the acquired companies into SharpField's existing landscape.

What should a Solution Architect recommend to the CIO to ensure the correct org strategy for SharpField going forward?

- A. Recommend a single-org strategy and development of strict processes for all acquired companies to follow.
- B. Prioritize migrating the newly acquired company to SharpField's Salesforce org first, then perform an org strategy analysis to assess the Business, Technology, Governance, and Operations requirements for any future acquisitions.
- C. Prioritize completing an in-depth org strategy analysis, focused on the Business, Technology, Governance, and Operations requirements at SharpField.
- D. Recommend a multi-org strategy and development of required integration layers to move the required shared data between instances of any and all acquired Salesforce instances.

Answer: D

NEW QUESTION 3

Universal Containers (UC) is currently utilizing Sales Cloud and Revenue Cloud for its direct Sales team. UC would like to create an indirect Sales team with its vendors using Experience Cloud as the front end with the same kind of quoting functionality the direct Sales team uses within Revenue Cloud. However, UC wants to ensure that data from the internal direct Sales team is not visible to the external indirect Sales team in Experience Cloud.

What is the first configuration a Solution Architect should consider when implementing Experience Cloud in this scenario?

- A. Make internal organization-wide defaults Public Read Only to create external visibility.
- B. Enable External Sharing Model to create external organization-wide defaults.
- C. Start creating Sharing Sets for Experience Cloud users to access Sales Cloud.
- D. Add Indirect Sales Team to existing Direct Sales Team Role Hierarchy.

Answer: B

NEW QUESTION 4

Universal Containers (UC) has acquired four companies and is looking to manage revenue across all mergers' territories seamlessly. UC wants to drive major business decision and selling strategies based on an efficient, complete, real-time view of team forecasts across territories from Salesforce. A sales user can be part of multiple territories and is usually working on multiple opportunities at a time.

Which technical consideration should a Solution Architect make when designing collaborative forecasting?

- A. Archiving a territory model does not impact forecasts, quotas, and adjustments for all territories in the model.
- B. If the sales user has many territories assigned to them, it can impact the performance of the forecast.
- C. Important details should be tracked at the opportunity line level.
- D. Forecast category names can be customized by submitting a Salesforce Support case.

Answer: B

NEW QUESTION 5

Northern Trail Outfitters (NTO) is in the middle of the buildout of Marketing Cloud Account Engagement and Sales Cloud. NTO has multiple business units, and each business unit has different access to lead and contact records. NTO wants to see how marketing data Sharing Rules are working across different business units to ensure that different business units can only see lead or contact records for their business unit.

What should a Solution Architect demo to the Marketing team to show that the different business units are connected correctly?

- A. Create a report in 626 Marketing Analytics to show the different business units and the total leads and contacts in each business unit.
- B. Send test emails from Marketing Cloud Account Engagement to the same list of leads and contacts to show each lead or contact receiving emails from the various business units.
- C. It's not possible to have sandboxes with Marketing Cloud Account Engagement, and the Solution Architect will need to demo this with a Salesforce Sandbox fixed to a live Marketing Cloud Account Engagement environment.
- D. Create a dynamic list in multiple business units with the same rules, and show the total leads and contacts in the list per business unit.

Answer: A

NEW QUESTION 6

Universal Containers (UC) is currently utilizing Salesforce Revenue Cloud, Service Cloud, and Field Service for its internal Sales teams, call center, and field service teams. The field service team has asked for new data visibility around Sales and Service data because customers in the field will often ask about sales orders that typically exist within Revenue Cloud.

What is an immediate consideration a Solution Architect should provide regarding giving this kind of data access?

- A. Generate a new permission set that grants access to the Order object and assign it to the field service users.

- B. Generate a new profile that grants access to the Order object and assign it to the field service users.
- C. Provide the field service team with CPQ licenses to view Order data.
- D. Provide the field service team with a Sales Cloud license to view Order data.

Answer: A

NEW QUESTION 7

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. Create recurring office hours for end users to call in to speak directly with the Solution Architect.
- B. Create a feedback loop to give end users the ability to share ideas on how to improve the solution and report bugs.
- C. Suggest that the executive team tie performance metrics to Salesforce usage.
- D. Suggest continuous training methods such as Trailhead, in-app guidance, or embedded videos so end users feel supported using the solution.

Answer: AC

NEW QUESTION 8

Universal Containers (UC) uses Sales Cloud, Service Cloud, and Experience Cloud. The implementation was completed 5+ years ago, and Service Cloud users are now expressing dissatisfaction with system performance. A custom Visualforce page was developed to show relevant data to Experience Cloud users. The same page is used by the Support team but displays more information based on their profile. UC has a small internal Support team for Salesforce that periodically enables new features in production.

Which best practice should the Solution Architect recommend to avoid these types of issues in the future?

- A. Assess the level of technical debt and test new features with the Product team in a Developer sandbox.
- B. Assess the level of technical debt and test new features in a sandbox before enabling in production.
- C. Assess the level of data quality and test new features with a pilot before enabling for all users.
- D. Assess the level of data quality and test new features with a subset of users in production before enabling all users.

Answer: C

NEW QUESTION 9

Universal Containers (UC) is about to complete the first phase of its digital transformation with its new Lead to Invoice process that incorporates several clouds like Sales Cloud, Service Cloud, Revenue Cloud, Experience Cloud, and MuleSoft. UC is now creating a Center of Excellence and focusing on a purely Agile methodology for working on new releases. UC wants to understand some of the considerations around release planning.

What are two recommendations a Solution Architect should make to ensure UC's releases to production work within its release schedule and there are no delays in future releases?

Choose 2 answers

- A. Fix the scope of the sprint during release planning regardless of how long it takes.
- B. Create a regular sprint cadence across the different teams to demonstrate new functionality.
- C. Use the last sprint of the release to stabilize it and eliminate identified issues.
- D. Utilize the last sprint to include functionality that was missed from previous sprints.

Answer: AB

NEW QUESTION 10

A shipping and logistics company uses Sales Cloud, Service Cloud, and Marketing Cloud. It relies on Salesforce standard reports for its current KPIs. However, the company wants to see report trends and complex analytics. It also wants the reports to be visible to Salesforce users as well as non-Salesforce users.

Which recommendation should a solution Architect make to meet the company's needs?

- A. Sales Cloud Einstein
- B. Reporting snapshots
- C. CRM Analytics
- D. Standard Dashboards

Answer: C

NEW QUESTION 10

A Solution Architect has been hired to consult Ace Computers with its integration solution. Ace Computers has a combination of four on-premise and cloud systems with data that need to be integrated to Salesforce. Ace Computers expects to have large data volumes and wants to minimize impact on end-user operations during business hours.

Which integration solution should the Solution Architect recommend for the company's business needs?

- A. Salesforce Data Loader
- B. MuleSoft Anypoint Platform
- C. MuleSoft Composer
- D. Platform Events

Answer: B

NEW QUESTION 11

Universal Containers (UC) is undergoing a multi-year digital transformation across its Sales, Marketing, Fulfillment, and Accounting channels. Based on UC's initial success using MuleSoft's API-led approach as its integration strategy, UC chose Salesforce for its transformation. The Solution Architect assigned to the project has just begun pre-planning for the first phase with UC's Implementation team.

Which document should the Solution Architect ask for to get an overview of the customer's current infrastructure so they can begin the first phase of the digital

transformation?

- A. A Salesforce ERD Document complete with field definitions
- B. A MuleSoft Application Document complete with integration patterns
- C. A Reference Architecture Diagram complete with system of record notation
- D. A future state roadmap detailing all of the implementation phases

Answer: B

NEW QUESTION 14

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

- 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: AD

NEW QUESTION 15

Universal Containers (UC) is about to undergo its first release of its digital transformation initiative across clouds like Sales Cloud, B2B Commerce, Marketing Cloud Account Engagement, Experience Cloud, and MuleSoft. UC recently developed its Center of Excellence (CoE) model and is working on how to make sure its developers and administrators can go through a continuous release cycle. The product owner would like to make sure no work is overridden in sandboxes or production.

What is the first thing a Solution Architect should recommend within UC's DevOps setup?

- A. Make sure the developers all have access to the CLI so that they can package and push their changes to the next environment.
- B. Appoint a release manager who will keep track of all changes made and which changes have been deployed to the QA, SIT, and UAT environments as part of the sprint.
- C. Appoint a release manager who will set up the required environments and automated deployments in tandem with a source control based development process.
- D. Set up a source control based development process that's understood and followed by administrators and developers.

Answer: D

NEW QUESTION 17

Universal Containers (UC) recently completed its migration to Lightning Experience, with sales users automatically moving to Lightning. This initiative was a massive undertaking by UC, as it had a tremendous amount of legacy functionality migrated over to Lightning from Classic. The CIO would like to make sure that UC is able to track adoption of the migrated functionality over from Classic to Lightning and what specifically was migrated.

Which two proposals should a Solution Architect recommend? Choose 2 answers

- A. Provide the CIO the ability to roll back all changes once they feel Lightning is not adequate for their needs.
- B. Track Adoption Rates within the Lightning Usage, and monitor a change in metrics within existing reports and dashboards.
- C. Provide the CIO a list of the User Stories around the new functionality and the Gap Analysis done between Classic and Lightning.
- D. Align with the CIO around the fact that while the functionality has been migrated, the data created between Classic and Lightning will remain exactly the same.

Answer: BC

NEW QUESTION 20

Universal Containers (UC) needs to provide a portal for its customers to order spare parts for the equipment that has been sold to them. Spare parts orders are fulfilled in UC's ERP system and need to be integrated with the solution. Order status would need to be reflected in the solution. Additionally, in the future, UC wants this order integration scaled to additional applications. UC also needs customers to be able to schedule appointments for service for their equipment.

Which products should a Solution Architect recommend implementing to meet these requirements?

- A. B2B Commerce
- B. Salesforce Field Service, Experience Cloud, and MuleSoft
- C. B2B Commerce, Salesforce Field Service, Experience Cloud, and Sales Cloud
- D. B2B Commerce, Service Cloud, Experience Cloud, and Salesforce Connect
- E. B2B Commerce
- F. Salesforce Field Service, Experience Cloud, and MuleSoft

Answer: D

NEW QUESTION 21

Universal Containers (UC) is about to embark on a digital transformation initiative to make all of its back-office systems data visible to employees, customers. And partners via front-office capabilities like

Salesforce. The CIO has asked the team to identify their various systems, both back- and front-office, and correctly identify the proper use of those systems. The team plans to utilize the Systems of Engagement framework to classify their systems based on how they will be utilized within the enterprise architecture.

Salesforce is being utilized as the master for all sales data-like Opportunities, Quotes, and Cart data—and an ERP is the master for all invoice, order, and payment data.

How should the Solution Architect segment opportunities and order data in Salesforce*?

- A. SOR for Opportunities and System of Intelligence for Orders
- B. System of record (SOR) for Opportunities and System of Engagement for Orders
- C. System of Engagement for Opportunities and SOR for Orders

D. SOR for Opportunities and SOR for Orders

Answer: B

NEW QUESTION 24

After a Solution Architect presents the Salesforce User Attribute Chart, the project owner has some concerns and questions regarding the Role Hierarchy choices for the executive assistant who reports to all of the VPs. There are also questions about the ideal license given to the CEO who provides executive oversight and reviews the Executive Dashboard at the end of each accounting period. There are some restrictions on budget spend for overall licenses, and the user base is forecasted to continue to grow.

Which two explanations should the Solution Architect use to address the concerns and gain final acceptance? Choose 2 answers

- A. The CEO should have a Platform Plus license given that the role is a consumer of information and should be at the top of the Role Hierarchy.
- B. The CEO should have a Sales Cloud license given that the role is a processor of information and should be at the top of the Role Hierarchy.
- C. The Role Hierarchy should mirror the organization chart
- D. Therefore, sharing settings need to be put in place for the executive assistant given the need to have access to the data of all of the VPs being supported.
- E. Given that the executive assistant will need access to the data for all of the VPs being supported, the assistant should be placed higher up in the Role Hierarchy than the VPs.

Answer: AD

NEW QUESTION 29

Fabulous Flowing has been using Salesforce for 10 years and is starting to notice performance issues. The company anticipates continued growth of 15% each year. It frequently refers to data that is within the past 12 months. Currently, there are 600,000 Cases. Fabulous Flooring realizes it needs to archive some of the data, however, would like it to remain in Salesforce. The leadership team meets for an in-depth strategy and planning session every 3 years and will need reporting on the archived data. The Solution Architect has recommended the use of Big Objects.

What are two considerations the Solution Architect should discuss with Fabulous Flooring? Choose 2 answers

- A. Picklist fields will need to be marked as required for indexing in the Big Object
- B. The company will need to use Async SOQL to pull the data into a subject based on specific criteria, and build reports and dashboards for the strategy and planning session.
- C. Picklist fields will need to be loaded as Text fields into the big Object.
- D. The company will need to build reports and dashboards for the strategy and planning session based on specific criteria from the Big Object.

Answer: BC

NEW QUESTION 33

Universal Containers (UC) is about to complete an initial planning of a complex solution involving multiple customer personas. UC wants to ensure it has a comprehensive understanding of what kinds of business outcomes the customers want to achieve before presenting them a solution.

Which method of discovery should a Solution Architect suggest to UC?

- A. Third-party research from well-known organizations
- B. Jobs To Be Done Framework
- C. Comprehensive Surveys to End Customers
- D. User Stories Creation with End Customers

Answer: C

NEW QUESTION 36

Northern Trail Outfitters (NTO) has around 500,000 active customers stored in the Account object. NTO gets an average of two orders per customer each month from both internal and online sales channels. NTO is expecting growth of 15% year-over-year (YoY). Various NTO users have recently started complaining about slower performances while accessing order information or running reports. NTO customers are also seeing slower responses while accessing their order history on B2B Commerce.

Which two options should a Solution Architect consider to improve performance? Choose 2 answers

- A. Develop an archiving strategy around order records from Salesforce based on a criteria that works with customer.
- B. Enable reporting snapshots to store summarized information.
- C. Create a custom component to display all order information.
- D. Use external objects instead of standard B2B Commerce Order object.

Answer: AB

NEW QUESTION 40

Universal Containers (UC) is about to develop a new call center solution utilizing Salesforce products including Service Cloud, LiveMessage, Experience Cloud, and MuleSoft. UC would prefer no real customer data to be stored within Salesforce but to be made view only. These views should only be utilized by a select few individuals that may be assigned the ability to view this data temporarily and have it removed.

Which two features should a Solution Architect suggest to maintain these constraints?

- A. Apex Callouts, User Permissions Sets
- B. Third-party ETL, Profiles
- C. Salesforce Connect, User Profiles
- D. Salesforce Connect, User Permission Sets

Answer: A

NEW QUESTION 43

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