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**Vendor:**Salesforce

**Exam Code:**B2B-SOLUTION-ARCHITECT

**Exam Name:**Salesforce Certified B2B Solution  
Architect

**Version:**Demo

## QUESTION 1

Widgets Wonderful, a manufacturing company, wants to provide a better customer experience and enable field service resources to provide a quote to customers while still on site. The company has complex products that come with warranties that include preventative maintenance work. Additionally, certain warranty repair work has specific SLAs associated with it. There are 10 Field Service team members and 20 sales representatives, all of whom need to view Salesforce Field Service objects and be able to create quotes for the customer.

Widgets Wonderful's project owner has some questions regarding the number and types of licenses needed for the users and would like to better understand how warranties will be addressed.

Which two combined options should a Solution Architect suggest?

Choose 2 answers

- A. Salesforce Field Service and Service Cloud for Salesforce CPQ will need to be installed and customizations will need to be made to handle Entitlements.
- B. Purchase 30 CPQ licenses and 10 Salesforce Field Service licenses.
- C. Purchase 30 CPQ licenses and 30 Salesforce Field Service licenses.
- D. Salesforce Field Service, Salesforce CPQ, and Service Cloud for Salesforce CPQ need will need to be installed and customizations will not be needed for Entitlements.

Correct Answer: BC

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## QUESTION 2

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?

- A. System of Reference
- B. System of Engagement
- C. System of Intelligence
- D. System of Record

Correct Answer: D

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## QUESTION 3

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. 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.
- D. 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.

Correct Answer: AD

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#### QUESTION 4

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.

Correct Answer: A

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#### QUESTION 5

Northern Trail Outfitters (NTO) is transforming its service experience. NTO has created a RACI matrix to understand the key stakeholders' responsibilities for activities and decisions during a Salesforce Field Service discovery workshop. Which three NTO stakeholders should a Solution Architect recommend be defined as Consulted during the discovery workshop?

Choose 3 answers

- A. Field Service Manager

- B. NTO employee representing a typical customer
- C. Business Analyst
- D. Field Service Agent
- E. Project Manager

Correct Answer: ABE

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#### QUESTION 6

Universal Containers (UC) is using Sales Cloud and Service Cloud. UC wants a solution that can send scheduled emails on a daily, weekly, or monthly basis to existing customers and prospects. UC also wants to track if customers have opened the emails. There can be as little as 1,000 emails in a week or as many as 100,000 emails in a month, depending on the season.

Based on that criteria, which solution should the Solution Architect recommend to UC?

- A. Set up scheduled flows to handle email sending and tracking.
- B. Recommend Marketing Cloud Account Engagement.
- C. Develop a custom solution using scheduled Apex to send emails.
- D. Recommend Marketing Cloud Personalization.

Correct Answer: D

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#### QUESTION 7

Universal Containers (UC) is looking to implement a CPQ + 626 Commerce multi-cloud solution and use the CPQ 626 Commerce Connector to keep the two in sync. As part of this implementation, UC is looking to be able to have a streamlined product and pricing experience. As UC would like to sell product kits with tiered pricing through the self-service storefront, it would like to ensure this model can be supported effectively.

Which two considerations should a Solution Architect keep in mind for the implementation?

Choose 2 answers

- A. For supporting kits in the B2B Commerce Storefront, they need to create equivalent bundle products on the CPQ side.
- B. For the described multi-cloud solution, it is a best practice to set the CPQ precision to two decimal points.
- C. On the CPQ 826 Commerce Connector, the default mapping of tiered pricing in 826 Commerce is to Discount Schedules in CPQ.
- D. It is important to ensure the Price Rules run for Quotes initiated via 628 Commerce Storefront to maintain consistency in business rules being applied.

Correct Answer: AC

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## QUESTION 8

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

Correct Answer: B

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## QUESTION 9

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?

- 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 then propose 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.

Correct Answer: D

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## QUESTION 10

Universal Containers (UC) is a global organization that wants to establish a 628 Commerce site to meet changing customer expectations and expand into new markets. These expectations include being able to self-serve 24x7 and get

automated updates on orders. There are existing sales channels used at UC. Including a standard Sales team as well as a partner sales channel.

The sales leader met with a Solution Architect and shared that they want to grow their digital capabilities over the next 2 years. Time is of the essence and the sales leader needs to have the ecommerce solution in place as soon as possible to capture market share in new geographies before other competitors move in. The executive team has promised prompt access to key stakeholders as needed.

What is the appropriate next step for the Solution Architect?

- A. Propose the introduction of B2B Commerce and CPQ to address the key areas of need such as global commerce, complex pricing, quoting and discounting needs; highlight the key features and the alignment of the features to the needs outlined.
- B. Propose a set of high-level design options with architecture diagrams depicting the potential elements of a solution that would meet the needs of the enterprise, including pros and cons to help the stakeholders make final decisions.
- C. Recommend an iterative rollout strategy for one of the new geographies where B2B Commerce is first rolled out to secure first mover status, while the Solution Architect gathers more requirements around other capabilities and requirements, and then roll those out over subsequent phases.
- D. Recommend discovery meetings with additional stakeholders to gather information on the functional and technical requirements across the sales and other functional areas, then provide a recommendation based on information gathered to deliver an MVP.

Correct Answer: C

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#### QUESTION 11

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?

- 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.

Correct Answer: C

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#### QUESTION 12

Universal Containers uses the Salesforce Platform to track customer payments and any late payments. This is accomplished with an architecture that includes Marketing Cloud, Service Cloud, and an integration to the back-office

billing system via MuleSoft. Invoices and payments are mastered in the billing system and exposed to Salesforce via MuleSoft. Notifications about customer payments are orchestrated out of Salesforce and emails are sent via Marketing Cloud. The late payment invoice data is required for service representatives to be able to reference within Salesforce.

What should the Solution Architect recommend when determining the role of each system for a use case of sending payment reminders?

- A. Integrate the billing system directly with Marketing Cloud via MuleSoft to trigger based on events from the billing system.
- B. Create cases within Salesforce from the billing system based on payment statuses with MuleSoft event orchestration and send payment notifications via Marketing Cloud.
- C. Recommend a trigger from the billing system into Marketing Cloud, which sends customer formatted emails.
- D. Load the payment and invoicing data within Salesforce from the billing system with MuleSoft, and drive payment notifications via Marketing Cloud.

Correct Answer: A