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QUESTION & ANSWER

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Exam : **B2B Solution Architect**

Title : Salesforce Certified B2B
Solution Architect Exam

Version : DEMO

1.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

A. Salesforce CPQ

B. Salesforce Order Management

C. Salesforce Billing

D. B2B Commerce

E. CPQ B2B Commerce Connector

Answer: A,D,E

2.Ohana Cirrus (OC) has around 1,500 support agents working in its global support center operating 24/7 across multiple channels. This center handles around 30,000 cases per day. OC currently uses a custom-developed solution to manage customer complaints and is planning to replace it with a new Salesforce solution. The current system contains more than 250 million records including some still being processed.

Which three recommendations should a Solution Architect suggest to migrate to the new application in the most efficient manner? Choose 3 answers

A. Use an interface to copy data from the legacy complaint system to Salesforce using a scheduled MuleSoft batch.

B. Migrate archived data to Heroku and active and semi-active data to Salesforce.

C. Migrate all complaint records m the Case object to provide a 360-degree customer view.

D. Use Deferred Sharing Calculations to avoid record sharing calculations during data migration.

E. Use an EU tool that uses the Salesforce Bulk API to migrate the data from the legacy system to the new system.

Answer: B,D,E

3.Universal Containers (UC) has a multi-cloud implementation in place covering Service Cloud and Experience Cloud. As part of UC's support process, service agents often need to search across an external ERP that hosts the order information of its customers. They would like to see their ERP data in Salesforce but IT is weary of duplicating data across systems.

Which integration mechanism should achieve this with standard capabilities?

A. Salesforce Connect

B. SOAP API

C. Change Data Capture

D. Bulk Rest API

Answer: A

4.Universal Containers (UC) currently utilizes Sales Cloud and Experience Cloud for its customers. For the next phase in its digital transformation, UC would like to enable its vast dealer network with the kinds of tools its direct Sales teams are currently using. UC is considering Partner Communities (PRM) on

Experience Cloud. UC's concern at the moment is making sure that its dealer network only gets access to the opportunities they themselves bring to UC or that UC submits to the dealer to close. This is a concern for the VP of direct sales who has issues with bringing PRM in at all.

What is the initial suggestion a Solution Architect should provide to make Partner Communities work for UC?

A. Create two account lookups on the opportunity, one for dealer and one for partner company, and create sharing rules to share the records.

B. Create public groups of partner companies and users at dealers, and share the opportunities using sharing rules.

C. Utilize the external sharing model to differentiate the sharing models between Internal Sales users and External Communities users.

D. Utilize the same sharing model within the Partner Community that customers are currently using within the Customer Community.

Answer: C

5.Universal Containers (UC) recently completed a successful implementation of B2B Commerce classic and saw an immediate increase in both its customer experience ratings and overall bottom line due to the influx of sales through its commerce application. After this initial experience, UC decided to target its internal Sales team for the same successful outcome with Salesforce CPQ and Sales Cloud.

UC's requirements include that its internal Sales team be able to sell its current commerce catalog and expand this catalog to include even more products. In addition, UC wants to give its internal Sales team the ability to utilize CPQ's discounting functionality, along with approval rules for its Sales leadership team. Today, product and pricing is mastered in B2B Commerce and orders are fulfilled in the ERP.

What should a Solution Architect recommend when architecting a solution to meet UC's requirements?

A. The Product and Pricing Data should be mastered in the ERP and then integrated into both B2B Commerce and CPQ via REST API.

B. The Product and Pricing data should be mastered in B2B Commerce and integrated into CPQ via REST API, and finally integrated to the ERP via SOAP API.

C. The Product data should be mastered inside B2B Commerce, while Pricing should be mastered inside CPQ. Both solutions should be integrated via Apex and then integrated to the ERP via SOAP API.

D. The Product and Pricing data should be mastered in CPQ and integrated to B2B Commerce via Apex, and then finally integrated into the ERP via a middleware solution.

Answer: A