

DUMPS ARENA

Salesforce Certified B2B Solution Architect

Salesforce B2B-Solution-Architect

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sales@dumpsarena.co

sales@dumpsarena.co
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QUESTION NO: 1

Universal Containers (UC) manufactures automobile engine components. UC wants to set up an ecommerce website to deliver a seamless customer purchasing experience, both through self-service and field sales. UC also wants to showcase its extensive product offerings, operate regional promotions and discounts, and managed routing and contracting. UC is looking for guidance on a Salesforce multi-cloud solution to be implemented across phases.

What should a Solution Architect recommend to meet UC's business requirements?

- A. Phase 1: Sales Cloud - - Phase 2: Service Cloud -- Phase 3: B2B Commerce
- B. Phase 1: Sales Cloud -- Phase 2: B2B Commerce -- Phase 3: Salesforce Field Service
- C. Phase 1: Service Cloud -- Phase 2: CPQ -- Phase 3: B2B Commerce
- D. Phase 1: Sales Cloud - - Phase 2: CPQ -- Phase 3: B2B Commerce

ANSWER: D**Explanation:**

<https://trailheadacademy.salesforce.com/classes/arc801-Design-and-implement-b2b-multi-cloud-solutions>

According to 1, this is a recommended approach to design domain-specific, multi-cloud solutions using Customer 360 to create frictionless B2B customer experiences that maximize business value. Sales Cloud can help UC manage its field sales and contracts, CPQ can help UC automate its quoting and pricing processes, and B2B Commerce can help UC deliver a seamless ecommerce experience for its customers across digital platforms.

QUESTION NO: 2

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: B

Explanation:

it leverages the existing product and pricing data that is mastered in B2B Commerce and integrates it into CPQ via REST API, which is a standard and flexible way of exchanging data between different systems. There are connectors available on AppExchange that can help synchronize product and pricing data between B2B Commerce and CPQ, as well as streamline channel experiences and align order history. Integrating the final orders to the ERP via SOAP API can also ensure that the fulfillment process is consistent and accurate.

<https://appexchange.salesforce.com/appxListingDetail?listingId=a0N3u00000MSk6gEAD>

QUESTION NO: 3

A software solutions company has created several SaaS applications that it sells to its customers. The company would like an easier way to allow customers to renew their subscriptions each period. Today, the company has to run reports across multiple disparate systems to find out which products each customer has purchased, their usage levels, and when each customer needs to renew. Tracking and identifying when to contact customers is a very manual process and involves sales people sending emails with invoices attached. Customers often mail paper checks to the company, leading to disconnected invoicing and payment processing.

Which two products should a Solution Architect consider to resolve the subscription, invoicing, and payment issues the company is currently experiencing?

Choose 2 answers

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

ANSWER: A D

Explanation:

Option A would involve using Salesforce Billing, which is a product that automates billing processes such as generating invoices, collecting payments, and managing revenue recognition. Salesforce Billing can also handle subscription billing scenarios such as renewals, amendments, cancellations, and prorations. Salesforce Billing can integrate with Salesforce CPQ to create seamless quote-to-cash workflows.

Option D would involve using Salesforce CPQ (Configure Price Quote), which is a product that helps sales teams create accurate and consistent quotes for complex products and services. Salesforce CPQ can also manage subscriptions by creating recurring quotes with flexible pricing models and contract terms. Salesforce CPQ can integrate with Salesforce Billing to create seamless quote-to-cash workflows.

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

QUESTION NO: 4

Universal Containers (UC) uses Salesforce Sales Cloud to track Opportunities, Quotes, and Orders and is interested in offering self-service capability to its customers via an Experience Cloud site. Most products that UC offers are relatively simple, but some are complex and need to be configured and reviewed by a sales representative before an order can be officially placed. The CIO is concerned about the time to market and would like to see two options to address UC's need.

Which two options should a Solution Architect recommend and present to UC?

Choose 2 answers

- A.** Implement B2B Commerce on Experience Cloud to allow customers to purchase simple products with Add complex product configurations in a follow-up phase.
- B.** Implement Salesforce CPQ internally first, then build "product configurator" functionality in a custom Experience Cloud site in a follow-up phase.
- C.** Implement a templated self-service Experience Cloud site to show product information, add a "Request a Quote" component, and recommend B2B Commerce implementation in a follow-up phase.
- D.** Implement a custom Experience Cloud site with "product configurator" functionality first, then add headless commerce functionality in a follow-up phase.

ANSWER: A B

Explanation:

<https://appexchange.salesforce.com/appxListingDetail?listingId=a0N3u00000MSk6gEAD>

QUESTION NO: 5

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 to 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

QUESTION NO: 6

A Solution Architect is working with a complex enterprise architecture that supports multiple business processes. Many previous transformation projects have struggled because of the interdependencies between the Salesforce production environment and other systems, as well as a lack of documentation.

In which two ways can a Solution Architect gain a better understanding of the current state of the Salesforce production environment?

Choose 2 answers

- A. Speak to the business stakeholders to gather their suggestions for improvement.
- B. Identify which system integrator did the previous implementation and ask them to document their work.
- C. Examine the details of the current configuration to see how it is set up.
- D. Work with the system administrator to identify who has the most knowledge of the current configuration.

ANSWER: C D

Explanation:

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

QUESTION NO: 7

A Solution Architect has been hired to help design and implement a quoting solution for AC Computers on Salesforce to support omni-channel selling. During discovery with the client, the Solution Architect learns AC Computers currently uses spreadsheets to manage its pricing and product catalog, which includes thousands of SKUs with a variety of attributes that determine pricing. The current quoting process is long and tedious because it requires a sales representative to find individual products and manually input that information into Salesforce.

The Sales team complains that they are spending too much time searching for the right product and Product Management is spending too much time trying to manage SKUs. AC Computers wants to move away from manual quoting processes and toward simplifying its product catalog.

Which recommendation should the Solution Architect make given the business requirements?

- A. Work alongside client stakeholders to perform a SKU optimisation; implement Salesforce CPQ product catalog and guided selling.
- B. Work alongside client stakeholders to perform a SKU optimisation; implement Salesforce Order Management and special pricing.
- C. Create Products and Price Books in Salesforce for the current product catalog to streamline future pricing and product catalog management; implement Salesforce CPQ product catalog and guided selling.
- D. Create Products and Price Books in Salesforce for the current product catalog to streamline future pricing and product catalog management; implement Salesforce Order Management and special pricing.

ANSWER: A

Explanation:

This option addresses both the issues mentioned by the client, the tedious quoting process and product catalog management. A SKU optimization exercise would help simplify the product catalog, and implementing Salesforce CPQ product catalog and guided selling would enable sales representatives to quickly and accurately find the right products and generate quotes. This would also streamline product catalog management by allowing Product Management to easily add and maintain products in the Salesforce CPQ product catalog.

Option A would involve working alongside client stakeholders to perform a SKU optimisation; implementing Salesforce CPQ product catalog and guided selling. This would help AC Computers simplify its product catalog by reducing the number of SKUs and attributes, and streamlining its pricing logic. It would also help AC Computers move away from manual quoting processes by using Salesforce CPQ product catalog and guided selling features. These features allow sales representatives to easily find and select products based on predefined rules and criteria, and generate accurate quotes with dynamic pricing.

QUESTION NO: 8

Universal Containers (UC) needs to support its customers via email, phone, and chat. Service agents are only scheduled to support one communication channel for each shift. UC has implemented a service-focused community but only wants customers to inquire about service in the community through chat.

Which three options should a Solution Architect recommend to meet the requirements defined above?

Choose 3 answers

- A. CTI adaptor with Omni-Channel integration
- B. Customer Community with ability to create a new support Case
- C. Experience Cloud, web-to-case, and a CTI integration
- D. Omni-Channel with defined presence, routing configurations, and Service Channels
- E. Customer Community with Live Agent

ANSWER: C D E**QUESTION NO: 9**

Universal Containers is in the process of implementing a CPQ and B2B Commerce solution. The Technology team has completed the development for the current sprint and is demonstrating the functionalities to the business stakeholders during their sprint demo. While demonstrating products and pricing, and Sync between B2B and CPQ when requesting a quote, the stakeholders make a new request to include tiered pricing and map it to discount schedules on CPQ.

Which approach should a Solution Architect recommend while addressing the feedback from the stakeholders?

- A. Convey that this can be potentially picked up in the next sprint since the technical changes needed for this new user story are low effort.
- B. Include it as a user story and accommodate it in the same sprint, since this is a feasible requirement and the CPQ B2B Commerce Connector is already set up.
- C. Convey that it is not recommended to include it in the initial MVP, since an extension is needed on the CPQ B2B Commerce Connector for the new requirement.

D. Add the request as a new user story to the product backlog, and further schedule a meeting for prioritization and grooming.

ANSWER: D

QUESTION NO: 10

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: C

Explanation:

there are two possible approaches for Salesforce org strategy: single-org and multi-org. Each approach has its pros and cons depending on the business needs, technology capabilities, governance policies, and operational requirements of the organization.

The best recommendation for the CIO is to prioritize completing an in-depth org strategy analysis, focused on the Business, Technology, Governance, and Operations requirements at SharpField. This should include an assessment of the newly acquired company and any other acquisitions that SharpField is considering. Additionally, the Solution Architect should recommend a single-org strategy and the development of strict processes for all acquired companies to follow. This will ensure that the Salesforce environment is organized, integrated, and secure. Finally, the Solution Architect should recommend the development of required integration layers to move the required shared data between instances of any and all acquired Salesforce instances.

<https://www.salesforce.org/blog/develop-a-salesforce-org-strategy-to-achieve-a-unified-experience/>