DUMPSQUEEN

Salesforce Certified B2B Solution Architect Exam (SP24)

Salesforce B2B-Solution-Architect

Version Demo

Total Demo Questions: 10

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QUESTION NO: 1

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: B D

Explanation:

https://www.salesforceben.com/salesforce-adoption/

https://admin.salesforce.com/blog/2021/tips-to-increase-mfa-adoption-in-a-multi-cloud-environment

QUESTION NO: 2

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 m 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: A D

QUESTION NO: 3

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

Explanation:

According to some online sources12, collaborative forecasting is a feature that allows sales teams to create accurate sales forecasts based on opportunity data and adjustments. Collaborative forecasting supports multiple forecast types, such as revenue, quantity, and custom fields.

https://help.salesforce.com/s/articleView?id=000199046&language=en_US&type=1

QUESTION NO: 4

Universal Containers (UC) wants to implement a Salesforce multi-cloud solution that includes CPQ, B2B Commerce, and Sales Cloud. UC wants to use as much of Salesforce's core capabilities as possible for its cart-to-quote customer journey. The order fulfillment process is managed separately in a third-party ERP.

Which two considerations should a Solution Architect keep in mind when thinking about data flows?

Choose 2 answers

A. Product and Pricing are set up with CPQ as the source of record.

B. The source for the data feed to ERP is the CPQ Order object.

C. All data points on products should be mapped and replicated between CPQ and B2B Commerce.

D. Cart and Order record owners are mapped to Quote and Quote Line record owners.

ANSWER: A C

QUESTION NO: 5

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, m 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. Salesforce Field Service, Experience Cloud, and Meroku

B. B2B Commerce, Salesforce Field Serv.ee, Experience Cloud, and Sales Cloud

C. B2B Commerce, Service Cloud, Experience Cloud, and Salesforce Connect

D. B2B Commerce. Salesforce Field Service, Experience Cloud, and MuleSoft

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ANSWER: D

QUESTION NO: 6

Universal Containers (UC) currently has Sales Cloud for its direct Sales team and is about to implement Revenue Cloud for them as well. UC is also bringing in Experience Cloud for its indirect Sales team which will integrate with Sales Cloud and Revenue Cloud. The CIO would like to make sure they are working from a single operating model when it comes to defining their cross-departmental process and data utilization. The CIO wants to make sure there is no duplication of any data or processes that will require data hygiene constantly because of duplicative efforts.

What are the two initial questions a Solution Architect should ask the business in order to select the right operating model for business process standardization?

Choose 2 answers

A. Can the direct Sales team use the standard functionality?

B. How critical are the business processes?

C. Are the processes the same for the direct Sales team and indirect Sales team?

D. Is the data shared between the direct Sales team and indirect Sales team?

ANSWER: C D

Explanation:

According to SOGAF Operating Models1, an operating model has two dimensions: business process standardization and business process integration. Business process standardization refers to how similar or different are the processes across different units of an organization, such as direct and indirect sales teams. Business process integration refers to how much data is shared across different units of an organization, such as direct and indirect sales teams.

By asking these two questions, a Solution Architect can determine which of the four types of operating models (coordination, diversification, replication, or unification) best suits Universal Containers' needs for cross-departmental process and data utilization1.

QUESTION NO: 7

During a B2B multi-cloud implementation, an executive sponsor from Universal Containers (UC) approaches the Solution Architect to discuss ongoing support and new functionality that will be rolled out to support UC. The current implementation supports Experience Cloud, Service Cloud, and Sales Cloud.

Which three recommendations should a Solution Architect make to ensure features are enabled without impacting user efficiency?

Choose 3 answers

A. Give users a way to raise support tickets for new features they do not understand.

B. Give users the ability to opt-out of any new feature they dislike.

C. Fully document all customizations added to the system.

D. Communicate and train users on new features.

E. Ensure development, training, and production environments are in place.

ANSWER: C D E

QUESTION NO: 8

Refer to the images below:
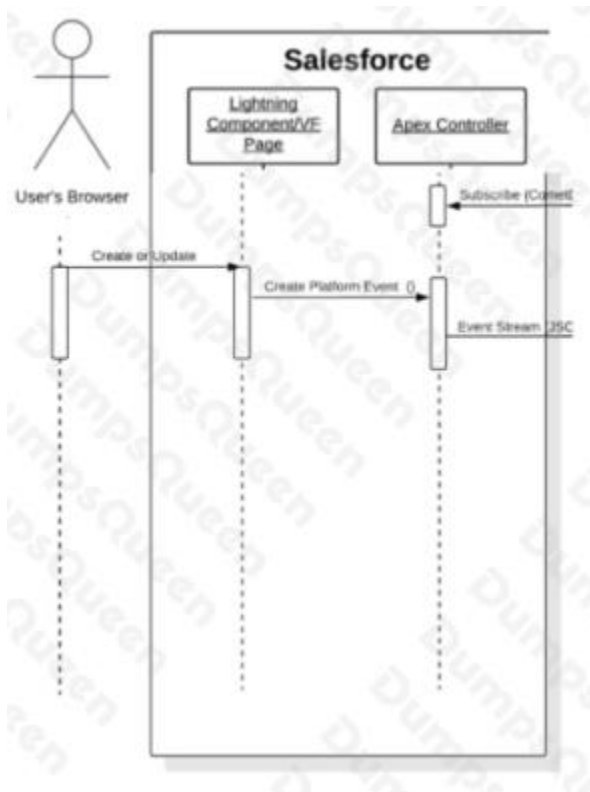
As part of its solution to accelerate overall sales. Universal Containers (UC) has chosen to implement a CPQ solution using Salesforce CPQ. As part of the CPQ solution, there is a requirement to retain UC's ERP as the Pricing and Product master.

UC's business process results in Products and Pricing being updated sporadically once a week, and then on a much larger scale on a monthly basis, which could result in a large amount of records that need to be updated in Salesforce.

Which strategy should the Solution Architect choose to handle this scenario?

A. Option A, utilizing a VF/Lightning component in combination with an Apex Controller to make a REST call to the external service

B. Option B, utilizing Process Builder and Platform Events to communicate with the external services Subscriber Listener

C. Option C, utilizing a VF/Lightning component in combination with an Apex Controller to make a call utilizing the Streaming API

D. Option D, utilizing an external ETL tool to batch load the records into Salesforce

ANSWER: D

Explanation:

Salesforce CPQ is an extension of the Salesforce CRM that automates the generation and processing of quotes, orders, and contracts. It enables your sales team to create quotes quickly and with minimal errors and efforts.

Salesforce CPQ can be integrated with ERP systems by converting Salesforce CPQ lead-to-order data into transactional data. This allows ERP systems to take over matching data and use it for accounting functions.

an external ETL tool can be used to batch load the records into Salesforce from the ERP system. This can handle large amounts of records that need to be updated sporadically or on a monthly basis.

https://www.rapidionline.com/blog/salesforce-cpq-data-integration-increase-sales

https://www.salesforce.com/products/cpq/resources/what-is-salesforce-cpq/

QUESTION NO: 9

Universal Containers (UC) u 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: D

Explanation:

Salesforce Connect allows you to integrate external data sources with Salesforce and access them in real time without storing them in Salesforce1. User Permission Sets let you grant access to various tools and functions to users without changing their profiles12. You can assign permission sets to users with different licenses and revoke them when needed3.

QUESTION NO: 10

What should a Solution Architect do to ensure that all requirements for a multi-cloud implementation are captured during discovery sessions so that project stakeholders are aligned with the project team on deliverables?

A. Develop and present the business case to all project stakeholders before beginning the solution design and development phase.

B. Develop and present the project scope itemized within the requirements document to all project stakeholders before beginning the solution design and development phase.

C. Define and document the user journey map with project stakeholders to capture the customer interactions at all touchpoints.

D. Define and document the business value map with project stakeholders to capture the value provided by the implementation.

ANSWER: C

Explanation:

According to 1, customer-centric discovery is the Salesforce method for learning more about customers so you can gain insights into their business challenges and share those insights with them. A user journey map is a tool that helps you visualize how customers interact with your products or services across different channels and stages.

By defining and documenting the user journey map with project stakeholders, you can capture all the requirements for a multi-cloud implementation that aligns with the customer's goals and pain points2. You can also identify any gaps or opportunities for improvement in the customer experience.