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QUESTION 1

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.

Correct Answer: C

QUESTION 2

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.

Correct Answer: AB

QUESTION 3

Universal Containers is currently utilizing B2B Commerce Cloud, Service Cloud, and Field Service for its Sales teams, call center, and Field Service teams. The Field Service team would like to have visibility of Commerce Cloud data because customers in the held will often ask about sales order details.

What should the Solution Architect recommend to give this kind of data access?

A. Create a new permission set that grants access to the Order and Order Item object and assign it to the Field Service

users.

B. Create a new profile that grants access to the Order and Order Item object and assign it to the Field Service users.

C. Give Commerce Cloud license to the Field Service team to view Order and Order Item data.

D. Give Sales Cloud license to the Field Service team to view Order and Order Item data.

Correct Answer: A

QUESTION 4

Universal Containers (UC) has a multi-cloud environment that includes Sales Cloud, Service Cloud, and CPQ. The environment supports multiple languages via the translation workbench. As part of a roadmap, UC is implementing B2B Commerce. As part of this project, there is a requirement to translate data stored within the Name and Description fields on the Product and Product Category objects.

What should a Solution Architect recommend to achieve this?

A. Done data records and translate.

B. Enable Translation Workbench.

C. Add custom field with translations

D. Enable Data translation for 626 Commerce.

Correct Answer: D

QUESTION 5

Universal Containers (UC) has gone through the design phase of its large initiative involving multiple Salesforce clouds and is about to go into the build phase. The CIO would prefer to create an internal Center of Excellence (CoE) to

implement the solution versus make a third-party organisation responsible for the entire build given that they have the talent internally to support the initiative.

Which two recommendations should a Solution Architect make toward creating a CoC?

Choose 2 answers

A. All development decisions will be made by internal resources.

B. Documentation around the solution will not be a concern.

C. Knowledge of the solution will stay within the organization.

D. It will be much more cost effective to create a CoE.

Correct Answer: AB