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**QUESTION 1**

Universal Containers (UC) is using Service Cloud and B2B Commerce to allow resellers the ability to purchase and support farming equipment UC maintains. UC has invested in smart devices which allows that equipment to inform UC when a part becomes faulty. The data from these devices goes to a public cloud solution where every row of sensor data is received every second from every device. There are 100,000 devices on various farms being actively used. The CIO would like this data to be connected to Salesforce in some manner.

What kind of integration method should a Solution Architect suggest to accommodate this need?

- A. Embed the devices' sensor data in a view on the Asset record.
- B. Load the public cloud solution directly to Salesforce using MuleSoft.
- C. Utilize Platform Events based on the devices' state change.
- D. Utilize Apex Callouts based on the devices' state change.

Correct Answer: A

QUESTION 2

Universal Containers recently began a project to connect its ERP with Salesforce. One of the requirements is a daily batch process to create and update orders and order product information. The development team, using the corporate ETL tool, has created two processes to create these records using Bulk API. The test in the development environment worked fine, but in the production environment, some order product records were not updated and showed an error "UNABLE_TO_LOCK_ROW:unable to obtain exclusive access to this record". There is one Process Builder on the Order Product object and no async process.

Which two steps should a Solution Architect recommend to avoid this error?

Choose 2 answers

- A. Use the import wizard instead of Bulk API.
- B. Sort the order product records by account and order before the Bulk API load.
- C. Change the Bulk API call to use Bulk API 2.0.
- D. Add a retry process for the records rejected by this error.

Correct Answer: BC

QUESTION 3

PandC Hardware is a large manufacturer of computer components and already has an extensive Salesforce technology stack including MuleSoft, Sales Cloud, Service Cloud, and Field Service, as well as Shield capabilities. PandC Hardware is in the process of launching an online store based on Salesforce technology that's supposed to go live in 6 weeks. PandC Hardware needs to analyze performance to identify bottlenecks and optimize the configuration using its agile process with weekly releases. So far, PandC Hardware has covered similar requirements for other technologies using a third-party monitoring and alerting tool it deployed in the cloud.



What are two viable options a Solution Architect should explore in more detail with the client?

Choose 2 answers

- A. Leverage Shield Event Monitoring and MuleSoft to provide monitoring data to the third- party monitoring and alerting solution that's already in place at PandC Hardware.
- B. Leverage Shield Event Monitoring in conjunction with the Salesforce Debug Logs, and establish a regular review process for the Operations and Administration team.
- C. Leverage the B2B Commerce built-in performance monitoring dashboard to analyze performance in near real time.
- D. Leverage Shield Event Monitoring in combination with the CRM Analytics Event Monitoring app as a simple out-of-the-box solution.

Correct Answer: AC

QUESTION 4

Universal Containers serves customers globally across two businesses. Each business has its own org for managing its sales and support operations. Each line of business also maintains its own reporting systems using both CRM Analytics and Salesforce reports, but the CEO is asking for a unique dashboard that includes the global opportunity pipeline with data from both orgs.

What should a Solution Architect propose?

- A. Use CRM Analytics in the primary org and create a Salesforce External Connection. Then, create a dataflow to combine data from both orgs.
- B. Use one org as primary and create external objects for the accounts and opportunities of the other one. Then, use standard reports.
- C. Use one org as primary and an ETL tool to synchronize the accounts and opportunities of the other org. Then, use standard reports.
- D. Use CRM Analytics in the primary org and then, in the dashboards, use Salesforce Connect to query the data from the other org.

Correct Answer: A

QUESTION 5

AW Computing (AWC) has just completed a multi-cloud implementation for Salesforce and is facing major user adoption challenges. Users are complaining that the system is complicated and hard to navigate.

What can the Center of Excellence (CoE) for Salesforce do to help increase user adoption?

- A. Place all training materials on the home page so users can find them easily.
- B. Record hour-long pieces of training for each job role so users can review on their own time.



C. Break down training materials into quick reference guides for job-specific functions.

D. Ensure each team has a Salesforce champion that can provide one-on-one training.

Correct Answer: A

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