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QUESTION 1

Universal Containers (UC) is about to complete an initial planning of a complex solution involving multiple customer personas. UC wants to ensure it has a comprehensive understanding of what kinds of business outcomes the customers want to achieve before presenting them a solution.

Which method of discovery should a Solution Architect suggest to UC?

A. Third-party research from well-known organizations

B. Jobs To Be Done Framework

C. Comprehensive Surveys to End Customers

D. User Stories Creation with End Customers

Correct Answer: C

QUESTION 2

Universal Containers (UC) is adding to its existing Salesforce implementation and currently uses Saks Cloud and Service Cloud. UC is looking to add Salesforce Field Service and Experience Cloud to allow its third-party contractors easier access to the data they need and to provide its customers a way to self-service.

UC has expressed interest m allowing its customers to be able to self-schedule maintenance work on their Assets. UC wants a solution to display scheduling options for the next month to its customers.

What should a Solution Architect consider m a potential solution?

A. Lightning Web Components Calendar Module

B. Appointment-Assistant Self Service Scheduling

C. Salesforce Scheduler

D. Standard Salesforce Asset Calendar

Correct Answer: C

QUESTION 3

Universal Containers (UC) has its product and primary pricing in an ERP. For data consumption to other systems, the ERP is integrated to a separate third-party data warehouse. The cart-to-quote process is supported by Salesforce\\'s multi-cloud solution spanning Sales Cloud, CPQ, and B2B Commerce.

The sales process is structured so that the customers add products to the cart through the Storefront and request a quote from UC\\'s sales representatives. The representatives can work on the quote in CPQ and push back the updated pricing to the Storefront. The overall pipeline is tied back to opportunities and opportunity products for forecasting.

Where does UC house the system of record for its sales process?

A. Salesforce B2B Commerce

B. Salesforce CPQ

C. Salesforce Sales Cloud

D. Third-party data warehouse

Correct Answer: C

QUESTION 4

A team at Universal Containers (UC) is currently working on an initial release of Service Cloud. However, UC\'s management team is very enthusiastic about new features of the platform and wants to go to market with the new Service Cloud solution as soon as possible. The current objective of their initial Service Cloud release is mostly about managing their case workload and case assignment processes. A Solution Architect is called into a management meeting and asked when UC can go live with automated chatbots, Einstein case classification, and CRM Analytics for data insights.

How should a Solution Architect respond to the management team considering their request for these new capabilities\'?

A. Agree with the management team to postpone the go-live and increase the scope to include the desired features.

B. Explain to the management team that these features are still evolving and that it is best to wait a few releases so that they are stable before starting to use them in production.

C. Explain the long-term vision and roadmap, and then propose a logical phasing in which the planned minimum viable product (MVP) is the first step on the journey that will eventually include the desired features.

D. Agree that the new features are crucial to the success of the initiative and swap parts of the current scope for the most innovative feature.

Correct Answer: D

QUESTION 5

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.

Correct Answer: AD