



B2B-SOLUTION-ARCHITECT^{Q&As}

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QUESTION 1

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

Correct Answer: ABE

QUESTION 2

Universal Containers (UC) is looking to implement a CPQ + 626 Commerce multi-cloud solution and use the CPQ 626 Commerce Connector to keep the two in sync. As part of this implementation, UC is looking to be able to have a streamlined product and pricing experience. As UC would like to sell product kits with tiered pricing through the self-service storefront, it would like to ensure this model can be supported effectively.

Which two considerations should a Solution Architect keep in mind for the implementation?

Choose 2 answers

- A. for supporting kits in the B2B Commerce Storefront, they need to create equivalent bundle products on the CPQ side.
- B. For the described multi-cloud solution, it is a best practice to set the CPQ precision to two decimal points.
- C. On the CPQ 826 Commerce Connector, the default mapping of tiered pricing in 826 Commerce is to Discount Schedules in CPQ.
- D. It is important to ensure the Price Rules run for Quotes initiated via 628 Commerce Storefront to maintain consistency in business rules being applied.

Correct Answer: AC

QUESTION 3

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.

Correct Answer: D

QUESTION 4

Universal Containers (UC) wants to ensure its field technicians are interacting with customers in a professional manner. The sales department already uses a third-party survey tool. Which action should a Solution Architect recommend for UC to enable service managers to track customer satisfaction based on the technician and the job?

- A. Use the existing survey tool by integrating the responses to the Service Appointment and Service Resource record.
- B. Build a Salesforce Survey to send out after each service appointment and integrate that data with the third-party survey tool.
- C. Select an AppExchange app that sends a survey to each customer after a work order is completed.
- D. Use the existing survey tool by integrating the responses to Case number and User record.

Correct Answer: A

QUESTION 5

Universal Containers (UC) is at the end of its first and only design phase. UC decided to go ahead and build against the entire future design that was developed and agreed upon by its internal stakeholders and Center of Excellence. But a concern by the executive team is how UC can de-risk itself and stay within budget during the build while still hitting the objectives that were defined in the design phase.

Which recommendation should the Solution Architect make to alleviate the executive team's concerns during the build?

- A. Help the executive team develop a governance framework; and team to focus on those concerns throughout the build and track the budget.
- B. Promise the executive team that the project manager will always give comprehensive budget numbers every week and they will never overrun on budget.
- C. Help the executive team understand that they created their entire complete vision of the solution already and there is no chance anything new will come up during the build.



D. Assure the executive team that the current project is at a fixed scope and there will not be any overrun on budget.

Correct Answer: A

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