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### QUESTION 1

Universal Containers (UC) sells automotive spare parts through a large network of partner retail outlets. UC's business model relies on partners (retail outlets) reaching out to UC to get access to its product catalog, selecting the product(s) they require, and then making bulk purchases. The partners occasionally reach out to UC sales representatives for advice or clarifications regarding particular SKUs on an opportunity on which they are co-sellers.

UC wants to offer discounts to partners who make large purchases. Further, UC wants to provide its partners with reports detailing their sales, including reports that summarize sales by partner, to help UC classify its partners accordingly.

Which solution should a Solution Architect recommend to meet UC's requirements?

- A. Sales Cloud, B2B Commerce, and Partner Relationship Management
- B. Sales Cloud, B2B Commerce, and Customer Community
- C. Sales Cloud, Service Cloud, and Partner Relationship Management
- D. Sales Cloud, Partner Relationship Management, and Einstein

Correct Answer: A

### QUESTION 2

Recently, Universal Containers (UC) successfully launched a multi-cloud B2B implementation with Sales Cloud, Service Cloud, Experience Cloud, and B2B Commerce. As the Sales and Service Cloud development was performed by separate teams, UC created Process Builder automation for the Account object in separate Process Builder processes. As customers go through the sales process within Sales Cloud, the data on their customer account record is updated. As those same customers make purchases within B2B Commerce, the data on their customer account record is updated as well.

What are two reasons why a Solution Architect should recommend uniting these into a single Process Builder process?

Choose 2 answers

- A. Moving them into a single Process Builder process helps to reduce the number of queries and avoid hitting limits on the Account object.
- B. Moving them into a single Process Builder process provides control over the order of the updates and actions triggered on the Account object.
- C. Moving them into a single Process Builder is the only way to ensure a naming convention is followed on the Account object.
- D. Moving one of the Process Builders into a flow will remove all automation conflicts on the Account object.

Correct Answer: AB

### QUESTION 3



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

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#### QUESTION 4

Universal Containers (UC) is about to embark on a digital transformation initiative to make all of its back-office systems data visible to employees, customers, and partners via front-office capabilities like Salesforce. The CIO has asked the team to identify their various systems, both back- and front-office, and correctly identify the proper use of those systems. The team plans to utilize the Systems of Engagement framework to classify their systems based on how they will be utilized within the enterprise architecture.

Salesforce is being utilized as the master for all sales data-like Opportunities, Quotes, and Cart data--and an ERP is the master for all invoice, order, and payment data. How should the Solution Architect segment opportunities and order data in Salesforce?

- A. SOR for Opportunities and System of Intelligence for Orders
- B. System of record (SOR) for Opportunities and System of Engagement for Orders
- C. System of Engagement for Opportunities and SOR for Orders
- D. SOR for Opportunities and SOR for Orders

Correct Answer: B

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#### QUESTION 5

AC Computers is hitting governor limits when trying to create orders and activate orders in Salesforce. Upon further investigation, it's discovered that AC Computers is trying to process hundreds of order products on a single order. The Order object also has various automation processes to update fields and integrate with a third-party order management system.

What is one solution a Solution Architect should evaluate first to resolve this issue?

- A. Create a custom object to hold orders in queue for processing.
- B. Review to determine if moving automation to asynchronous Apex is required.
- C. Enable Advanced Order Management to process large orders.
- D. Install a third-party solution to process large orders.



Correct Answer: D

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