



B2B-SOLUTION-ARCHITECT^{Q&As}

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**QUESTION 1**

Widgets Wonderful, a manufacturing company, wants to provide a better customer experience and enable field service resources to provide a quote to customers while still on site. The company has complex products that come with warranties that include preventative maintenance work. Additionally, certain warranty repair work has specific SLAs associated with it. There are 10 Field Service team members and 20 sales representatives, all of whom need to view Salesforce Field Service objects and be able to create quotes for the customer.

Widgets Wonderful's project owner has some questions regarding the number and types of licenses needed for the users and would like to better understand how warranties will be addressed.

Which two combined options should a Solution Architect suggest?

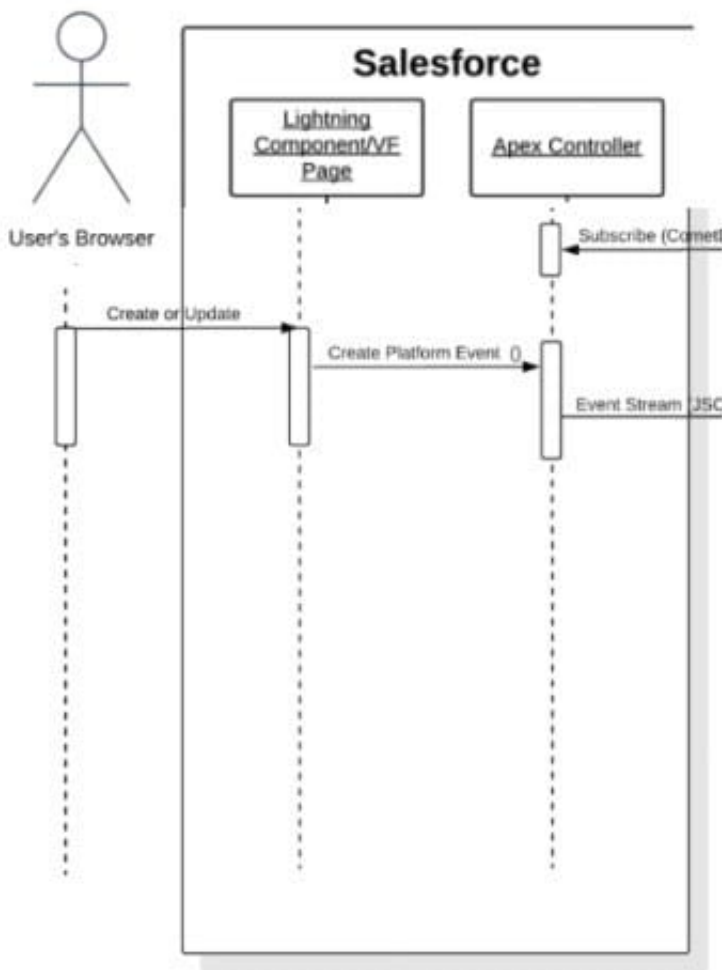
Choose 2 answers

- A. Salesforce Field Service and Service Cloud for Salesforce CPQ will need to be installed and customizations will need to be made to handle Entitlements.
- B. Purchase 30 CPQ licenses and 10 Salesforce Field Service licenses.
- C. Purchase 30 CPQ licenses and 30 Salesforce Field Service licenses.
- D. Salesforce Field Service, Salesforce CPQ, and Service Cloud for Salesforce CPQ need will need to be installed and customizations will not be needed for Entitlements.

Correct Answer: BC

QUESTION 2

Refer to the images below:



As part of its solution to accelerate overall sales, Universal Containers (UC) has chosen to implement a CPQ solution using Salesforce CPQ. As part of the CPQ solution, there is a requirement to retain UC's ERP as the Pricing and Product

master.

UC's business process results in Products and Pricing being updated sporadically once a week, and then on a much larger scale on a monthly basis, which could result in a large amount of records that need to be updated in Salesforce.

Which strategy should the Solution Architect choose to handle this scenario?

- A. Option A, utilizing a VF/Lightning component in combination with an Apex Controller to make a REST call to the external service
- B. Option B, utilizing Process Builder and Platform Events to communicate with the external services Subscriber Listener
- C. Option C, utilizing a VF/Lightning component in combination with an Apex Controller to make a call utilizing the Streaming API
- D. Option D, utilizing an external ETL tool to batch load the records into Salesforce

Correct Answer: D



QUESTION 3

Universal Containers (UC) recently completed a successful implementation of B2B Commerce classic and saw an immediate increase in both its customer experience ratings and overall bottom line due to the influx of sales through its commerce application. After this initial experience, UC decided to target its internal Sales team for the same successful outcome with Salesforce CPQ and Sales Cloud.

UC's requirements include that its internal Sales team be able to sell its current commerce catalog and expand this catalog to include even more products. In addition, UC wants to give its internal Sales team the ability to utilize CPQ's discounting functionality, along with approval rules for its Sales leadership team. Today, product and pricing is mastered in B2B Commerce and orders are fulfilled in the ERP.

What should a Solution Architect recommend when architecting a solution to meet UC's requirements?

- A. The Product and Pricing Data should be mastered in the ERP and then integrated into both B2B Commerce and CPQ via REST API.
- B. The Product and Pricing data should be mastered in B2B Commerce and integrated into CPQ via REST API, and finally integrated to the ERP via SOAP API.
- C. The Product data should be mastered inside B2B Commerce, while Pricing should be mastered inside CPQ. Both solutions should be integrated via Apex and then integrated to the ERP via SOAP API.
- D. The Product and Pricing data should be mastered in CPQ and integrated to B2B Commerce via Apex, and then finally integrated into the ERP via a middleware solution.

Correct Answer: A

QUESTION 4

Universal Containers (UC) is about to undergo its first release of its digital transformation initiative across clouds like Sales Cloud, B2B Commerce, Marketing Cloud Account Engagement, Experience Cloud, and MuleSoft. UC recently developed its Center of Excellence (CoE) model and is working on how to make sure its developers and administrators can go through a continuous release cycle. The product owner would like to make sure no work is overridden in sandboxes or production.

What is the first thing a Solution Architect should recommend within UC's DevOps setup?

- A. Make sure the developers all have access to the CLI so that they can package and push their changes to the next environment.
- B. Appoint a release manager who will keep track of all changes made and which changes have been deployed to the QA, SIT, and UAT environments as part of the sprint.
- C. Appoint a release manager who will set up the required environments and automated deployments in tandem with a source control based development process.
- D. Set up a source control based development process that's understood and followed by administrators and developers.

Correct Answer: D

**QUESTION 5**

Universal Containers (UC) is undergoing a multi-year digital transformation across its Sales, Marketing, Fulfillment, and Accounting channels. Based on UC's initial success using MuleSoft's API-led approach as its integration strategy, UC chose Salesforce for its transformation. The Solution Architect assigned to the project has just begun pre-planning for the first phase with UC's Implementation team.

Which document should the Solution Architect ask for to get an overview of the customer's current infrastructure so they can begin the first phase of the digital transformation?

- A. A Salesforce ERD Document complete with field definitions
- B. A MuleSoft Application Document complete with integration patterns
- C. A Reference Architecture Diagram complete with system of record notation
- D. A future state roadmap detailing all of the implementation phases

Correct Answer: B

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