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QUESTION 1

Universal Containers (UC) u about to develop a new call center solution utilizing Salesforce products including Service Cloud, LiveMessage, Experience Cloud, and MuleSoft. UC would prefer no real customer data to be stored within Salesforce but to be made view only. These views should only be utilized by a select few individuals that may be assigned the ability to view this data temporarily and have it removed.

Which two features should a Solution Architect suggest to maintain these constraints?

A. Apex Callouts, User Permissions Sets

B. Third-party ETL, Profiles

C. Salesforce Connect, User Profiles

D. Salesforce Connect, User Permission Sets

Correct Answer: A

QUESTION 2

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 3

Northern Trail Outfitters (NTO) has a requirement to implement an Experience Cloud solution to allow its partners to log and view cases they have submitted, as well as track their opportunities. As part of the solution, NTO wants to be able to create dashboards that its partners can view within the community.

Which Experience Cloud license should the Solution Architect recommend?

A. Sales Cloud license

B. Service Cloud license

C. Partner Community license

D. Customer Community Plus license

Correct Answer: C

QUESTION 4

Fabulous Flowing has been using Salesforce for 10 years and is starting to notice performance issues. The company anticipates continued growth of 15% each year. It frequently refers to data that is within the past 12 months. Currently, there are 600,000 Cases. Fabulous Flooring realizes it needs to archive some of the data, however, would like it to remain m Salesforce. The leadership team meets for an in-depth strategy and planning session every 3 years and will need reporting on the archived data. The Solution Architect has recommended the use of Big Objects.

What are two considerations the Solution Architect should discuss with Fabulous Flooring?

Choose 2 answers

A. Picklist fields will need to be marked as required for indexing in the Big Object

B. The company will need to use Async SOQL to pull the data into a subject based on specific criteria, and build reports and dashboards for the strategy and planning session.

C. Picklist fields will need to be loaded as Text fields into the big Object.

D. The company will need to build reports and dashboards for the strategy and planning session based on specific criteria from the dg Object.

Correct Answer: BC

QUESTION 5

Universal Containers (UC) is undergoing a full digital transformation and has chosen Salesforce as one of the main components. UC will use Sales Cloud for online activities, CPQ for quote generation and renewals. B2B Commerce for online orders through its partnerships and vendors, an external ERP for fulfillment and invoicing, and Marketing Cloud for customer outreach. UC wants to create fluidity between the entire application landscape, and an integration between systems is required.

The application is expected to be able to generate an order based on any of the channels outlined above, and be utilized in UC\\'s outreach to its customers.

Where should a Solution Architect recommend the system of record (SOR) be for all orders going forward?

A. In the ERP Order Object

B. Salesforce Custom Object

C. Salesforce Order Object

D. B2B Commerce Order Object

Correct Answer: C