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### QUESTION 1

UC Foods, a global manufacturing organisation, builds and sells a variety of food processing equipment on its B2B Commerce site. Customers often tailor their equipment by selecting from several product variants. Depending on the options selected, an order will sometimes require manual intervention by a sales person to determine the price for the customized piece of equipment.

Once the machines have been purchased, each machine comes with a 1-year warranty, which entitles the customer to quarterly visits to inspect and perform maintenance on the machines to keep them in proper working order.

How can a Solution Architect use a multi-cloud solution to address the needs of the organization to efficiently support the selling of equipment and planning of quarterly visits for the machines?

- A. Use a third-party plugin configurator to support the selection of the product options, then create a CPQ quote when manual intervention is required. For the quarterly visits, use Field Service Maintenance Plans.
- B. Use the B2B Commerce aggregated product or dynamic kits to drive the selection of the product options, then create a CPQ quote when manual intervention is required. For the quarterly visits, use Field Service Maintenance Plans.
- C. Use the B2B Commerce aggregated product or dynamic kits to drive the selection of the product options, then automatically create a case when manual intervention is required. For the quarterly visits, use Service Contracts and Entitlements.
- D. Use the B2B Commerce aggregated product or dynamic kits to drive the selection of the product options, then create a CPQ quote when manual intervention is required. For the quarterly visits, use Service Contracts and Entitlements.

Correct Answer: B

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### QUESTION 2

3D Scanners needs to apply a discount automatically on the Quote Line for Distributors while in the Quote Line Editor. The percentage discount applied depends on attributes of the Distributor Account and that of the specific Product. Sales

users can add additional discounts; however, those will need to go through an approval process that allows for resubmitting to only those that previously rejected the additional discount.

Which two options should a Solution Architect recommend to meet the requirements while keeping the user experience in mind?

Choose 2 answers

- A. CPQ license
- B. Flow
- C. Price Rules
- D. CPQ Plus license

Correct Answer: CD



### QUESTION 3

During a B2B multi-cloud implementation, an executive sponsor from Universal Containers (UC) approaches the Solution Architect to discuss ongoing support and new functionality that will be rolled out to support UC. The current implementation supports Experience Cloud, Service Cloud, and Sales Cloud.

Which three recommendations should a Solution Architect make to ensure features are enabled without impacting user efficiency?

Choose 3 answers

- A. Give users a way to raise support tickets for new features they do not understand.
- B. Give users the ability to opt-out of any new feature they dislike.
- C. Fully document all customizations added to the system.
- D. Communicate and train users on new features.
- E. Ensure development, training, and production environments are in place.

Correct Answer: ADE

### QUESTION 4

SharpField is a fast-growing company that provides SaaS for commercial service providers. SharpField has been acquiring other similar companies and plans to continue to do so for the near future.

After a recent acquisition of a company that also has a Salesforce org, the CIO wants to know the correct path forward on deciding whether to integrate the acquired companies into SharpField's existing landscape.

What should a Solution Architect recommend to the CIO to ensure the correct org strategy for SharpField going forward?

- A. Recommend a single-org strategy and development of strict processes for all acquired companies to follow.
- B. Prioritize migrating the newly acquired company to SharpField's Salesforce org first, then perform an org strategy analysis to assess the Business, Technology, Governance, and Operations requirements for any future acquisitions.
- C. Prioritize completing an in-depth org strategy analysis, focused on the Business, Technology, Governance, and Operations requirements at SharpField.
- D. Recommend a multi-org strategy and development of required integration layers to move the required shared data between instances of any and all acquired Salesforce instances.

Correct Answer: D

### QUESTION 5

Northern Trail Outfitters (NTO) is transforming its service experience. NTO has created a RACI matrix to understand the



key stakeholders\' responsibilities for activities and decisions during a Salesforce Field Service discovery workshop. Which three NTO stakeholders should a Solution Architect recommend be defined as Consulted during the discovery workshop?

Choose 3 answers

- A. Field Service Manager
- B. NTO employee representing a typical customer
- C. Business Analyst
- D. Field Service Agent
- E. Project Manager

Correct Answer: ABE

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#### QUESTION 6

Universal Containers is currently utilizing B2B Commerce Cloud, Service Cloud, and Field Service for its Sales teams, call center, and Field Service teams. The Field Service team would like to have visibility of Commerce Cloud data because customers in the held will often ask about sales order details.

What should the Solution Architect recommend to give this kind of data access?

- A. Create a new permission set that grants access to the Order and Order Item object and assign it to the Field Service users.
- B. Create a new profile that grants access to the Order and Order Item object and assign it to the Field Service users.
- C. Give Commerce Cloud license to the Field Service team to view Order and Order Item data.
- D. Give Sales Cloud license to the Field Service team to view Order and Order Item data.

Correct Answer: A

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#### QUESTION 7

Northern Trail Outfitters (NTO) currently use Sales Cloud to track deals and now wants to use channel sales to distribute and sell products through resellers (partners). As part of the channel strategy, NTO will be implementing a Partner Community for resellers to register deals or generate quotes. NTO needs to establish metrics to measure each reseller\'s performance based on the reseller\'s activities within the Partner Community. NTO wants to focus on leading metrics as opposed to lagging metrics to get early feedback on how the portal is being used by partners.

Which three leading metrics should a Solution Architect recommend to help NTO measure each reseller\'s goals through the Partner Community?

Choose 3 answers

- A. Product types sold
- B. Opportunities generated



- C. Number of quotes generated
- D. Logins into Partner Community
- E. Opportunity win rates

Correct Answer: BCD

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### QUESTION 8

A Solution Architect was asked by AC Computers to provide solution recommendations for a rebate enrollment and management solution on Salesforce. The primary goal and requirement is to easily launch rebate programs for partners that an administrator can implement and manage in Salesforce. AC Computers currently uses Sales Cloud, Salesforce CPQ, and Experience Cloud to expose opportunity and quote information to partners.

Based on the business requirements, which solution should the Solution Architect recommend?

- A. Implement a custom solution to track rebates, accruals, and actuals and expose the data in the Experience Cloud site.
- B. Implement Salesforce Service Contracts with line items to track rebate accruals and expose the data in the Experience Cloud site.
- C. Implement Salesforce Rebate Management Module and expose the data in the Experience Cloud site.
- D. Implement B2B Commerce on Lightning Experience to track rebates and expose the data in the Experience Cloud site.

Correct Answer: A

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### QUESTION 9

Universal Containers (UC) wants to enhance the online purchase experience for its customers. The product and pricing information is managed in a separate ERP, while customer purchases are primarily triggered online through self-service. UC often offers promotions and discounts through various online seasonal events. UC wants the ability to provide customized quotes based on its relationship with the customer, as well as proactively process and monitor renewal and upgrade opportunities.

A Solution Architect has identified Sales Cloud, CPQ, Billing, and B2B Commerce as part of a potential multi-cloud solution.

Based on the above considerations, which option identifies the optimal data flow for this solution?

- A. Pricing and Product data should be pushed from ERP to B2B Commerce via the CPQ B2B Commerce Connector to CPQ. Promotions should be handled in B2B Commerce. Invoice and Billing should be maintained in Billing and surfaced on B2B Commerce via a Lightning component.
- B. Pricing and Product data should be pushed from ERP to CPQ and from there to B2B Commerce via the CPQ B2B Commerce Connector. Promotions should be managed in CPQ as CPQ is the pricing master. Invoice and Billing should be managed in B2B Commerce and pushed to Billing.
- C. Pricing and Product data should be pushed from ERP to both CPQ and B2B Commerce, keeping single source of truth. Promotions should be handled in B2B Commerce. Invoice and Billing should be maintained in Billing and pushed



to B2B Commerce.

D. Pricing and Product data should be pushed from ERP to CPQ and from there to B2B Commerce via the CPQ B2B Commerce Connector. Promotions should be handled in B2B Commerce. Invoice and Billing should be maintained in Billing and presented on B2B Commerce via a Lightning component.

Correct Answer: A

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#### QUESTION 10

Universal Containers uses the Salesforce Platform to track customer payments and any late payments. This is accomplished with an architecture that includes Marketing Cloud, Service Cloud, and an integration to the back-office billing system via MuleSoft. Invoices and payments are mastered in the billing system and exposed to Salesforce via MuleSoft. Notifications about customer payments are orchestrated out of Salesforce and emails are sent via Marketing Cloud. The late payment invoice data is required for service representatives to be able to reference within Salesforce.

What should the Solution Architect recommend when determining the role of each system for a use case of sending payment reminders?

- A. Integrate the billing system directly with Marketing Cloud via MuleSoft to trigger based on events from the billing system.
- B. Create cases within Salesforce from the billing system based on payment statuses with MuleSoft event orchestration and send payment notifications via Marketing Cloud.
- C. Recommend a trigger from the billing system into Marketing Cloud, which sends customer formatted emails.
- D. Load the payment and invoicing data within Salesforce from the billing system with MuleSoft, and drive payment notifications via Marketing Cloud.

Correct Answer: A

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#### QUESTION 11

Universal Containers (UC) currently has Sales Cloud for its direct Sales team and is about to implement Revenue Cloud for them as well. UC is also bringing in Experience Cloud for its indirect Sales team which will integrate with Sales Cloud and Revenue Cloud. The CIO would like to make sure they are working from a single operating model when it comes to defining their cross-departmental process and data utilization. The CIO wants to make sure there is no duplication of any data or processes that will require data hygiene constantly because of duplicative efforts.

What are the two initial questions a Solution Architect should ask the business in order to select the right operating model for business process standardization? Choose 2 answers

- A. Can the direct Sales team use the standard functionality?
- B. How critical are the business processes?
- C. Are the processes the same for the direct Sales team and indirect Sales team?
- D. Is the data shared between the direct Sales team and indirect Sales team?

Correct Answer: CD

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## QUESTION 12

Universal Containers (UC) is a global organisation that wants to establish a B2B Commerce site to meet changing customer expectations and expand into new markets. These expectations include being able to self-serve 24x7 and get automated updates on orders. There are existing sales channels used at UC. Including a standard Sales team as well as a partner sales channel.

The sales leader met with a Solution Architect and shared that they want to grow their digital capabilities over the next 2 years. Time is of the essence and the sales leader needs to have the ecommerce solution in place as soon as possible to capture market share in new geographies before other competitors move in. The executive team has promised prompt access to key stakeholders as needed.

What is the appropriate next step for the Solution Architect?

- A. Propose the introduction of B2B Commerce and CPQ to address the key areas of need such as global commerce, complex pricing, quoting and discounting needs; highlight the key features and the alignment of the features to the needs outlined.
- B. Propose a set of high-level design options with architecture diagrams depicting the potential elements of a solution that would meet the needs of the enterprise, including pros and cons to help the stakeholders make final decisions.
- C. Recommend an iterative rollout strategy for one of the new geographies where B2B Commerce is first rolled out to secure first mover status, while the Solution Architect gathers more requirements around other capabilities and requirements, and then roll those out over subsequent phases.
- D. Recommend discovery meetings with additional stakeholders to gather information on the functional and technical requirements across the sales and other functional areas, then provide a recommendation based on information gathered to deliver an MVP.

Correct Answer: C

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## QUESTION 13

Universal Containers (UC) recently went live with a multi-cloud implementation consisting of Experience Cloud, Service Cloud, and Marketing Cloud Account Engagement. The UC Marketing team wants to generate Marketing Cloud Account Engagement emails using the same dynamic content that users access in Experience Cloud. They want to trigger Marketing Cloud Account Engagement emails based on certain user actions while keeping the content dynamic and configurable via a user-friendly mechanism.

Which approach should a Solution Architect recommend in this case?

- A. Consider finding AppExchange packages that support this functionality on Experience Cloud and Marketing Cloud Account Engagement.
- B. Use Salesforce CMS on Experience Cloud and the new Marketing Cloud Account Engagement Lightning Email Experience.
- C. Change the data model to support sending Marketing Cloud Account Engagement email via the Experience cloud site.
- D. Build a custom application using Lightning Web Components to make the email content dynamic and configurable.

Correct Answer: B

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**QUESTION 14**

Universal Containers (UC) is selling containers globally via distributors and is experiencing significant double-digit growth year-over-year. UC uses a centralized ERP system that holds the financial information of the distributors. The ERP system is siloed but offers connectivity via APIs. The account managers need to reference the financial information stored in the ERP while approving an order of a distributor inside Salesforce. The financial information of a distributor may change ad-hoc during the day in the ERP system and account managers need the latest data in front of them. What should a Solution Architect recommend while designing an integrated, scalable solution to meet UC's needs?

- A. Use Change Data Capture to update the changes on the financial information inside Salesforce in near-real time.
- B. Use the scheduled data loader to extract the financial information every night from the ERP and save it inside Salesforce.
- C. Retrieve the financial information on-demand from the ERP via API and display the information as read-only using a lightning component.
- D. Schedule a MuleSoft batch job to retrieve financial information from the ERP every night and store it inside Salesforce for quick access.

Correct Answer: C

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**QUESTION 15**

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

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