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QUESTION 1

Universal Containers (UC) is in the process of identifying if Revenue Cloud will work for its business processes. UC has already implemented Sales Cloud, which includes complex steps and checklists that are orchestrated based on changes made to an Opportunity. Based on the current Sales Cloud implementation, UC has concerns about how Revenue Cloud will interact with its current customizations on the Opportunity object and if it will be difficult to customize the solution in the future.

Which design approach should a Solution Architect recommend to mitigate concerns about custom processes on any single object?

A. Use an event-driven design to separate automations that could run asynchronously from the save cycle with a third-party tool like Heroku.

B. Migrate automations from Process Builder to a single flow that is triggered by record updates, using only the "After Save" context so that all operations can be organized in a single flow.

C. Leave the orchestration of the automation to Process Builder, but invoke autolaunched flows from Process Builder so that the actual operations run in flows.

D. Migrate automations from Process Builder to flows triggered by record updates, organizing operations in separate flows for the "Before Save" and "After Save" contexts.

Correct Answer: B

QUESTION 2

During a go-live planning session, the business sponsor expressed some concerns related to achieving high adoption of the solution.

Which two recommendations should a Solution Architect provide that can achieve higher adoption rates for a Salesforce multi-cloud implementation?

Choose 2 answers

A. Create recurring office hours for end users to call in to speak directly with the Solution Architect.

B. Create a feedback loop to give end users the ability to share ideas on how to improve the solution and report bugs.

C. Suggest that the executive team tie performance metrics to Salesforce usage.

D. Suggest continuous training methods such as Trailhead, in-app guidance, or embedded videos so end users feel supported using the solution.

Correct Answer: AC

QUESTION 3

Universal Containers (UC) is adding to its existing Salesforce implementation and currently uses Saks Cloud and Service Cloud. UC is looking to add Salesforce Field Service and Experience Cloud to allow its third-party contractors easier access to the data they need and to provide its customers a way to self-service.

UC has expressed interest m allowing its customers to be able to self-schedule maintenance work on their Assets. UC wants a solution to display scheduling options for the next month to its customers.

What should a Solution Architect consider m a potential solution?

A. Lightning Web Components Calendar Module

B. Appointment-Assistant Self Service Scheduling

C. Salesforce Scheduler

D. Standard Salesforce Asset Calendar

Correct Answer: C

QUESTION 4

Universal Containers (UC) is currently using Sales Cloud, Revenue Cloud, Experience Cloud, and B2B Commerce. B2B Commerce and Experience Cloud are used for UC\\'s end customers while the direct Sales team sells with partners through Revenue Cloud. However, partners want to work digitally versus through email.

The direct Sales team has asked the CIO how they can expose their Revenue Cloud capabilities to their partners and vendors using Salesforce. The CIO knows they are currently using B2B Commerce for customers and is wondering if they can do something similar for partners by exposing CPQ capabilities in Experience Cloud for partners.

What are two questions a Solution Architect should ask when evaluating either B2B Commerce or CPQ for partners via Experience Cloud? Choose 2 answers

A. Will partners be using CPQ to sell to our customers that are utilizing our B2B Commerce tool today?

B. Does the direct Sales team co-sell with partners or sell to partners in this new channel model?

C. Do partners need to do complex configurations or create their special pricing?

D. What do we need to invest in order to build the channel and where does that investment come from?

Correct Answer: AC

QUESTION 5

Universal Containers uses an ERP as system of record (SOR) for its product data, and Sales Cloud and Revenue Cloud for its sales data. The Product data must be synced with Salesforce so that sales representatives can add the products to their Opportunities and Quotes. As Products are deactivated within the ERP, they should no longer be available. Since Sales Cloud is the SOR for Opportunities and Revenue Cloud is the SOR for Quotes, the Solution Architect has been asked to come up with an archiving strategy that preserves Opportunity and Quote data related to these deactivated products m Salesforce for historical reference.

What should a Solution Architect recommend to manage the deactivation of the Products and archiving of the Saks data?

A. Delete the Product in Salesforce once it is deactivated in the ERP. Archive the Opportunity and Quote data m a third-party system and bring back into Salesforce as External Objects.

B. Remove the Product from active Opportunities and Quotes. Archive the Opportunity and Quote data in a third-parry system and bring back into Salesforce as External Objects.

C. Deactivate the Product m Salesforce once it is deactivated m the ERP. Archive the Opportunity and Quote data in a third-party system and bring back into Salesforce as External Objects.

D. Deactivate the Product in Salesforce once it is deactivated m the ERP. Mark the Opportunity and Quote data in Salesforce as inactive so they do not show up in reporting.

Correct Answer: C

QUESTION 6

A team at Universal Containers (UC) is currently working on an initial release of Service Cloud. However, UC\\'s management team is very enthusiastic about new features of the platform and wants to go to market with the new Service Cloud solution as soon as possible. The current objective of their initial Service Cloud release is mostly about managing their case workload and case assignment processes. A Solution Architect is called into a management meeting and asked when UC can go live with automated chatbots, Einstein case classification, and CRM Analytics for data insights.

How should a Solution Architect respond to the management team considering their request for these new capabilities\\'?

A. Agree with the management team to postpone the go-live and increase the scope to include the desired features.

B. Explain to the management team that these features are still evolving and that it is best to wait a few releases so that they are stable before starting to use them in production.

C. Explain the long-term vision and roadmap, and then propose a logical phasing in which the planned minimum viable product (MVP) is the first step on the journey that will eventually include the desired features.

D. Agree that the new features are crucial to the success of the initiative and swap parts of the current scope for the most innovative feature.

Correct Answer: D

QUESTION 7

A client is running a project with a 626 multi-cloud setup involving Marketing Cloud, Sales Cloud, Service Cloud, Experience Cloud, and Mu\\'eSoft. Currently, MuleSoft is primarily used to integrate with third-party systems. Marketing Cloud is connected to Sales/Service using the standard connector. A recent requirement-gathering session, involving all functional streams, brought up the question of where consolidated reporting mil happen. So far, reporting has only been looked at individually per stream.

There is a steering committee meeting 1 week from now. The Solution Architect was asked to provide different solutions to fix the problem. The expectation is that a high-level evaluation will be done prior the steering committee meeting so that an indication of options can be given and additional funding can be requested.

Which three critical steps should the Solution Architect take first?

Choose 3 answers

A. Ensure all data objects across the different clouds have a unique external identifier

B. Review the established and planned dataflows to understand where the systems of record sit and where data is transported to already.

C. Review the system landscape to identify other existing solutions for reporting and start to investigate high-level cost impacts (inel. licenses aspects) for the most viable.

D. Identify key drivers and high-level data scope behind the need for a consolidated reporting.

E. Draft a solution to show how consolidated reporting can be done using CRM Analytics.

Correct Answer: CDE

QUESTION 8

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 statues 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

QUESTION 9

Universal Containers (UC) is about to implement Sales Cloud, Service Cloud, and Revenue Cloud within its newly created Salesforce environment. But before UC begins, the CIO would like to understand the options for creating and migrating changes within Salesforce. UC is about to use a sandbox for the initial build and will deploy customisation up to the production environment. UC has decided to build packages of metadata to silo the functionality between the three clouds it is implementing for.

What are two key considerations a Solution Architect should keep in mind when recommending packaging?

Choose 2 answers

A. Design the package as modular, loosely coupled units of metadata rather than large chunks of an org.

B. Only utilize one functional automation tool (Flow, Workflow Rules, Process Builder) per object.

C. It is impossible to track source control with package development; either the org owns the source or a source control

does, but never both.

D. Clouds like Revenue Cloud have their own packages so it is easy to work with them because their automation is limited.

Correct Answer: AD

QUESTION 10

What should a Solution Architect do to ensure that all requirements for a multi-cloud implementation are captured during discovery sessions so that project stakeholders are aligned with the project team on deliverables?

A. Develop and present the business case to all project stakeholders before beginning the solution design and development phase.

B. Develop and present the project scope itemized within the requirements document to all project stakeholders before beginning the solution design and development phase.

C. Define and document the user journey map with project stakeholders to capture the customer interactions at all touchpoints.

D. Define and document the business value map with project stakeholders to capture the value provided by the implementation.

Correct Answer: B

QUESTION 11

Universal Containers (UC) is a global organisation that wants to establish a 628 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 \\'or 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 6r>a 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 in 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 requirement across the sales and other functional areas, then provide a recommendation based on information gathered

to deliver an MVP.

Correct Answer: C

QUESTION 12

Universal Containers (UC) has expanded rapidly in recent yean following a number of acquisitions. The new CMO wants to use all Leads from one of the acquired Salesforce orgs to luck-start a new targeted campaign in uC\\'s mam Salesforce org. The acquired company would like to keep its Lead data because it enriches the Lead before it comes into Salesforce via third-party marketing tool and supports its direct sales channel. Beyond the Lead use case, both Salesforce orgs will remain completely independent from one another.

Which integration approach should a Solution Architect recommend between the UC mam org (the target org) and the acquired org (the source org)?

A. Discuss a strategy that includes manually migrating all Leads from the source org to the target org every day using data loader.

B. Discuss a strategy between the source org and target org Sales teams on the criteria of Leads to migrate from the source org to the target org, and migrate Leads to the target org before the enrichment within the source org.

C. Discuss long-term strategies around deprecating the source org\\'s ability to collect and enrich Lead data, and start to direct all Leads to the target org and ignore the source org.

D. Discuss a strategy between the source org and target org Sales teams on the criteria of Leads to migrate from the source org to the target org, and migrate Leads to the target org after they are enriched in the source org.

Correct Answer: D

QUESTION 13

Universal Containers (UC) currently utilizes Sales Cloud and Experience Cloud for its customers. For the next phase in its digital transformation, UC would like to enable its vast dealer network with the kinds of tools its direct Sales teams are currently using. UC is considering Partner Communities (PRM) on Experience Cloud. UC\\'s concern at the moment is making sure that its dealer network only gets access to the opportunities they themselves bring to UC or that UC submits to the dealer to close. This is a concern for the VP of direct sales who has issues with bringing PRM in at all.

What is the initial suggestion a Solution Architect should provide to make Partner Communities work for UC?

A. Create two account lookups on the opportunity, one for dealer and one for partner company, and create sharing rules to share the records.

B. Create public groups of partner companies and users at dealers, and share the opportunities using sharing rules.

C. Utilize the external sharing model to differentiate the sharing models between Internal Sales users and External Communities users.

D. Utilize the same sharing model within the Partner Community that customers are currently using within the Customer Community.

Correct Answer: C

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QUESTION 14

Universal Containers (UC) is about to start a massive digital transformation project across multiple service channels. UC plans on using Service Cloud, Omni-Channel, chatbots, Knowledge, and Einstein AI throughout all the service capabilities. Before discovery can start, the key stakeholder would like to see the automated chat capabilities in action. They currently use a third-party Knowledge Base and are wondering what is the value of it over Salesforce Knowledge. They believe it will be chatbots but they are unsure.

What is one of the key benefits the Solution Architect should address within the context of the demo?

A. Demo how the chatbot can provide a response to a customer\'s request by bringing together content from Knowledge articles.

B. Demo how the chatbot can anticipate the responses of the customer before they make it, and generate Knowledge article responses based on what they have bought.

C. Demo how the chatbot can utilize Knowledge within it to deflect customer issues before a case is created.

D. Demo how a human being can have a real conversation with an Einstein AI-driven chatbot.

Correct Answer: C

QUESTION 15

At Custom Cabinets LLC, the service appointments often span over multiple days bot are 2 to 4 hours in duration per day. The company would like to optimize the service resource\'s day and have them see as many customers as possible. Additionally, Custom Cabinets LLC would like a customer service representative to follow up with the customer once the field work has been completed.

Which approach should the Solution Architect take to meet these requirements?

A. Leverage declarative automata to done Service Appointments for multiple days. Like declarative automation to send a follow-up email to the customer.

B. Leverage out-of-the-box Salesforce Field Service Work Types and out-of-the-box Multiday Service Appointments. Use declarative automation to create a follow-up Case for customer service.

C. Leverage out-of-the-box Salesforce Field Service Multiday Service Appointments. Use declarative automation to send a follow-up email to the customer.

D. Leverage out-of-the-box Salesforce Field Service Work Types and declarative automation to clone Service Appointments for multiple days. Use declarative automation to create a follow-up Case for customer service.

Correct Answer: C

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