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# Question 1

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## Question Type: MultipleChoice

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Universal Containers (UC) is looking to implement a CPQ + B2B Commerce multi-cloud solution and use the CPQ B2B Commerce Connector to keep the two in sync. As part of this implementation, UC is looking to be able to have a streamlined product and pricing experience. As UC would like to sell product kits with tiered pricing through the self-service storefront, it would like to ensure this model can be supported effectively.

Which two considerations should a Solution Architect keep in mind for the implementation?

Choose 2 answers

### Options:

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- A-** for supporting kits in the B2B Commerce Storefront, they need to create equivalent bundle products on the CPQ side.
- B-** For the described multi-cloud solution, it is a best practice to set the CPQ precision to two decimal points.
- C-** On the CPQ 826 Commerce Connector, the default mapping of tiered pricing in 826 Commerce is to Discount Schedules in CPQ.
- D-** It is important to ensure the Price Rules run for Quotes initiated via 628 Commerce Storefront to maintain consistency in business rules being applied.

### Answer:

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A, C

### **Explanation:**

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The CPQ B2B Commerce Cloud Connector is an unmanaged package from Salesforce Labs that allows B2B Commerce and CPQ customers to configure or customize functionality<sup>12</sup>. It syncs products, pricing, quote requests, and orders in both clouds<sup>12</sup>.

For supporting kits in the B2B Commerce Storefront, they need to create equivalent bundle products on the CPQ side<sup>3</sup>. A kit is a product that contains other products as components<sup>3</sup>. A bundle is a product that has one or more options that can be added or removed by a user<sup>4</sup>. The connector maps kits to bundles using a custom field called Kit ID on both objects<sup>3</sup>.

On the CPQ 826 Commerce Connector, the default mapping of tiered pricing in 826 Commerce is to Discount Schedules in CPQ<sup>5</sup>. Tiered pricing lets you set different prices for different quantities of a product<sup>5</sup>. Discount schedules let you apply discounts based on quantity or amount ranges for a product. The connector maps tiered prices to discount schedules using a custom field called Tiered Price ID on both objects<sup>5</sup>.

## **Question 2**

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**Question Type:** MultipleChoice

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Northern Trail Outfitters (NTO) is running a multi-cloud Salesforce implementation with lots of process integration between the clouds and other systems. During the project, NTO faces many challenges including a lack of agility and business value alignment, as well as silo-thinking. After trying different approaches, NTO begins to use Agile and is successful. The project manager now wonders what the

recommended operating model would look like.

What should be a Solution Architect's first recommendation?

### Options:

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- A- NTO should set up an Operations team within IT to ensure proper management of the integrations going forward.
- B- NTO should set up a model of continuous backlog with teams aligned to the different clouds to drive efficiency and team collaboration.
- C- NTO should set up a model of continuous backlog with teams aligned to the different products (capabilities) to improve efficiency.
- D- NTO should establish a Scaled Agile Center of Excellence to continuously improve agility and time to market.

### Answer:

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D

### Explanation:

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A Scaled Agile Center of Excellence (LACE) is a small team of people dedicated to implementing the SAFe Lean-Agile way of working<sup>1</sup>. A LACE can be used to gather information, lead change, share best practices, and keep people on the same page as the organization moves forward<sup>2</sup>. A LACE is a cornerstone of successful transformations because it encourages continuity and manages expectations<sup>3</sup>.

By establishing a LACE, NTO can leverage the benefits of agile at scale, such as faster delivery, higher quality, lower costs, and happier customers<sup>31</sup>. A LACE can also help NTO overcome the challenges of silo-thinking and lack of alignment by fostering collaboration and

communication across different teams and systems21.

## Question 3

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**Question Type:** MultipleChoice

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Universal Containers (UC) has gone through the design phase of its large initiative involving multiple Salesforce clouds and is about to go into the build phase. The CIO would prefer to create an internal Center of Excellence (CoE) to implement the solution versus make a third-party organisation responsible for the entire build given that they have the talent internally to support the initiative.

Which two recommendations should a Solution Architect make toward creating a CoC?

Choose 2 answers

### Options:

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- A-** All development decisions will be made by internal resources.
- B-** Documentation around the solution will not be a concern.
- C-** Knowledge of the solution will stay within the organization.

**D-** It will be much more cost effective to create a CoE.

**Answer:**

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A, C

**Explanation:**

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A Salesforce Center of Excellence (COE) is a centralized division within your company that oversees and manages all aspects of the Salesforce instance, including projects, maintenance, and support<sup>12</sup>. A COE acts as a central governing body for the entire organization and funnels all decision making and product ownership through a single group<sup>2</sup>. By creating a COE, you can ensure that all development decisions will be made by internal resources who have direct relationships with stakeholders throughout the company<sup>12</sup>.

Another benefit of creating a COE is that knowledge of the solution will stay within the organization<sup>3</sup>. A COE provides leadership, best practices, research, support and training for Salesforce<sup>3</sup>. By having an internal team that is responsible for implementing and maintaining the solution, you can avoid relying on external vendors or consultants who may not have your best interests at heart or who may leave after the project is done<sup>4</sup>.

## Question 4

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**Question Type:** MultipleChoice

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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\*

### Options:

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- A- SOR for Opportunities and System of Intelligence for Orders
- B- System of record (SOP.) 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

### Answer:

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C

### Explanation:

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A system of record (SOR) is a source of truth for a specific type of data that needs to be accurate and consistent across different systems<sup>1</sup>. A system of engagement (SOE) is a platform that enables interactions and communications with customers and other stakeholders<sup>1</sup>.

Salesforce is a system of engagement for opportunities because it allows sales reps to create, track, and manage sales deals with customers<sup>2,3</sup>. Salesforce is also a system of record for orders because it stores order data that can be synced with other systems like ERP<sup>3</sup>.

## Question 5

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**Question Type: MultipleChoice**

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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?



## Options:

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- 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 B28 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.

## Answer:

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B

## Explanation:

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[https://developer.salesforce.com/docs/atlas.en-us.b2b\\_commerce\\_dev\\_guide.meta/b2b\\_commerce\\_dev\\_guide/ccrz\\_ccApiCart\\_addTo.htm](https://developer.salesforce.com/docs/atlas.en-us.b2b_commerce_dev_guide.meta/b2b_commerce_dev_guide/ccrz_ccApiCart_addTo.htm)

[https://help.salesforce.com/s/articleView?id=sf.cpq\\_bundle\\_products.htm&language=en\\_US&type=5](https://help.salesforce.com/s/articleView?id=sf.cpq_bundle_products.htm&language=en_US&type=5)

B2B Commerce allows you to create aggregated products or dynamic kits that let customers select from various product variants<sup>1</sup>. CPQ enables you to create quotes for complex products and pricing scenarios<sup>2</sup>. The CPQ B2B Commerce Cloud Connector can sync products, pricing, quote requests, and orders between both clouds<sup>3</sup>. Field Service Maintenance Plans allow you to schedule recurring

service appointments for your customers' assets4.

## Question 6

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**Question Type:** MultipleChoice

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Universal Containers (UC) is 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?

### Options:

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- A- Apex Callouts, User Permissions Sets
- B- Third-party ETL, Profiles
- C- Salesforce Connect, User Profiles
- D- Salesforce Connect, User Permission Sets

## Answer:

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D

## Explanation:

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Salesforce Connect allows you to integrate external data sources with Salesforce and access them in real time without storing them in Salesforce1. User Permission Sets let you grant access to various tools and functions to users without changing their profiles12. You can assign permission sets to users with different licenses and revoke them when needed3.

## Question 7

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### Question Type: MultipleChoice

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Recently, Universal Containers (UC) successfully launched a multi-cloud 62B 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

## **Options:**

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- 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.

## **Answer:**

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A, B

## **Explanation:**

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The two reasons why a Solution Architect should recommend uniting the Sales Cloud and Service Cloud Process Builder processes into a single Process Builder process are: (A) Moving them into a single Process Builder process helps to reduce the number of queries and avoid hitting limits on the Account object; and (B) Moving them into a single Process Builder process provides control over the order of the updates and actions triggered on the Account object. By having them all in a single Process Builder process, UC can better manage the order in which updates and actions are triggered on the account object, ensuring that the most important updates and actions are performed first. Additionally, combining multiple Process Builder processes into one reduces the number of queries that need to be performed, helping to avoid hitting limits on the Account object.



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