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# Question 1

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## Question Type: MultipleChoice

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Universal Containers uses an ERP as system of record (SOR) for its product data, and Sales Cloud and Revenue Cloud for its sales data.

a. 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an archiving strategy that preserves Opportunity and Quote data related to these deactivated products in Salesforce for historical reference.

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

### Options:

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

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

## Answer:

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D

## Explanation:

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This way, you can preserve the historical data of your sales transactions related to the deactivated products without deleting them from Salesforce. You can also avoid syncing issues between your ERP and Salesforce by keeping the product status consistent<sup>1</sup>.

Deactivating a product in Salesforce means that it cannot be added to new opportunities or quotes, but it remains visible on existing ones<sup>1</sup>. You can also deactivate all related prices for that product at the same time by enabling a setting in Product Settings<sup>1</sup>. To mark an opportunity or quote as inactive, you can use a custom field or a workflow rule that changes its status based on certain criteria<sup>3</sup>.

[https://help.salesforce.com/s/articleView?id=customize\\_product.htm&language=en\\_US&type=0](https://help.salesforce.com/s/articleView?id=customize_product.htm&language=en_US&type=0)

## Question 2

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**Question Type:** MultipleChoice

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The business model of Universal Containers (UC) puts a strong emphasis on indirect sales and service processes. UC's customers are primarily distributors, resellers, and service providers who either sell or service products independently, or collaborate with UC on joint

opportunities and cases. In the past, collaboration was primarily driven through email but UC wants to bring both service and sales collaboration onto one consolidated platform.

Which solution should a Solution Architect recommend to create better collaboration and visibility for UC employees, resellers, and service partners?

### Options:

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- A- Grant access to resellers and partners by providing Sales Cloud licenses and Service Cloud licenses.
- B- Grant access to resellers and partners by providing Partner Community licenses.
- C- Grant access to resellers and partners by providing Customer Community licenses.
- D- Grant access to resellers and partners by providing Customer Community Plus licenses.

### Answer:

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B

### Explanation:

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This type of license allows external users to access standard Salesforce objects such as accounts, contacts, leads, opportunities, and cases. It also enables them to collaborate with UC employees and other partners on joint sales and service processes<sup>34</sup>.

## Question 3

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### Question Type: MultipleChoice

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A Solution Architect that been hired to consult Ace Computers with its integration solution. Ace Computers has a combination of four on-premise and cloud systems with data that need to be integrated to Salesforce. Ace Computers expects to have large data volumes and wants to minimize impact on end-user operations during business hours.

Which integration solution should the Solution Architect recommend for the company's business needs?

#### Options:

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- A- Salesforce Data Loader
- B- MuleSoft Anypoint Platform
- C- MuleSoft Composer
- D- Platform Events

#### Answer:

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B

#### Explanation:

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The Solution Architect should recommend MuleSoft Anypoint Platform for Ace Computers' integration solution. MuleSoft Anypoint Platform is a powerful integration platform that can connect to a wide range of systems, including on-premise and cloud systems. It has advanced capabilities for data mapping, transformation, and routing, as well as support for large data volumes and real-time integration. MuleSoft Anypoint Platform also has features for minimizing the impact on end-user operations, such as batch processing and advanced scheduling. Salesforce Data Loader is a tool for importing and exporting data to and from Salesforce and is not suitable for integrating multiple systems. MuleSoft Composer is a lightweight integration solution that is designed for simple integrations and may not be suitable for Ace Computers' complex integration needs. Platform Events are a feature in Salesforce that allow for real-time communication between applications within Salesforce but may not be suitable for Ace Computers' integration needs.

## Question 4

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**Question Type:** MultipleChoice

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Universal Containers (UC) is at the end of its first and only design phase. UC decided to go ahead and build against the entire future design that was developed and agreed upon by its internal stakeholders and Center of Excellence. But a concern by the executive team is how UC can de-risk itself and stay within budget during the build while still hitting the objectives that were defined in the design phase.

Which recommendation should the Solution Architect make to alleviate the executive team's concerns during the build?

**Options:**

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- A-** Help the executive team develop a governance framework; and team to focus on those concerns throughout the build and track the budget.
- B-** Promise the executive team that the project manager will always give comprehensive budget numbers every week and they will never overrun on budget.
- C-** Help the executive team understand that they created their entire complete vision of the solution already and there is no chance anything new will come up during the build.
- D-** Assure the executive team that the current project is at a fixed scope and there will not be any overrun on budget.

**Answer:**

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A

**Explanation:**

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This answer suggests that a governance framework can help ensure alignment between business requirements and solution design, as well as monitor and control costs during the build phase2. However, this is not an official answer from Salesforce, so you might want to verify it with other sources or experts.

## Question 5

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**Question Type:** MultipleChoice

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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

### Options:

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- 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.

### Answer:

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A, B

### Explanation:

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Packaging is a way of organizing and distributing your customizations and applications on the Salesforce platform<sup>1</sup>.Packaging can help you manage changes across different environments, such as sandboxes and production<sup>2</sup>.

Designing the package as modular, loosely coupled units of metadata rather than large chunks of an org is a best practice for packaging<sup>3</sup>.This can help you avoid dependencies and conflicts between different packages and clouds<sup>3</sup>.It can also make your package easier to maintain and upgrade<sup>3</sup>.

Only utilizing one functional automation tool (Flow, Workflow Rules, Process Builder) per object is another best practice for packaging<sup>4</sup>.This can help you avoid performance issues and unexpected behaviors caused by multiple tools triggering on the same object<sup>4</sup>.It can also make your package easier to debug and test<sup>4</sup>.

## Question 6

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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.

## Question 7

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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>3</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 systems<sup>2</sup>.

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