Question 1

Question Type: MultipleChoice

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?

Options:

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 lineitems 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.

Answer:

C

Explanation:

This solution can help AC Computers easily launch rebate programs for partners that an administrator can implement and manage in Salesforce.Rebate Management is a new module that integrates out-of-the-box into any Salesforce product and gives all employees and channel partners visibility into rebate programs2.It also automates, scales and leverages AI-driven insights for better and faster decisions1.Rebate Management can be exposed in the Experience Cloud site using custom components or standard objects4.

https://www.salesforce.com/products/manufacturing-cloud/rebate-management/

Salesforce Rebate Management is a managed package that enables companies to create, manage, and track rebates in Salesforce. With this solution, administrators can easily set up and manage rebate programs, track accruals and actuals, and generate detailed reports. Exposing the data in the Experience Cloud site will allow partners to view and track their rebate status, further enhancing the rebate management process.

Question 2

Question Type: MultipleChoice

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 tomitigate concerns about custom processes on any single object?

Options:

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 Builderso 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.

Answer:

D

Explanation:

Migrate automations from Process Builder to flows triggered by record updates, organizing operations in separate flows for the 'Before Save' and 'After Save' contexts. This approach will allow UC to keep their current customizations on the Opportunity object, while allowing for greatercontrol and flexibility when customizing the solution in the future. Additionally, this approach will allow UC to better orchestrate the automations and ensure that operations are being run in the right order and context.

https://www.salesforce.com/products/cpq/overview/

Question 3

Question Type: MultipleChoice

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 havevisibility 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?

Options:

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 OrderItem data.

D- Give Sales Cloud license to the Field Service team to view Order and Order Item data.

Answer:

A

Explanation:

To enable Field Service teams at Universal Containers to access sales order details from B2B Commerce Cloud, creating a permission set that grants access to relevant objects like Order and Order Item is an effective solution. This approach ensures that Field Service users have the necessary permissions to view order information, enhancing their ability to address customer inquiries in the field. Permission sets offer a flexible and granular way to manage access rights, allowing for customization according to specific user roles and requirements without altering the base profiles. This method aligns with Salesforce's best practices for access management, ensuring data security while providing users with the information they need to perform their roles effectively.

Question 4

Question Type: MultipleChoice

What should a Solution Architect do to ensure that all requirements for a multi-cloud

implementation are captured during discovery sessions so that projectstakeholders are aligned with the project team on deliverables?

Options:

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.

Answer:

B

Explanation:

Ensuring alignment between project stakeholders and the project team is critical for the success of a multi-cloud implementation. By developing and presenting a detailed project scope, outlined in the requirements document, a Solution Architect can clarify expectations and deliverables, fostering a shared understanding of project goals, timelines, and success criteria. This approach helps in managing stakeholder expectations and ensures that all requirements are captured and agreed upon before moving forward with solution design and development. This practice aligns with Salesforce's recommendations for effective project management and stakeholder engagement, ensuring that all parties are aligned and committed to the project's objectives and outcomes.

Question 5

Question Type: MultipleChoice

Universal Containers (UC) u about to develop a new call center solution utilizing Salesforce productsincluding 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:

A- Apex Callouts, User Permissions Sets

B- Third-party ETL, Profiles

C- Salesforce Connect, User Profiles

D- Salesforce Connect, User Permission Sets

Answer:

D

Explanation:

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 6

Question Type: MultipleChoice

Universal Containers (UC) is an international company with activities m Europe and the U.S. UC has two separate Salesforce orgs, one for each region. Quotes are built m different legacy systems, depending on their country. Orders are processed centrally by theback-office team with an ERP. Customer information is saved m both legacy systems and the ERP. The analyst team complains about the inconsistency of customer data between different systems and the lack of connection between a single piece of customer dataacross all of the systems.

Which approach would make it possible to set up this single source of truth and ensure scalability for orders?

Options:

A- Use MuleSoft Anypoint Platform as the single point of data orchestration across the different systems and Salesforce environments.

B- Map all of the points of data with a different ETl tool for each Salesforce environment and drive synchronisation from Salesforce to the other systems.

C- Use each Salesforce org as its own system of record (SOP.) and use Salesforce Connect to synchronise the two Salesforce orgs.

D- Map all of the points of data within a custom data manager and drive synchronization between

the different systems with a point-to-point approach.

Answer:

A

Explanation:

According to1, a single source of truth (SSOT) is the practice of aggregating the data from many systems within an organization to a single location. A SSOT is not a system, tool, or strategy, but rather a state of being for a company's data in that it can all be found via a single reference point.

According to2,3and4, Salesforce has introduced the Customer360 Truth Platform, which includes MuleSoft. This is a new set of data and identity services that enable companies to build a single source of truth across all of their customer relationships. This connects data from all Salesforce clouds to create a single view of the customer.

MuleSoft Anypoint Platform is an integration platform that allows companies to connect any application, data source or device using APIs. MuleSoft enables companies to leverage their existing systems and data sources without havingto replace them or create custom integrations.

Question 7

Question Type: MultipleChoice

Universal Containers (UC) is starting to go through an inventory of capabilities in regard to its many data warehouses. UC's data warehouses are currently being provided with data from OMS, ERP, Accounting, and other inventory management systems. Data warehouses are utilized by those systems for storage or analytics purposes.

UC plans to utilize the Systems of Engagement framework to classify its systems based on how they will be utilized within the enterprise architecture. UC would like to understand which systems it should directly integrate with versus utilizing the data warehouses where that data may also be stored.

How should a Solution Architect classify the data warehouses as systems within the enterprise architecture of this scenario?

Options:

A- System of Reference

B- System of Engagement
C- System of Intelligence
D- System of Record

Answer:

D

Explanation:

In an enterprise architecture, data warehouses typically serve as a System of Record (SoR). They contain the authoritative data source for a given piece of information and are used for storage and analytics purposes. The Systems of Engagement (SoE) framework would classify the data warehouses as SoR because they maintain the official copy of the data being used by various systems. This classification aids in deciding on integration strategies and data flow within the enterprise architecture.

Question 8

Question Type: MultipleChoice

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 Cloudfor customer outreach. UC wants to create fluidity between the entire application landscape, and an integration between systems is required.

The applicationisexpected 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?

Options:

A- In the ERP Order Object
B- Salesforce Custom Object
C- Salesforce Order Object
D- B2B Commerce Order Object

Answer:

A

Explanation:

For Universal Containers (UC), maintaining the system of record (SOR) for all orders in the ERP Order Object is the most strategic approach, especially given the ERP's role in fulfillment and invoicing. This ensures that the ERP remains the authoritative source for order data, providing a single point of truth for financial transactions and order management. Integrating Salesforce clouds with the ERP allows for seamless data flow and operational efficiency, supporting UC's digital transformation goals while leveraging the ERP's robust capabilities for order processing and financial management.

Question 9

Question Type: MultipleChoice

Universal Containers (UC) sells automotive spare parts through a large network of partner retail outlets. UC's business model relies on partners (retail outlets) reaching out to UC to get access to its product catalog, selecting the product(s) they require, and then making bulk purchases. The partners occasionally reach out to UC sales representatives for advice or clarifications regarding particular SKUs on an opportunity on which they are co-sellers.

UC wants to offer discounts to partners who make large purchases. Further, UC wants to provide its partners with reports detailing their sales, including reports that summarize sales by partner, to help UC classify its partners accordingly.

Which solution should a Solution Architect recommend to meet UC's requirements?

Options:

A- Sales Cloud, B2B Commerce, and Partner Relationship Management
B- Sales Cloud, B2B Commerce, and Customer Community
C- Sales Cloud, Service Cloud, and Partner Relationship Management
D- Sales Cloud, Partner Relationship Management, and Einstein

Answer:

A

Explanation:

Sales Cloud provides the CRM capabilities needed to track opportunities and sales processes, B2B Commerce provides the platform for partners to make bulk purchases, and Partner Relationship Management (PRM) enables the management of partner relationships, including offering discounts for large purchases and providing reports to partners. This integrated solution meets all of UC's requirements for sales, bulk purchasing, and partner management. Salesforce documentation supports the use of PRM alongside Sales Cloud and B2B Commerce for managing complex partner relationships and sales processes.

Question 10

Question Type: MultipleChoice

Northern Trail Health has clients that have more than 10,000 employees. The company's Customer Service team handles requests from its client's employees directly and tracks various rebate programs per employee. Private information should not be shared with the Sales team and they should only see contacts that are relevant to the sales process.

Assuming that Sales and Service teamsshare certain contacts, in which two ways should a Solution Architect ensure optimal performance?

Choose 2 answers

Options:

A- Use profiles and/or permission sets to give View All access to Customer Service on the Contact object.

B- Set the Contact object to PublicRead Only so that the sharing rules do not bog down performance for sharing.

C- Assign all contacts to Sales team members to ensure sharing is streamlined and hide private fields from them.

D- For each Account, assign Sales Contacts to the Sales team andall the rest to a Customer Service representative assigned to the Account.

Answer:

A, D

Explanation:

For optimal performance and data access control, the Solution Architect should:

A) Use profiles and/or permission sets to give View All access to Customer Service on the Contact object. This allows Customer Service to access the necessary contact information while maintaining the principle of least privilege.

D) For each Account, assign Sales Contacts to the Sales team and all the rest to a Customer Service representative assigned to the Account. This approach ensures that each team has access to the relevant contacts while keeping private information secure and maintaining system performance by minimizing complex sharing rules.

Salesforce's documentation on sharing and visibility best practices recommends such strategies to manage access to records efficiently and securely.

https://trailhead.salesforce.com/en/credentials/sharingandvisibilityarchitect

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