



# Free Questions for B2B-Solution-Architect

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## Question 1

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Question Type: MultipleChoice

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Universal Containers has recently provided its call center team the ability to troubleshoot issues coming from its B2B Commerce customers. Currently, the team utilises Service Cloud and, specifically, the Service Console. The CIO's concern is now different the experience will be as it relates to B2B Commerce for Visualforce versus what the team sees today within the Service Console.

Which recommendation should the Solution Architect voice to the CIO to ensure higher adoption by the call center team?

### Options:

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- A- Implement an embedded web view of B2B Commerce within the Service Console.
- B- Implement the CSR flow so that call center agents can log in as the buyer within B2B Commerce and see their cart.
- C- Provide access to B2B Commerce data within the Service Console so they can see the cart.
- D- Implement Experience Cloud login as user so that call center agents can log in as the buyer within B2B Commerce and see their cart.

### Answer:

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C

### Explanation:

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To ensure high adoption by the call center team and maintain consistency in their experience, providing direct access to B2B Commerce data, such as customer carts, within the Service Console is essential. This approach allows agents to view relevant B2B Commerce information seamlessly within their familiar Service Console environment, enabling efficient issue resolution and enhancing customer support. This solution leverages the integrated capabilities of Salesforce to unify customer data across platforms, aligning with best practices for a cohesive user experience and efficient service delivery.

## Question 2

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Question Type: MultipleChoice

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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?

Options:

- A- Salesforce B2B Commerce
- B- Salesforce CPQ
- C- Salesforce Sales Cloud
- D- Third-party data warehouse

Answer:

C

Explanation:

Salesforce Sales Cloud is the system of record for the sales process because it contains information about opportunities and opportunity products, which are used for forecasting and reporting. It also integrates with other clouds such as B2B Commerce and CPQ to support the cart-to-quote process.

[https://help.salesforce.com/s/articleView?id=icx\\_b2c\\_crosscloudengagement\\_systems\\_of\\_record.htm&language=en\\_US&type=5](https://help.salesforce.com/s/articleView?id=icx_b2c_crosscloudengagement_systems_of_record.htm&language=en_US&type=5)

In the described sales process, Salesforce Sales Cloud serves as the system of record. This is because the overall pipeline, including opportunities and opportunity products, which are central to forecasting and sales management, is managed within Sales Cloud. While CPQ and B2B Commerce play crucial roles in quoting and online purchasing respectively, and the ERP system houses product and primary pricing information, it is Sales Cloud that integrates these elements to provide a comprehensive view of the sales pipeline and performance. This alignment with sales processes makes Sales Cloud the authoritative source for sales-related data and activities, aligning with Salesforce's best practices for sales management and forecasting.

## Question 3

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Question Type: MultipleChoice

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Universal Containers (UC) is adding to its existing Salesforce implementation and currently uses Sales 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 in 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 in a potential solution?

### Options:

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- A- Lightning Web Components Calendar Module
- B- Appointment-Assistant Self Service Scheduling
- C- Salesforce Scheduler
- D- Standard Salesforce Asset Calendar

### Answer:

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B

### Explanation:

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Appointment Assistant lets Field Service customers book, confirm, reschedule, or cancel their upcoming appointments. For Self-Service Scheduling, you only need one license per org assigned to one user. You can also customize the look and feel of your self-service scheduling pages and embed them into your Experience Cloud site.

## Question 4

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Question Type: MultipleChoice

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Universal Containers (UC) is evaluating Salesforce for a Lead to Invoice solution, as its current process for getting payments from customers is incredibly laborious. UC knows now its current invoice process runs through its back-office ERP, and is unsure how it would work within a front-office tool going from a lead all the way to an invoice. UC is looking to purchase Revenue Cloud,

Sales Cloud, Marketing Cloud Account engagement, and MuleSoft to work with its CRP. The CIO also wants to make sure UC is utilizing the data across these clouds in the most automated way possible without a lot of manual data intervention as is required today within its back-office CRP

What should the steps in the business process look like when creating a multi-cloud Lead to Invoice solution in Salesforce if UC's CRP will be the system of record for invoices?

### Options:

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- A- Lead, Opportunity, Quote, Order, Invoice, Payment, ERP
- B- Lead, Opportunity, Quote, Order, ERP
- C- Opportunity, Quote, Invoice, Payment, CRP
- D- Lead, Quote, Opportunity, Order, Invoice, ERP, Payment

### Answer:

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B

### Explanation:

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This option would follow the lead-to-invoice process that Salesforce Billing supports<sup>2</sup>, which involves creating an invoice from an order and then sending it to the ERP system for payment processing. This option would also leverage Revenue Cloud and Sales Cloud features such as CPQ and Billing to automate and streamline the quoting and invoicing process.

Since UC's CRP will be the system of record for invoices, the order information will need to be passed to the back-office ERP for invoice creation and processing. Therefore, the business process should include Lead, Opportunity, Quote, Order, and then directly into the back-office ERP system. Payment processing can be handled within the back-office system or potentially integrated back into Salesforce with appropriate consideration for data security and compliance.

## Question 5

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**Question Type:** MultipleChoice

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Universal Containers (UC) is currently utilizing Sales Cloud and Revenue Cloud for its direct Sales team. UC would like to create an indirect Sales team with its vendors using Experience Cloud as the front end with the same kind of quoting functionality the direct Sales team uses within Revenue Cloud. However, UC wants to ensure that data from the internal direct Sales team is not visible to the external indirect Sales team in Experience Cloud.

What is the first configuration a Solution Architect should consider when implementing

Experience Cloud in this scenario?

### Options:

- A- Make internal organization-wide defaults Public Read Only to create external visibility.
- B- Enable External Sharing Model to create external organization-wide defaults.
- C- Start creating Sharing Sets for Experience Cloud users to access Sales Cloud.
- D- Add Indirect Sales Team to existing Direct Sales Team Role Hierarchy.

### Answer:

B

### Explanation:

Enable External Sharing Model to create external organization-wide defaults. This allows you to set different sharing settings for internal and external users based on profiles or roles. You can also use criteria-based sharing rules to grant access to records based on field values<sup>1</sup>.

<https://architect.salesforce.com/diagrams/template-gallery/automotive-dealer-solution-architecture>

## Question 6

Question Type: MultipleChoice

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:

- 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 systems<sup>21</sup>.

## Question 7

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Question Type: MultipleChoice

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A Solution Architect is working with a complex enterprise architecture that supports multiple business processes. Many previous transformation projects have struggled because of the interdependencies between the Salesforce production environment and other systems, as well as a lack of documentation.

In which two ways can a Solution Architect gain a better understanding of the current state of the Salesforce production environment?

Choose 2 answers

Options:

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- A- Speak to the business stakeholders to gather their suggestions for improvement.
- B- Identify which system integrator did the previous implementation and ask them to document their work.
- C- Examine the details of the current configuration to see how it is set up.

D- Work with the system administrator to identify who has the most knowledge of the current configuration.

Answer:

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C, D

Explanation:

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Examine the details of the current configuration to see how it is set up<sup>2</sup>. This way, you can get a clear picture of what features and functionalities are being used, how they are configured, and how they support the business processes. You can also identify any technical debt, customizations, or integrations that may impact performance or scalability.

Work with the system administrator to identify who has the most knowledge of the current configuration<sup>2</sup>. This way, you can leverage their expertise and experience to understand how the system works and why it was designed that way. You can also get their feedback on any issues or challenges they face with maintaining or updating the system.

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