Question 1

GG3 has gone live with a B2B multi-cloud solution and plans to add more functionality over time. The company has a team of system administrators who each focus on a specific cloud and area of functionality. GG3 has decided to use an Org-Based deployment approach. It wants to protect the investment made and set the team up for success in the future.

What should a Solution Architect recommend as a best practice to put checks in place for decisions on changes moving forward?

Options:

A- Engage Salesforce services to manage all governance and represent as the Steering Committee.

B- Budget for a Governance and Monitoring structure that includes a communications plan and project methodology for the following year.

C- Set up a Governance and Monitoring structure that includes a Steering Committee, a Center of Excellence, and a Data governance council.

D- Engage a third-party company to manage all governance and represent as the Steering Committee.

Answer:

D

Question 2

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?

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

Question 3

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?

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 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.

Answer:

B

Question 4

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?

Options:

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.

Answer:

A

Question 5

Universal Containers recently began a project to connect its ERP with Salesforce. One of the requirements is a daily batch process to create and update orders and order product information. The development team, using the corporate ETL tool, has created two processes to create these records using Bulk API. The test in the development environment worked fine, but in the production environment, some order product records were not updated and showed an error "UNABLE_TO_LOCK_ROW:unable to obtain exclusive access to this record". There is one Process Builder on the Order Product object and no async process.

Which two steps should a Solution Architect recommend to avoid this error?

Choose 2 answers

Options:

A- Use the import wizard instead of Bulk API.

B- Sort the order product records by account and order before the Bulk API load.

C- Change the Bulk API call to use Bulk API 2.0.

D- Add a retry process for the records rejected by this error.

Answer:

A, D

Question 6

Universal Containers recently began a project to connect its ERP with Salesforce. One of the requirements is a daily batch process to create and update orders and order product information. The development team, using the corporate ETL tool, has created two processes to create these records using Bulk API. The test in the development environment worked fine, but in the production environment, some order product records were not updated and showed an error "UNABLE_TO_LOCK_ROW:unable to obtain exclusive access to this record". There is one Process Builder on the Order Product object and no async process.

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C- Change the Bulk API call to use Bulk API 2.0.

D- Add a retry process for the records rejected by this error.

Answer:

A, D

Question 7

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.

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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.

Answer:

A