Question 1

Fabulous Flowing has been using Salesforce for 10 years and is starting to notice performance issues. The company anticipates continued growth of 15% each year. It frequently refers to data that is within the past 12 months. Currently, there are 600,000 Cases. Fabulous Flooring realizes it needs to archive some of the data, however, would like it to remain m Salesforce. The leadership team meets for an in-depth strategy and planning session every 3 years and will need reporting on the archived dat

a. The Solution Architect has recommended the use of Big Objects.

What are two considerations the Solution Architect should discuss with Fabulous Flooring?

Choose 2 answers

Options:

A- Picklist fields will need to be marked as required for indexing in the Big Object

B- The company will need to use Async SOQL to pull the data into a subject based on specific criteria, and build reports and dashboards for the strategy and planning session.

C- Picklist fields will need to be loaded as Text fields into the big Object.

D- The company will need to build reports and dashboards for the strategy and planning session based on specific criteria from the dg Object.

Answer:

B, C

Explanation:

https://developer.salesforce.com/docs/atlas.en-us.222.0.object_reference.meta/api/big_object.htm

Big objects are a way to store and manage massive amounts of data on the Salesforce platform12.

Big objects support custom Salesforce Lightning and Visualforce components rather than standard UI elements3.

Big objects do not support picklist fields, so they need to be loaded as text fields into the big object2.

Big objects do not support standard SOQL queries, so they need to use Async SOQL to query data from them2.

Question 2

Universal Containers (UC) u selling containers globally via distributors and is experiencing significant double-digit growth year-over-year. UC uses a centralized ERP system that holds the financial information of the distributors. The ERP system is siloed but offers

connectivity via APIs. The account managers need to reference the financial information stored in the ERP while approving an order of a distributor inside Salesforce. The financial information of a distributor may change ad-hoc during the day in the ERP system and account managers need the latest data in front of them.

What should a Solution Architect recommend while designing an integrated, scalable solution to meet UC's needs?

Options:

A- Use Change Data Capture to update the changes on the financial information inside Salesforce m near-real time.

B- Use the scheduled data loader to extract the financial information every night from the ERP and save it inside Salesforce.

C- Retrieve the financial information on-demand from the ERP via API and display the information as read-only using a lightning component.

D- Schedule a MuleSoft batch job to retrieve financial information from the ERP every night and store it inside Salesforce for quick access.

Answer:

C

Explanation:

Salesforce integration patterns are strategies for common integration scenarios between Salesforce and other systems1.

The five most common Salesforce integration patterns are: Migration, Broadcast, Aggregation, Bi-directional synchronization, Correlation23.

The financial information of a distributor is an example of data virtualization, which is a type of correlation pattern4.

Data virtualization involves retrieving data on-demand from a remote system via API and displaying it as read-only using a lightning component4.

Question 3

Question Type: MultipleChoice

Northern Trail Outfitters (NTO) currently use Sales Cloud to track deals and now wants to use channel sales to distribute and tell products through resellers (partners). As part of the channel strategy. NTO will be implementing a Partner Community for resellers to register deals or generate quotes. NTO needs to establish metrics to measure each reseller's performance based on the reseller's activities within the Partner Community. NTO wants to focus on leading metrics as opposed to lagging metrics to get early feedback on how the portal is being used by partners.

Which three leading metrics should a Solution Architect recommend to help NTO measure each reseller's goals through the Partner Community?

Choose 3 answers

Options:

A- Product types sold

B- Opportunities generated

C- Number of quotes generated

D- Logins into Partner Community

E- Opportunity win rates

Answer:

B, C, D

Explanation:

The best three leading metrics to help NTO measure each reseller's goals through the Partner Community are logins into Partner Community, number of quotes generated, and opportunities generated. These metrics will give NTO early feedback on how the portal is being used by their partners and will provide insight into their success in using the Partner Community. Product types sold and opportunity win rates are lagging metrics and may not provide timely feedback on the success of the Partner Community.

Leading metrics are indicators that show what's happening and can have real-time impact on your bottom line12.

Lagging metrics are indicators that show the outcome of what happened in a previous time period12.

Leading metrics are useful for predicting future performance and making adjustments, while lagging metrics are useful for evaluating past performance and setting goals34.

Question 4

Universal Containers is in the process of implementing a CPQ and B2B Commerce solution. The Technology team has completed the development for the current sprint and is demonstrating the functionalities to the business stakeholders during their sprint demo. While demonstrating products and pricing, and Sync between B2B and CPQ when requesting a quote, the stakeholders make a new request to include tiered pricing and map it to discount schedules on CPQ.

Which approach should a Solution Architect recommend while addressing the feedback from the stakeholders?

Options:

A- Convey that this can be potentially picked up in the next sprint since the technical changes needed for this new user story are low effort.

B- Include it as a user story and accommodate it m the same sprint, since this is a feasible requirement and the CPQ B2B Commerce Connector is already set up.

C- Convey that it is not recommended to include M the initial MVP, since an extension is needed on the CPQ B2B Commerce Connector for the new requirement.

D- Add the request as a new user story to the product backlog, and further schedule a meeting for prioritization and grooming.

Answer:

D

Explanation:

CPQ B2B Commerce Connector is a tool that synchronizes data from CPQ product and pricing objects to B2B Commerce objects1.

CPQ uses discount schedules and B2B Commerce uses tiered pricing to handle volume-based pricing23.

The connector does not support mapping tiered pricing to discount schedules out of the box23.

The connector uses pricing from B2B Commerce to define the pricing on the generated quote lines by setting their Special Price fields4.

Question 5

Question Type: MultipleChoice

Ohana Cirrus (OC) has around 1,500 support agents working in its global support center operating 24/7 across multiple channels. This center handles around 30,000 cases per day. OC currently uses a custom-developed solution to manage customer complaints and is planning to replace it with a new Salesforce solution. The current system contains more than 250 million records including some still

being processed.

Which three recommendations should a Solution Architect suggest to migrate to the new application in the most efficient manner?

Choose 3 answers

Options:

A- Use an interface to copy data from the legacy complaint system to Salesforce using a scheduled MuleSoft batch.

B- Migrate archived data to Heroku and active and semi-active data to Salesforce.

C- Migrate all complaint records m the Case object to provide a 360-degree customer view.

D- Use Deferred Sharing Calculations to avoid record sharing calculations during data migration.

E- Use an EU tool that uses the Salesforce Bulk API to migrate the data from the legacy system to the new system.

Answer:

B, D, E

Explanation:

Data migration is the process of transferring data from one system to another1.

Data migration in Salesforce requires careful planning, preparation, and execution234.

Data migration best practices include setting up a data governance plan, focusing on data quality, creating templates, verifying proper transfer, and using appropriate tools2356.

Question 6

Question Type: **MultipleChoice**

Northern Trail Outfitters (WO) is transforming its service experience. NTO has created a RACI matrix to understand the key stakeholders' responsibilities for activities and decisions during a Salesforce Field Service discovery workshop.

Which three NTO stakeholders should a Solution Architect recommend be defined as Consulted during the discovery workshop?

Choose 3 answers

Options:

A- Field Service Manager

B- NTO employee representing a typical customer

C- Business Analyst

D- Field Service Agent

E- Project Manager

Answer:

B, C, E

Explanation:

A RACI matrix is a tool that defines the roles and responsibilities of different stakeholders in a project or process1.

The RACI matrix has four categories: Responsible, Accountable, Consulted, and Informed12.

Responsible means that the stakeholder is directly involved in performing a task or making a decision12.

Accountable means that the stakeholder has ultimate authority and accountability for a task or decision12.

Consulted means that the stakeholder provides input or feedback on a task or decision12.

Informed means that the stakeholder is kept updated on the progress or outcome of a task or decision12.

Question 7

Question Type: **MultipleChoice**

Universal Containers (UC) needs to provide a portal for its customers to order spare parts for the equipment that has been sold to them. Spare parts orders are fulfilled in uC's ERP system and need to be integrated with the solution. Order status would need to be reflected in the solution. Additionally, m the future, UC wants this order integration scaled to additional applications. UC also needs customers to be able to schedule appointments for service for their equipment.

Which products should a Solution Architect recommend implementing to meet these requirements?

Options:

A- B2B Commerce. Salesforce Field Service, Experience Cloud, and Meroku

B- B2B Commerce, Salesforce Field Serv.ee, Experience Cloud, and Sales Cloud

C- B2B Commerce, Service Cloud, Experience Cloud, and Salesforce Connect

D- B2B Commerce. Salesforce Field Service, Experience Cloud, and MuleSoft

Answer:

D

Explanation:

B2B Commerce is a solution that allows you to create ecommerce websites for your business customers1.

Salesforce Field Service is a solution that allows you to manage your field service operations, such as scheduling appointments, dispatching technicians, and tracking assets2.

Experience Cloud is a solution that allows you to create digital experiences for your customers, partners, and employees using templates and components2.

MuleSoft is a solution that allows you to integrate data from different systems using APIs34.

Question 8

A Solution Architect is presenting a design for the Phase 1 rollout of a B2B multi-cloud solution that includes CPQ and B2B Commerce using the CPQ B2B Commerce Connector. During the presentation, business stakeholders push bade on some of the key design aspects. The business is keen to have the product images and SCO data pushed back to CPQ from 828 Commerce, which is not incorporated in the current design. Further, the business wants the Solution Architect to find a way to map discounts and promotions in 828 Commerce to CPQ pricing and add that to the Phase 1 deliverables.

Which two responses should a Solution Architect present to the stakeholder s?

Choose 2 answers

Options:

A- There are significant differences in the discounting models and options between B2B Commerce and CPQ, and for that reason, it is better to handle them separately. without syncing to CPQ.

B- Product Images and SCO data are B2B Commerce specific metadata. It is recommended to keep them only in 828 Commerce, and not push to CPQ.

C- Map the product images from B2B Commerce to CPQ, by passing the URL of the image File from CC Product to Product2 object. SEO data sync will require additional customization and it is recommended for Phase 2.

D- Map the discounts and promotions to Additional Discounts field on the quote Int. However, we would need to ensure that the price rules do not run for quotes originated from B2B Commerce unless there is a specific business need.

Answer:

A, B

Explanation:

https://help.salesforce.com/s/articleView?id=sf.icx_b2b_cart_to_quote_connector.htm&language=en_US&type=5

Question 9

Question Type: MultipleChoice

A corporate bank has decided to use a multi-cloud solution to reduce time to market, showcase a 360-degree view of the bank's business customers, and improve CSAT rating by increasing channels for customer service. The CIO has asked to run a discovery workshop with one goal: understanding existing technical dependencies within the organisation.

What should a Solution Architect recommend as the top priority to start this journey?

Options:

A- Plot the map or the future system landscape by making assumptions about the changes needed to improve customer satisfaction.

B- Plot the map of the current system landscape and identify key areas where the B2B multi-cloud solution will fit in.

C- Plot the process map using Universal Process Notation (UPN) through workshops involving a diverse set of stakeholders.

D- Plot what the customer is thinking, doing, and feeling at the varying stages of their experience, and connect them to interactions with the bank.

Answer:

B

Explanation:

Plot the map of the current system landscape and identify key areas where the B2B multi-cloud solution will fit in. This is an important step to understand the existing technical dependencies within the organisation, such as data sources, integrations, applications, and platforms. It also helps to identify the gaps and opportunities for improvement that can be addressed by the B2B multi-cloud solution.

Question 10

Mask Makers LLC has a traditional sales channel that uses an existing CPQ implementation to process orders. Customers frequently reorder previous purchases quickly and split the order into several deliveries for different locations. Additionally, these customers are given special pricing through Price Books m CPQ based on annual spending and other parameters. The customer currently makes their purchase by sending an email or calling their appointed sales representative, and then waits to receive a quote.

Mask Makers LLC wants to move away from this very manual and time-consuming process. The company wants to provide its customers with a personalized experience that is simplified and streamlined with existing special pricing visible and the option to self-serve- Mask Makers LLC would also like to deliver this within a short timeframe, as business must continue to grow.

Which design approach should a Solution Architect recommend to meet these requirements within the timeframe while adhering to best practices.

Options:

A- Implement B2B Commerce and use the CPQ B2B Commerce Connector to integrate to CPQ. Set B2B Commerce as the Product and Pricing master.

B- Implement B2B Commerce and use the CPQ B2B Commerce Connector to integrate to CPQ. Keep CPQ as the Product and Pricing

master.

C- Implement B2B Commerce and use the CPQ B2B Commerce Connector to integrate to CPQ. Allow bidirectional updates to Products and Pricing.

D- Implement B2B Commerce and build a custom integration to CPQ. Keep CPQ as the Product and Pricing master.

Answer:

B

Explanation:

Implement B2B Commerce and use the CPQ B2B Commerce Connector to integrate to CPQ1. This is a fast and easy way of enabling self-service ordering for customers with existing special pricing from CPQ.

Keep CPQ as the Product and Pricing master1. This is a recommended practice to avoid data duplication and inconsistency between CPQ and B2B Commerce.

Question 11

Question Type: MultipleChoice

A client is running a project with a 626 multi-cloud setup involving Marketing Cloud, Sales Cloud, Service Cloud, Experience Cloud, and MuleSoft. Currently, MuleSoft is primarily used to integrate with third-party systems. Marketing Cloud is connected to Sales/Service using the standard connector. A recent requirement-gathering session, involving all functional streams, brought up the question of where consolidated reporting mil happen. So far, reporting has only been looked at individually per stream.

There is a steering committee meeting 1 week from now. The Solution Architect was asked to provide different solutions to fix the problem. The expectation is that a high-level evaluation will be done prior the steering committee meeting so that an indication of options can be given and additional funding can be requested.

Which three critical steps should the Solution Architect take first?

Choose 3 answers

Options:

A- Ensure all data objects across the different clouds have a unique external identifier

B- Review the established and planned dataflows to understand where the systems of record sit and where data is transported to already.

C- Review the system landscape to identify other existing solutions for reporting and start to investigate high-level cost impacts (inel. licenses aspects) for the most viable.

D- Identify key drivers and high-level data scope behind the need for a consolidated reporting.

E- Draft a solution to show how consolidated reporting can be done using CRM Analytics.

Answer:

B, C, D

Explanation:

Review the established and planned dataflows to understand where the systems of record sit and where data is transported to already. This is an important step to assess the current state of data integration and identify any gaps or challenges that might affect the reporting solution.

Identify key drivers and high-level data scope behind the need for a consolidated reporting. This is an essential step to understand the business requirements and expectations for the reporting solution, as well as the key metrics and KPIs that need to be measured and reported on.

Review the system landscape to identify other existing solutions for reporting and start to investigate high-level cost impacts (incl. licenses aspects) for the most viable. This is a useful step to explore the possible options for delivering a consolidated reporting solution, such as using existing tools or platforms, building a custom solution, or leveraging third-party solutions. It also helps to estimate the costs and benefits of each option.

Question 12

Question Type: MultipleChoice

At Custom Cabinets LLC, the service appointments often span over multiple days bot are 2 to 4 hours in duration per day. The company would like to optimize the service resource's day and have them see as many customers as possible. Additionally, Custom Cabinets LLC would like a customer service representative to follow up with the customer once the field work has been completed.

Which approach should the Solution Architect take to meet these requirements?

Options:

A- Leverage declarative automata to done Service Appointments for multiple days. Like declarative automation to send a follow-up email to the customer.

B- Leverage out-of-the-box Salesforce Field Service Work Types and out-of-the-box Multiday Service Appointments. Use declarative automation to create a follow-up Case for customer service.

C- Leverage out-of-the-box Salesforce Field Service Multiday Service Appointments. Use declarative automation to send a follow-up email to the customer.

D- Leverage out-of-the-box Salesforce Field Service Work Types and declarative automation to clone Service Appointments for multiple days. Use declarative automation to create a follow-up Case for customer service.

Answer:

C

Explanation:

Leverage out-of-the-box Salesforce Field Service Multiday Service Appointments1. This is a simple and efficient way of scheduling service appointments that last for more than a day.