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Question: 47

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 teams share certain contacts, in which two ways should a Solution Architect ensure optimal performance? Choose 2 answers

- 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 Public Read 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 and all the rest to a Customer Service representative assigned to the Account.

Answer: C,D

Question: 48

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?

- A. System of Reference
- B. System of Engagement
- C. System of Intelligence
- D. System of Record

Answer: D

Question: 49

Towards the end of the discovery phase, the sales manager and subject matter experts raise a request to get hands-on experience with the solution as soon as possible. They want to ensure the requirements they provided are correctly built out in Salesforce. The project sponsor is unsure how that request may affect the schedule.

Which method should a Solution Architect consider in this scenario to validate the requirements during the build sprint without impacting the project timelines?

- A. Ensure the project sponsor reviews and signs off on the Functional Specification Document as an acknowledgment that what was built aligns with the original requirements.
- B. Run a User Acceptance Testing discovery session, based on the Functional Specification Document, to ensure the testing script meets the end users' needs.
- C. Give every end user the Functional Specification Document as their training materials and test them on the contents.
- D. Give the end users access to a sandbox environment and a testing script for each of the user stories. Ask UAT testers to perform their tasks and collect feedback from them in the testing script.

Answer: A

Question: 50

Universal Containers (UC) is currently using Sales Cloud, Revenue Cloud, Experience Cloud, and B2B Commerce. B2B Commerce and Experience Cloud are used for UC's end customers while the direct Sales team sells with partners through Revenue Cloud. However, partners want to work digitally versus through email.

The direct Sales team has asked the CIO how they can expose their Revenue Cloud capabilities to their partners and vendors using Salesforce. The CIO knows they are currently using B2B Commerce for customers and is wondering if they can do something similar for partners by exposing CPQ capabilities in Experience Cloud for partners.

What are two questions a Solution Architect should ask when evaluating either B2B Commerce or CPQ for partners via Experience Cloud? Choose 2 answers

- A. Will partners be using CPQ to sell to our customers that are utilizing our B2B Commerce tool today?
- B. Does the direct Sales team co-sell with partners or sell to partners in this new channel model?
- C. Do partners need to do complex configurations or create their special pricing?
- D. What do we need to invest in order to build the channel and where does that investment come from?

Answer: A,C

Question: 51

Universal Containers (UC) is using Service Cloud and B2B Commerce to allow resellers the ability to purchase and support farming equipment UC maintains. UC has invested in smart devices which allows that equipment to inform UC when a part becomes faulty. The data from these devices goes to a public cloud solution where every row of sensor data is received every second from every device. There are 100,000 devices on various farms being actively used. The CIO would like this data to be connected to Salesforce in some manner.

What kind of integration method should a Solution Architect suggest to accommodate this need?

- A. Embed the devices' sensor data in a view on the Asset record.
- B. Load the public cloud solution directly to Salesforce using MuleSoft.
- C. Utilize Platform Events based on the devices' state change.
- D. Utilize Apex Callouts based on the devices' state change.

Answer: A

Question: 52

Universal Containers (UC) is about to complete the first phase of its digital transformation with its new Lead to

Invoice process that incorporates several clouds like Sales Cloud, Service Cloud, Revenue Cloud, Experience Cloud, and MuleSoft. UC is now creating a Center of Excellence and focusing on a purely Agile methodology for working on new releases. UC wants to understand some of the considerations around release planning.

What are two recommendations a Solution Architect should make to ensure UC's releases to production work within its release schedule and there are no delays in future releases? Choose 2 answers

- A. Fix the scope of the sprint during release planning regardless of how long it takes.
- B. Create a regular sprint cadence across the different teams to demonstrate new functionality.
- C. Use the last sprint of the release to stabilize it and eliminate identified issues.
- D. Utilize the last sprint to include functionality that was missed from previous sprints.

Answer: B,D

Question: 53

Widgets Wonderful, a manufacturing company, wants to provide a better customer experience and enable field service resources to provide a quote to customers while still on site. The company has complex products that come with warranties that include preventative maintenance work. Additionally, certain warranty repair work has specific SLAs associated with it. There are 10 Field Service team members and 20 sales representatives, all of whom need to view Salesforce Field Service objects and be able to create quotes for the customer.

Widgets Wonderful's project owner has some questions regarding the number and types of licenses needed for the users and would like to better understand how warranties will be addressed.

Which two combined options should a Solution Architect suggest? Choose 2 answers

- A. Salesforce Field Service and Service Cloud for Salesforce CPQ will need to be installed and customizations will need to be made to handle Entitlements.
- B. Purchase 30 CPQ licenses and 10 Salesforce Field Service licenses.
- C. Purchase 30 CPQ licenses and 30 Salesforce Field Service licenses.
- D. Salesforce Field Service, Salesforce CPQ, and Service Cloud for Salesforce CPQ need will need to be installed and customizations will not be needed for Entitlements.

Answer: B,C

Question: 54

Big Server Company sells complex server solutions to customers through a reseller channel. Resellers will purchase complex servers as well as have warehouses to store quick need products for their customers, such as additional hard drives and cables. Big Server Company currently uses Salesforce CPQ for its Sales team. Big Server Company would like to be able to give resellers easy access to purchase warehouse type products through B2B Commerce; however, the company would also like to allow resellers to request additional discounts for large volume orders from the Sales team.

Which recommendation should a Solution Architect make to integrate B2B Commerce and Salesforce CPQ to accomplish this request?

- A. Utilize an integration software, like MuleSoft, to sync carts and pricing between B2B Commerce and Salesforce CPQ.
- B. Implement the Salesforce CPQ & Billing and CPQ B2B Commerce Connector and use the Cart to Quote flow to sync the cart to Salesforce CPQ, and have a reseller price rule adjust pricing for the reseller based on volume.
- C. Create a request special pricing button in B2B Commerce that will create an opportunity for the sales representative

and allow the sales representative to follow up.

D. Implement the Salesforce CPQ & Billing and CPQ B2B Commerce Connector and use the Cart to Quote flow to create a quote from the Resellers Cart, allowing a sales representative to configure discounts and sync back to cart.

Answer: A

Question: 55

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?

- 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 line items 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

Question: 56

Universal Containers is at the start of a digital transformation program. Members of the executive leadership team have provided a list of internal and external stakeholders who are dedicated to formulating the vision and desired business outcomes in a 2-day workshop. The executive leadership team has made the request to understand what the customer experience will look like out of this workshop.

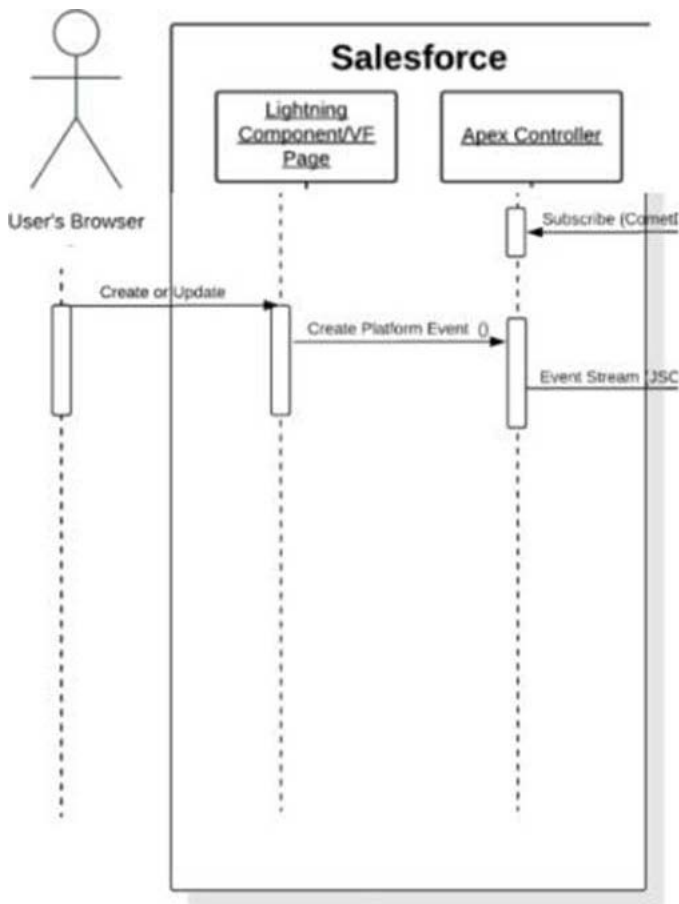
What should a Solution Architect do to help formulate the high-level business vision and desired business outcomes?

- A. Facilitate a workshop with the executive leadership team, applying the journey mapping process to create a vision and align customer journey to business objectives.
- B. Facilitate a strategy session with the executive leadership team to better understand their individual business units' priorities to achieve the business objectives.
- C. Ask to follow the Customer Service team for a day to gain a better understanding of how they work and identify their pain points to formulate this vision.
- D. Facilitate a business process mapping workshop with the executive leadership team to better understand the potential process improvements.

Answer: D

Question: 57

Refer to the images below:



As part of its solution to accelerate overall sales, Universal Containers (UC) has chosen to implement a CPQ solution using Salesforce CPQ. As part of the CPQ solution, there is a requirement to retain UC's ERP as the Pricing and Product master.

UC's business process results in Products and Pricing being updated sporadically once a week, and then on a much larger scale on a monthly basis, which could result in a large amount of records that need to be updated in Salesforce.

Which strategy should the Solution Architect choose to handle this scenario?

- A. Option A, utilizing a VF/Lightning component in combination with an Apex Controller to make a REST call to the external service
- B. Option B, utilizing Process Builder and Platform Events to communicate with the external services Subscriber Listener
- C. Option C, utilizing a VF/Lightning component in combination with an Apex Controller to make a call utilizing the Streaming API
- D. Option D, utilizing an external ETL tool to batch load the records into Salesforce

Answer: D

Question: 58

The Northern Trail Outfitters (NTO) sales department currently uses Sales Cloud for its Sales team. The management team decided that the Sales team needs to start creating quotes based on the input from the finance department. NTO would like to implement quotes, contracted pricing, and invoicing for its customers. Invoicing will be done based on an agreed billing cycle. The finance department would like to see a report on the invoices sent and track the details of the payments received. NTO also has a need for partners to be able to self-service their pipeline and quoting through a portal.

NTO's internal team decided to use Revenue Cloud and Experience Cloud as its solution.

What should a Solution Architect recommend as NTO begins its implementation?

- A. Advise the client to start with Experience Cloud.
- B. Select an AppExchange product focused on contract lifecycle management.
- C. Develop an architectural plan to incorporate Revenue Cloud and Experience Cloud.
- D. Advise the client that Revenue Cloud is the starting point.

Answer: C

Question: 59

AC Computers has decided to extend its existing Sales Cloud solution by implementing Service Cloud and Marketing Cloud Account Engagement. AC Computers has defined two different work streams for Service Cloud and Marketing Cloud Account Engagement and wants each workstream to work iteratively in separate sandboxes and migrate to a single sandbox for UAT and integration testing. With the multiple workstreams, AC Computers needs a more rigorous change management process and an audit process.

Which two options should AC Computers consider to support both implementation workstreams? Choose 2 answers

- A. Use multiple development sandboxes and merge the workstream builds using change sets.
- B. Use a version control system and CLI-based deployment tools to merge the workstream builds.
- C. Use scratch orgs and continuous deployment tools to merge the workstream builds.
- D. Use package-based deployments and scratch orgs to merge the workstream builds.

Answer: A,C

Question: 60

AW Computing (AWC) has just completed a multi-cloud implementation for Salesforce and is facing major user adoption challenges. Users are complaining that the system is complicated and hard to navigate.

What can the Center of Excellence (CoE) for Salesforce do to help increase user adoption?

- A. Place all training materials on the home page so users can find them easily.
- B. Record hour-long pieces of training for each job role so users can review on their own time.
- C. Break down training materials into quick reference guides for job-specific functions.
- D. Ensure each team has a Salesforce champion that can provide one-on-one training.

Answer: A

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