

# B2B-SOLUTION-ARCHITECT<sup>Q&As</sup>

Salesforce Certified B2B Solution Architect

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### QUESTION 1

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.

Correct Answer: C

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### QUESTION 2

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?

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

Correct Answer: C

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### QUESTION 3

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?

- 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.

Correct Answer: B

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#### QUESTION 4

Universal Containers (UC) has acquired four companies and is looking to manage revenue across all mergers\ territories seamlessly. UC wants to drive major business decision and selling strategies based on an efficient, complete, real-time view of team forecasts across territories from Salesforce. A sales user can be part of multiple territories and is usually working on multiple opportunities at a time.

Which technical consideration should a Solution Architect make when designing collaborative forecasting?

A. Archiving a territory model does not impact forecasts, quotas, and adjustments for all territories in the model.

B. If the sales user has many territories assigned to them, it can impact the performance of the forecast.

C. Important details should be tracked at the opportunity line level.

D. Forecast category names can be customized by submitting a Salesforce Support case.

Correct Answer: B

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#### QUESTION 5

Universal Containers (UC) has expanded rapidly in recent year following a number of acquisitions. The new CMO wants to use all Leads from one of the acquired Salesforce orgs to luck-start a new targeted campaign in uC\'s mam Salesforce org. The acquired company would like to keep its Lead data because it enriches the Lead before it comes into Salesforce via third-party marketing tool and supports its direct sales channel. Beyond the Lead use case, both Salesforce orgs will remain completely independent from one another.

Which integration approach should a Solution Architect recommend between the UC mam org (the target org) and the acquired org (the source org)?

A. Discuss a strategy that includes manually migrating all Leads from the source org to the target org every day using data loader.

B. Discuss a strategy between the source org and target org Sales teams on the criteria of Leads to migrate from the source org to the target org, and migrate Leads to the target org before the enrichment within the source org.

C. Discuss long-term strategies around deprecating the source org\'s ability to collect and enrich Lead data, and start to direct all Leads to the target org and ignore the source org.

D. Discuss a strategy between the source org and target org Sales teams on the criteria of Leads to migrate from the

source org to the target org, and migrate Leads to the target org after they are enriched in the source org.

Correct Answer: D

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