

B2B-SOLUTION-ARCHITECT^{Q&As}

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QUESTION 1

Northern Trail Outfitters (WTO) has around 500,000 active customers stored in the Account object. NTO gets an average of two orders per customer each month from both internal and online sales channels. NTO is expecting growth of 15% year-over-year (YoY). Various NTO users have recently started complaining about slower performances while accessing order information or running reports. NTO customers are also seeing slower responses while accessing their order history on B2B Commerce.

Which two options should a Solution Architect consider to improve performance?

Choose 2 answers

- A. Develop an archiving strategy around order records from Salesforce based on a criteria that works with customer.
- B. Enable reporting snapshots to store summarised information.
- C. Create a custom component to display all order information.
- D. Use external objects instead of standard B2B Commerce Order object.

Correct Answer: AB

QUESTION 2

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?

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

Correct Answer: C

QUESTION 3

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.

Correct Answer: AB

QUESTION 4

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

QUESTION 5

Universal Export has implemented multiple Salesforce products and has made it clear that it wants to maximize its investment and avoid buying any new products. For the company's next release, its business requirements seem to be a close

fit for a product that Salesforce has. It wants to develop a custom extension that replicates the functionality of that Salesforce module.

Which two actions should a Solution Architect take?

Choose 2 answers

- A. Begin requirements gathering for integrations and data migration
- B. Advise the customer to use the out-of-the-box approach to avoid unnecessary technical debt.
- C. Consult with the IT department to review the extension requirements.
- D. Evaluate the business benefit of the requested functionality to see if it justifies investment in the Salesforce product.

Correct Answer: BD

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