B2B-SOLUTION-ARCHITECT$^{Q\&As}$

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QUESTION 1

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.

Correct Answer: A

QUESTION 2

Universal Containers (UC) is currently utilizing Sales Cloud and Revenue Cloud for its direct Sales team. UC would like to create an indirect Sales team with its vendors using Experience Cloud as the front end with the same kind of quoting functionality the direct Sales team uses within Revenue Cloud. However, UC wants to ensure that data from the internal direct Sales team is not visible to the external indirect Sales team in Experience Cloud.

What is the first configuration a Solution Architect should consider when implementing Experience Cloud in this scenario?

A. Make internal organization-wide defaults Public Read Only to create external visibility.

B. Enable External Sharing Model to create external organization-wide defaults.

C. Start creating Sharing Sets for Experience Cloud users to access Sales Cloud.

D. Add Indirect Sales Team to existing Direct Sales Team Role Hierarchy.

Correct Answer: B

QUESTION 3

Universal Containers (UC) needs to support its customers via email, phone, and chat. Service agents are only scheduled to support one communication channel for each shift. UC has implemented a service-focused community but only wants customers to inquire about service in the community through chat.

Which three options should a Solution Architect recommend to meet the requirements defined above?

Choose 3 answers

A. CTI adaptor with Omni-Channel integration

B. Customer Community with ability to create a new support Case

C. Experience Cloud, web-to-case, and a CTI integration

D. Omni-Channel with defined presence, routing configurations, and Service Channels

E. Customer Community with Live Agent

Correct Answer: ABE

QUESTION 4

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?

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.

Correct Answer: C

QUESTION 5

Northern Trail Outfitters (NTO) is in the middle of the buildout of Marketing Cloud Account Engagement and Sales Cloud. NTO has multiple business units, and each business unit has different access to lead and contact records. NTO wants to see how marketing data Sharing Rules are working across different business units to ensure that different business units can only see lead or contact records for their business unit.

What should a Solution Architect demo to the Marketing team to show that the different business units are connected correctly?

A. Create a report in 626 Marketing Analytics to show the different business units and the total leads and contacts in each business unit.

B. Send test emails from Marketing Cloud Account Engagement to the same list of leads and contacts to show each lead or contact receiving emails from the various business units.

C. It\'s not possible to have sandboxes with Marketing Cloud Account Engagement, and the Solution Architect will need to demo this with a Salesforce Sandbox fixed to a live Marketing Cloud Account Engagement environment.

D. Create a dynamic list m multiple business units with the same rules, and show the total leads and contacts m the list per business unit.

Correct Answer: A

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