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QUESTION 1

Universal Containers (UC) has gone through the design phase of its large initiative involving multiple Salesforce clouds and is about to go into the build phase. The CIO would prefer to create an internal Center of Excellence (CoE) to

implement the solution versus make a third-party organisation responsible for the entire build given that they have the talent internally to support the initiative.

Which two recommendations should a Solution Architect make toward creating a CoC?

Choose 2 answers

A. All development decisions will be made by internal resources.

B. Documentation around the solution will not be a concern.

C. Knowledge of the solution will stay within the organization.

D. It will be much more cost effective to create a CoE.

Correct Answer: AB

QUESTION 2

Universal Containers (UC) is using Sales Cloud and Service Cloud. UC wants a solution that can tend scheduled emails on a dairy, weekly, or monthly basis to existing customers and prospects. UC also wants to track if customers have opened the emails. There can be as little as 1,000 emails in a week or as many as 100,000 emails in a month, depending on the season.

Based on that criteria, which solution should the Solution Architect recommend to UC?

A. Set up scheduled flows to handle email sending and tracking.

B. Recommend Marketing Cloud Account Engagement.

C. Develop a custom solution using scheduled Apex to send emails.

D. Recommend Marketing Cloud Personalization.

Correct Answer: D

QUESTION 3

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?

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.

Correct Answer: D

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 Containers (UC) is about to complete an initial planning of a complex solution involving multiple customer personas. UC wants to ensure it has a comprehensive understanding of what kinds of business outcomes the customers want to achieve before presenting them a solution.

Which method of discovery should a Solution Architect suggest to UC?

A. Third-party research from well-known organizations

B. Jobs To Be Done Framework

C. Comprehensive Surveys to End Customers

D. User Stories Creation with End Customers

Correct Answer: C

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