

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

Salesforce Certified B2B Solution Architect

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## QUESTION 1

AC Computers is hitting governor limits when trying to create orders and activate orders in Salesforce. Upon further investigation, it's discovered that AC Computers is trying to process hundreds of order products on a single order. The Order object also has various automation processes to update fields and integrate with a third-party order management system.

What is one solution a Solution Architect should evaluate first to resolve this issue?

- A. Create a custom object to hold orders in queue for processing.
- B. Review to determine if moving automation to asynchronous Apex is required.
- C. Enable Advanced Order Management to process large orders.
- D. Install a third-party solution to process large orders.

Correct Answer: D

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## QUESTION 2

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?

Correct Answer: AC

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## QUESTION 3

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.

Correct Answer: CD

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#### QUESTION 4

Universal Containers recently began a project to connect its ERP with Salesforce. One of the requirements is a daily batch process to create and update orders and order product information. The development team, using the corporate ETL tool, has created two processes to create these records using Bulk API. The test in the development environment worked fine, but in the production environment, some order product records were not updated and showed an error "UNABLE\_TO\_LOCK\_ROW:unable to obtain exclusive access to this record". There is one Process Builder on the Order Product object and no async process.

Which two steps should a Solution Architect recommend to avoid this error?

Choose 2 answers

- A. Use the import wizard instead of Bulk API.
- B. Sort the order product records by account and order before the Bulk API load.
- C. Change the Bulk API call to use Bulk API 2.0.
- D. Add a retry process for the records rejected by this error.

Correct Answer: BC

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#### QUESTION 5

Universal Containers (UC) needs to provide a portal for its customers to order spare parts for the equipment that has been sold to them. Spare parts orders are fulfilled in uC's ERP system and need to be integrated with the solution. Order status would need to be reflected in the solution. Additionally, in the future, UC wants this order integration scaled to additional applications. UC also needs customers to be able to schedule appointments for service for their equipment.

Which products should a Solution Architect recommend implementing to meet these requirements?

- A. B2B Commerce, Salesforce Field Service, Experience Cloud, and MuleSoft
- B. B2B Commerce, Salesforce Field Service, Experience Cloud, and Sales Cloud
- C. B2B Commerce, Service Cloud, Experience Cloud, and Salesforce Connect
- D. B2B Commerce, Salesforce Field Service, Experience Cloud, and MuleSoft

Correct Answer: D

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## QUESTION 6

Universal Containers (UC) has a multi-cloud implementation in place covering Service Cloud and Experience Cloud. As part of UC's support process, service agents often need to search across an external ERP that hosts the order information of its customers. They would like to see their ERP data in Salesforce but IT is weary of duplicating data across systems.

Which integration mechanism should achieve this with standard capabilities?

- A. Salesforce Connect
- B. SOAP API
- C. Change Data Capture
- D. Bulk Rest API

Correct Answer: A

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## QUESTION 7

A team at Universal Containers (UC) is currently working on an initial release of Service Cloud. However, UC's management team is very enthusiastic about new features of the platform and wants to go to market with the new Service Cloud solution as soon as possible. The current objective of their initial Service Cloud release is mostly about managing their case workload and case assignment processes. A Solution Architect is called into a management meeting and asked when UC can go live with automated chatbots, Einstein case classification, and CRM Analytics for data insights.

How should a Solution Architect respond to the management team considering their request for these new capabilities?

- A. Agree with the management team to postpone the go-live and increase the scope to include the desired features.
- B. Explain to the management team that these features are still evolving and that it is best to wait a few releases so that they are stable before starting to use them in production.
- C. Explain the long-term vision and roadmap, and then propose a logical phasing in which the planned minimum viable product (MVP) is the first step on the journey that will eventually include the desired features.
- D. Agree that the new features are crucial to the success of the initiative and swap parts of the current scope for the most innovative feature.

Correct Answer: D

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## QUESTION 8

Universal Containers (UC) has implemented a new ecommerce site for its resellers. UC is leveraging a multi-cloud architecture, B2B Commerce, for building the storefront and Service Cloud Web2Case for offering case management

functionality to its resellers. UC notices that the case volume is extremely high and a number of resellers are raising cases for trivial issues on the B2B Commerce site.

Which two recommendations should a Solution Architect make to help resellers use the site more efficiently and lower the case volume?

Choose 2 answers

- A. Offload the number of cases received via Web2Case by using Email2Case.
- B. Implement Case Deflection.
- C. Disable anonymous users on the site.
- D. Plan and conduct User Adoption Trainings for resellers on how to use the site.

Correct Answer: AC

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## QUESTION 9

Fabulous Flowing has been using Salesforce for 10 years and is starting to notice performance issues. The company anticipates continued growth of 15% each year. It frequently refers to data that is within the past 12 months. Currently, there are 600,000 Cases. Fabulous Flooring realizes it needs to archive some of the data, however, would like it to remain in Salesforce. The leadership team meets for an in-depth strategy and planning session every 3 years and will need reporting on the archived data. The Solution Architect has recommended the use of Big Objects.

What are two considerations the Solution Architect should discuss with Fabulous Flooring?

Choose 2 answers

- A. Picklist fields will need to be marked as required for indexing in the Big Object
- B. The company will need to use Async SOQL to pull the data into a subject based on specific criteria, and build reports and dashboards for the strategy and planning session.
- C. Picklist fields will need to be loaded as Text fields into the big Object.
- D. The company will need to build reports and dashboards for the strategy and planning session based on specific criteria from the big Object.

Correct Answer: BC

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## QUESTION 10

Universal Containers (UC) uses Marketing Cloud and recently added Sales Cloud to manage its business activities, as well as B2B Commerce to redesign its website. Today, a lead is created each time a customer leaves the site without

finalizing their purchase. The number of leads created is increasing and representatives can no longer meet their callback deadlines.

With the new website, UC wants to increase the number of finalized sales and offer similar products to customers while reducing the Sales team's workload. Sales representatives should only call back customers if there is an upsell or cross-

sell opportunity.

Which three recommendations should a Solution Architect make to meet these needs? Choose 3 answers

- A. Create an opportunity when a customer clicks a cross-sell or upsell email link.
- B. Send automated emails in Sales Cloud with discounted offers to customers who abandoned their cart.
- C. Set up lead nurturing with Marketing Cloud and automate emails through journeys.
- D. Stop creating leads in Sales Cloud for abandoned carts.
- E. Put all leads from the abandoned carts in a queue.

Correct Answer: ABC

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## QUESTION 11

Recently, Universal Containers (UC) successfully launched a multi-cloud B2B implementation with Sales Cloud, Service Cloud, Experience Cloud, and B2B Commerce. As the Sales and Service Cloud development was performed by separate teams, UC created Process Builder automation for the Account object in separate Process Builder processes. As customers go through the sales process within Sales Cloud, the data on their customer account record is updated. As those same customers make purchases within B2B Commerce, the data on their customer account record is updated as well.

What are two reasons why a Solution Architect should recommend uniting these into a single Process Builder process?

Choose 2 answers

- A. Moving them into a single Process Builder process helps to reduce the number of queries and avoid hitting limits on the Account object.
- B. Moving them into a single Process Builder process provides control over the order of the updates and actions triggered on the Account object.
- C. Moving them into a single Process Builder is the only way to ensure a naming convention is followed on the Account object.
- D. Moving one of the Process Builders into a flow will remove all automation conflicts on the Account object.

Correct Answer: AB

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## QUESTION 12

A Solution Architect has been hired to consult Ace Computers with its integration solution. Ace Computers has a combination of four on-premise and cloud systems with data that need to be integrated to Salesforce. Ace Computers expects to have large data volumes and wants to minimize impact on end-user operations during business hours.

Which integration solution should the Solution Architect recommend for the company's business needs?

- A. Salesforce Data Loader
- B. MuleSoft Anypoint Platform

C. MuteSoft Composer

D. Platform Events

Correct Answer: B

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**QUESTION 13**

Universal Containers has recently provided its call center team the ability to troubleshoot issues coming from its B2B Commerce customers. Currently, the team utilizes Service Cloud and, specifically, the Service Console. The CIO's concern is now different the experience will be as it relates to B2B Commerce for Visualforce versus what the team sees today within the Service Console.

Which recommendation should the Solution Architect voice to the CIO to ensure higher adoption by the call center team?

A. Implement an embedded web view of B2B Commerce within the Service Console.

B. Implement the CSR flow so that call center agents can log in as the buyer within B2B Commerce and see their cart.

C. Provide access to B2B Commerce data within the Service Console so they can see the cart.

D. Implement Experience Cloud login as user so that call center agents can log in as the buyer within B2B Commerce and see their cart.

Correct Answer: B

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**QUESTION 14**

UC Foods, a global manufacturing organisation, builds and sells a variety of food processing equipment on its B2B Commerce site. Customers often tailor their equipment by selecting from several product variants. Depending on the options selected, an order will sometimes require manual intervention by a sales person to determine the price for the customized piece of equipment.

Once the machines have been purchased, each machine comes with a 1-year warranty, which entitles the customer to quarterly visits to inspect and perform maintenance on the machines to keep them in proper working order.

How can a Solution Architect use a multi-cloud solution to address the needs of the organization to efficiently support the selling of equipment and planning of quarterly visits for the machines?

A. Use a third-party plugin configurator to support the selection of the product options, then create a CPQ quote when manual intervention is required. For the quarterly visits, use Field Service Maintenance Plans.

B. Use the B2B Commerce aggregated product or dynamic kits to drive the selection of the product options, then create a CPQ quote when manual intervention is required. For the quarterly visits, use Field Service Maintenance Plans.

C. Use the B2B Commerce aggregated product or dynamic kits to drive the selection of the product options, then automatically create a case when manual intervention is required. For the quarterly visits, use Service Contracts and Entitlements.

D. Use the B2B Commerce aggregated product or dynamic kits to drive the selection of the product options, then create a CPQ quote when manual intervention is required. For the quarterly visits, use Service Contracts and Entitlements.

Correct Answer: B

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## QUESTION 15

Universal Containers (UC) recently completed its migration to Lightning Experience, with sales users automatically moving to Lightning. This initiative was a massive undertaking by UC, as it had a tremendous amount of legacy functionality migrated over to Lightning from Classic. The CIO would like to make sure that UC is able to track adoption of the migrated functionality over from Classic to Lightning and what specifically was migrated.

Which two proposals should a Solution Architect recommend?

Choose 2 answers

- A. Provide the CIO the ability to roll back all changes once they feel Lightning is not adequate for their needs.
- B. Track Adoption Rates within the Lightning Usage, and monitor a change in metrics within existing reports and dashboards.
- C. Provide the CIO a list of the User Stories around the new functionality and the Gap Analysis done between Classic and Lightning.
- D. Align with the CIO around the fact that while the functionality has been migrated, the data created between Classic and Lightning will remain exactly the same.

Correct Answer: BC

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