PassQueen
a.k.a dumpsqueen.com

Salesforce Certified B2B Solution Architect

Salesforce B2B-Solution-Architect

Version Demo

Total Demo Questions: 22

Total Premium Questions: 224

Buy Premium PDF

https://passqueen.com

support@passqueen.com

PASSQUEEN.COM
support@passqueen.com

Topic Break Down

Topic	No. of Questions
Topic 1, Discovery and Planning	77
Topic 2, Architecture	55
Topic 3, Data	16
Topic 4, Integration	32
Topic 5, Security	17
Topic 6, B2B Commerce	27
Total	224

QUESTION NO: 1

Universal Containers (UC) is replacing a legacy partner portal with Experience Cloud. The current portal allows partners to register deals, collaborate with internal sellers on opportunities, and access sales enablement content. UC wants to migrate in phases while minimizing disruption to active partner deals.

Which two recommendations should a Solution Architect make for the migration approach?

Choose 2 answers

A. Inventory and map partner users, accounts, active opportunities, content, and access requirements before migration.

B. Use a pilot rollout with a representative partner group before broad deployment.

C. Deactivate the legacy portal before testing partner authentication in Experience Cloud.

D. Assign every partner user a Salesforce Sales Cloud license during the transition.

ANSWER: A B

Explanation:

UC should inventory and map active partner users, accounts, opportunities, content, and access requirements before migration. This establishes what must be moved or recreated, identifies data-quality issues, and defines the record-sharing model that partners need in the new experience. In particular, UC must ensure that partner users have correct account relationships, licenses, roles where applicable, and access to the active opportunities on which they collaborate.

UC should also use a pilot rollout with a representative partner group before broad deployment. A pilot validates authentication, user provisioning, record visibility, deal registration, content access, and support processes with real partner workflows. Feedback and defects can then be addressed before migrating the remainder of the partner population. Salesforce describes Experience Cloud site and user-management concepts in the [Experience Cloud Sites Overview].

QUESTION NO: 2

AC Computers is launching a new subscription bundle service and plans to primarily sell through direct sales and a website storefront for existing customers. Direct Sales needs the ability to configure complex deals and manage subscription. Existing customersneed the ability to initialize a request for additional products and services from the storefront and seamlessly send the request directly to Sales to finalize the quote.

Which three recommendations should a Solution Architect make to meet these business requirements?

Choose 3 answers

A. Salesforce CPQ

B. Salesforce Order Management

C. Salesforce Billing

D. B2B Commerce

E. CPQ B2B Commerce Connector

ANSWER: A D E

Explanation:

Salesforce CPQ, **B2B Commerce**, and **CPQ B2B Commerce Connector** together support the required direct-sales and self-service buying journey. Salesforce CPQ provides the product-catalog, bundle-configuration, pricing, discounting, quote-generation, and subscription-management capabilities that sales representatives need when creating complex subscription deals. Its quote and subscription data model enables a seller to accurately configure products and commercial terms before finalizing a customer quote.

B2B Commerce supplies the authenticated storefront experience for existing business customers. Customers can browse the relevant catalog and begin a purchase or expansion request online, giving them a self-service entry point for additional products and services. The CPQ B2B Commerce Connector bridges these capabilities by passing the buyer's configured cart or request from the storefront into the CPQ-led sales process. This allows Sales to receive the request, apply the necessary commercial review and configuration, and finalize the quote without requiring the customer to re-enter the request through a separate channel.

This architecture supports a consistent catalog-driven experience across direct and digital channels while retaining seller control over complex subscription quoting. See Salesforce's CPQ subscription documentation and B2B Commerce and CPQ integration documentation.

QUESTION NO: 3

Universal Containers (UC) manufactures automobile engine components. UC wants to set up an ecommerce website to deliver a seamlesscustomer purchasing experience, both through self-service and field sales. UC also wants to showcase its extensive product offerings, operate regional promotions and discounts, and managed routing and contracting. UC is looking for guidance on a Salesforce multi-cloud solution to be implemented across phases.

What should a Solution Architect recommend to meet UC's business requirements?

A. Phase 1: Sales Cloud - - Phase 2: Service Cloud -- Phase 3B2B Commerce

B. Phase 1: Sates Cloud -- Phase 2: B2BCommerce -- Phase 3: Salesforce Field Service

C. Phase 1: Service Cloud -- Phase 2: CPQ -- Phase 3: B2B Commerce

D. Phase 1: Sates Cloud - - Phase 2: CPQ -- Phase 3: B2B Commerce

ANSWER: D

Explanation:

Phase 1: Sates Cloud - - Phase 2: CPQ -- Phase 3: B2B Commerce is the appropriate phased multi-cloud approach because it establishes the commercial foundation before exposing a self-service buying experience. Sales Cloud supports the field-sales operating model, including account and opportunity management, while its contract capabilities provide a system of record for customer agreements and the associated sales process. This gives UC a dependable customer, sales, and contracting foundation for the subsequent phases.

CPQ should follow to standardize complex product configuration, pricing, discounting, and quote generation. For an automobile-component manufacturer with extensive offerings and regional pricing needs, CPQ helps sales teams apply governed pricing and discount logic consistently, reducing manual work and ensuring that the commercial rules used by field sales are defined before digital commerce is introduced.

B2B Commerce is then implemented to provide the ecommerce storefront and self-service purchasing journey. It can present the catalog and enable buyers to purchase through digital channels using the established product, price, and customer-account processes. This sequencing creates a scalable Customer 360-aligned architecture in which commerce builds on mature sales, contract, and quote-to-cash capabilities. See Salesforce's Sales Cloud overview and B2B Commerce overview.

QUESTION NO: 4

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 teamsshare 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 PublicRead 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 andall the rest to a Customer Service representative assigned to the Account.

ANSWER: A D

Explanation:

Using profiles and/or permission sets to give View All access to Customer Service on the Contact object is appropriate because Customer Service needs dependable access to a very large population of employee contacts, including records that contain rebate-related information. The View All permission grants record access without requiring Salesforce to create and maintain a large number of individual or rule-based sharing grants. This reduces sharing-calculation overhead while still allowing field-level security to limit access to sensitive fields where needed.

For each Account, assigning Sales Contacts to the Sales team and all the rest to a Customer Service representative assigned to the Account supports a selective ownership and access model. Sales users receive access only to the contacts that support their sales process, while the Service organization manages the broader employee-contact population. Structuring access around the Account and the responsible teams avoids broad sharing across thousands of contacts and makes the sharing design more scalable for high-volume accounts. Salesforce recommends using object permissions, ownership, and appropriately scoped sharing as core mechanisms for controlling record access at scale. See Salesforce's View All and Modify All permissions documentation and its Account Teams documentation.

QUESTION NO: 5

Universal Containers (UC) is about to undergo its first release of its digital transformation initiative across clouds like Sales Cloud, B2B Commerce, Marketing Cloud Account Engagement, Experience Cloud, and MuleSoft. UC recently developed its Center of Excellence (CoE) model and is working on how to make sure its developers and administrators can go through a continuous release cycle. The product owner would like to make sure no work is overridden in sandboxes or production.

What is the first thing a Solution Architect should recommend within UC's DevOps setup?

A. Make sure the developers all have access to the CLI so that they can package and push their changes to the next environment.

B. Appoint a release manager who will keep track of all changes made and which changes have been deployed to the QA, SIT, and UAT environments as part of the sprint.

C. Appoint a release manager who will set up the required environments and automated deployments in tandem with a source control based development process.

D. Set up a source control based development process that's understood and followed by administrators and developers.

ANSWER: D

Explanation:

Set up a source control based development process that's understood and followed by administrators and developers. Source control establishes a shared system of record for the configuration, code, and other assets that comprise a Salesforce release. Instead of treating sandbox or production changes as the authoritative version, team members retrieve and commit work to a common repository, where changes can be reviewed, tracked, merged, and promoted through the release pipeline. This provides the essential foundation for avoiding accidental overwrites when multiple administrators and developers work concurrently across environments.

For a new cross-cloud transformation program, agreeing on this process first is especially important because it defines how teams create work branches, reconcile changes, identify the content of each release, and maintain an auditable history. Once source control is adopted consistently, UC can layer on automated validation, continuous integration, deployment tooling, environment strategy, and release-management responsibilities. Salesforce DevOps Center supports this approach by using source control to track work items and promote changes across Salesforce environments, helping low-code and pro-code contributors collaborate in the same release process. See Salesforce's DevOps Center documentation and its source control guidance.

QUESTION NO: 6

Big Server Company sells complex server solutions to customers through a reseller channel. Resellers will purchase complex servers as well as have warehouses to store quick need products for their customers, such as additional hard drives and cables. Big Server Company currently uses Salesforce CPQ for its Sales team. Big Server Company would like to be able to give resellers easy access to purchase warehouse type products through B2B Commerce; however, the company would also like to allow resellers to request additional discounts for large volume orders from the Sales team.

Which recommendation should a Solution Architect make to integrate B2B Commerce and Salesforce CPQ to accomplish this request?

A. Utilize an integration software, like MuleSoft, to sync carts and pricing between B2B Commerce and Salesforce CPQ.

B. Implement the Salesforce CPQ & Billing and CPQ B2B Commerce Connector and use the Cart to Quote flow to sync the cart to Salesforce CPQ, and have a reseller price rule adjust pricing for the reseller based on volume.

C. Create a request special pricing button in B2B Commerce that will create an opportunity for the sales representative and allow the sales representative to follow up.

D. Implement the Salesforce CPQ & Billing and CPQ B2B Commerce Connector and use the Cart to Quote flow to create a quote from the Resellers Cart, allowing a sales representative to configure discounts and sync back to cart.

ANSWER: D

Explanation:

Implementing the Salesforce CPQ & Billing and CPQ B2B Commerce Connector and using the Cart to Quote flow directly supports both the reseller self-service and sales-assisted discounting requirements. Resellers can build an order for warehouse products in the B2B Commerce storefront, then submit the cart to create a Salesforce CPQ quote when they need pricing consideration for a large-volume purchase. The sales representative works in the familiar CPQ quote process, where they can apply approved discretionary discounts and follow the organization's existing quote, pricing, approval, and governance practices. After the quote is updated, the connector synchronizes the relevant quote information back to the commerce cart, allowing the reseller to review the negotiated pricing and complete the purchase through the storefront.

This approach uses the purpose-built CPQ and B2B Commerce integration rather than requiring a custom synchronization design. It also preserves a clear distinction between routine self-service purchases and exceptions that require sales involvement, while maintaining a connected customer and sales workflow. The connector's Cart to Quote capability is described in the Salesforce CPQ B2B Commerce Connector listing on Salesforce AppExchange. Salesforce CPQ's quote and pricing capabilities are also covered in the Salesforce CPQ Basics Trailhead module.

QUESTION NO: 7

A client is running a project with a 626 multi-cloud setup involving Marketing Cloud, Sales Cloud, Service Cloud, Experience Cloud, and MuleSoft. Currently, MuleSoft is primarily used to integrate with third-party systems. Marketing Cloud is connected to Sales/Service using the standard connector. A recent requirement-gathering session, involving all functional streams, brought up the question of where consolidated reporting mil happen. So far, reporting has only been looked at individually per stream.

There is a steering committee meeting 1 week from now. The Solution Architect was asked to provide different solutions to fix the problem. The expectation is that a high-level evaluation will be done prior the steering committee meeting so that an indication of options can be given and additional funding can be requested.

Which three critical steps should the Solution Architect take first?

Choose 3 answers

A. Ensure all data objects across the different clouds have a unique external identifier

B. Review the established and planned dataflows to understand where the systems of record sit and where data is transported to already.

C. Review the system landscape to identify other existing solutions for reporting and start to investigate high-level cost impacts (inel. licenses aspects) for the most viable.

D. Identify key drivers and high-level data scope behind the need for a consolidated reporting.

E. Draft a solution to show how consolidated reporting can be done using CRM Analytics.

ANSWER: B C D

Explanation:

“Identify key drivers and high-level data scope behind the need for a consolidated reporting” is an essential first step because the architect must establish the business decisions, audiences, metrics, freshness expectations, historical-data needs, and cloud or external data domains that the reporting capability must support. This creates evaluation criteria rather than prematurely selecting a reporting product. “Review the established and planned dataflows to understand where the systems of record sit and where data is transported to already” is equally critical. Consolidated analytics depends on understanding data ownership, integration paths, latency, transformations, and the feasible locations from which governed reporting data can be sourced. Salesforce’s architecture guidance emphasizes knowing the data landscape and integration requirements before solution design. Finally, “Review the system landscape to identify other existing solutions for reporting and start to investigate high-level cost impacts (inel. licenses aspects) for the most viable” provides the steering committee with realistic options that account for current platform investments, implementation effort, operating considerations, and licensing. This is appropriate for the requested high-level funding discussion and allows the organization to compare a Salesforce-native analytics approach with existing enterprise reporting capabilities. See Salesforce’s integration architecture fundamentals and Analytics overview.

QUESTION NO: 8

After a Solution Architect presents the Salesforce User Attribute Chart, the project owner has some concerns and questions regarding the Role Hierarchy choices for the executive assistant who reports to all of the VPs. There are also questions about the ideal license given to the CEO who provides executive oversight and reviews the Executive Dashboard at the end of each accounting period. There are some restrictions on budget spend for overall licenses, and the user base is forecasted to continue to grow.

Which two explanations should the Solution Architect use to address the concerns and gain final acceptance?

Choose 2 answers

A. The CEO should have a Platform Plus license given that the role is a consumer of information and should be at the top of the Role Hierarchy.

B. The CEO should have a Sales Cloud license given that the role is a processor of information and should be at the top of the Role Hierarchy.

C. The Role Hierarchy should mirror the organization chart. Therefore, sharing settings need to be put in place for the executive assistant given the need to have access to the data of all of the VPs being supported.

D. Given that the executive assistant will need access to the data for all of the VPs being supported, the assistant should be placed higher up in the Role Hierarchy than the VPs.

ANSWER: B C

Explanation:

The CEO should have a Sales Cloud license given that the role is a processor of information and should be at the top of the Role Hierarchy. A Sales Cloud license supports access to the standard CRM capabilities used for executive review, including reports and dashboards, while also providing the flexibility to access relevant standard objects and records as the executive oversight role grows. Positioning the CEO at the top of the hierarchy aligns data visibility with the executive’s responsibility to review information owned by subordinate teams.

The Role Hierarchy should mirror the organization chart. Therefore, sharing settings need to be put in place for the executive assistant given the need to have access to the data of all of the VPs being supported. Salesforce role hierarchy grants record access upward, not across peer roles. An executive assistant supporting several VPs needs deliberate sharing—such as sharing rules, account or opportunity teams where appropriate, or other record-sharing design—to obtain access to each VP's relevant records without distorting the hierarchy solely to accommodate the assistant's access needs. This preserves a maintainable hierarchy as the organization and user population expand. Salesforce documents how role hierarchy extends record access and how user licenses control feature availability in its role hierarchy guidance and license-type documentation.

QUESTION NO: 9

Universal Containers (UC) is an international company with activities m Europe and the U.S. UC has two separate Salesforce orgs, one for each region. Quotes are built m different legacy systems, depending on their country. Orders are processed centrally by the back-office team with an ERP. Customer information is saved m both legacy systems and the ERP. The analyst team complains about the inconsistency of customer data between different systems and the lack of connection between a single piece of customer data across all of the systems.

Which approach would make it possible to set up this single source of truth and ensure scalability for orders?

A. Use MuleSoft Anypoint Platform as the single point of data orchestration across the different systems and Salesforce environments.

B. Map all of the points of data with a different ETI tool for each Salesforce environment and drive synchronisation from Salesforce to the other systems.

C. Use each Salesforce org as its own system of record (SOP.) and use Salesforce Connect to synchronise the two Salesforce orgs.

D. Map all of the points of data within a custom data manager and drive synchronization between the different systems with a point-to-point approach.

ANSWER: A

Explanation:

Use MuleSoft Anypoint Platform as the single point of data orchestration across the different systems and Salesforce environments. MuleSoft is designed to integrate Salesforce organizations, legacy quote applications, and the central ERP through reusable, managed APIs. This enables UC to expose customer, quote, and order capabilities consistently while retaining the appropriate system of record for each data domain. A shared integration layer can apply identity matching, validation, transformation, and synchronization rules consistently, giving users and downstream processes a connected and reliable view of customer data rather than isolated copies maintained independently.

For scalable order processing, API-led connectivity separates reusable system APIs from process orchestration and consuming applications. UC can therefore add countries, quote systems, channels, or Salesforce capabilities without proliferating tightly coupled integrations. The order process can be orchestrated centrally while customer and order updates are published to the systems that need them, supporting a governed single-source-of-truth architecture and reducing duplicate integration logic. MuleSoft's platform provides the API management, integration, monitoring, and reuse capabilities needed for this enterprise-wide approach. See Salesforce's MuleSoft overview and MuleSoft's guidance on API-led connectivity.

QUESTION NO: 10

Universal Containers (UC) uses Salesforce Sales Cloud to track Opportunities, Quotes, and Orders and is interested in offering self-service capability to its customers via an Experience Cloud site. Most products that UC offers are relatively simple, but some are complex and need to be configured and reviewed by a sales representative before an order can be officially placed. The CIO is concerned about the time to market and would like to see two options to address UC's need.

Which two options should a Solution Architect recommend and present to UC?

Choose 2 answers

A. Implement B2B Commerce on Experience Cloud to allow customers to purchase simple products, then add complex product configurations in a follow-up phase.

B. Implement Salesforce CPQ internally first, then build "product configurator" functionality in a custom Experience Cloud site in a follow-up phase.

C. Implement a templated self-service Experience Cloud site to show product information, add a "Request a Quote" component, and recommend B2B Commerce implementation in a follow-up phase.

D. Implement a custom Experience Cloud site with "product configurator" functionality first, then add headless commerce functionality in a follow-up phase.

ANSWER: A B

Explanation:

Implementing B2B Commerce on Experience Cloud to let customers purchase simple products initially, with complex product configuration added in a later phase, provides a practical path to an early launch. B2B Commerce is designed for authenticated business buyers and supports storefront, catalog, pricing, cart, and checkout capabilities. UC can therefore deliver self-service purchasing for the portion of its catalog that does not need sales-assisted configuration while planning a subsequent enhancement for the more sophisticated products. Salesforce's B2B Commerce learning materials describe these core buyer storefront capabilities: [B2B Commerce Basics].

Implementing Salesforce CPQ internally first and then building product-configurator functionality for the Experience Cloud site is also a sound phased option. CPQ can standardize the internal team's complex-product configuration, pricing, quoting, and approval processes before UC exposes equivalent guided configuration to customers. This separates the immediate need to improve reliable sales-assisted selling from the later work of designing a customer-facing configurator and its appropriate validation, security, and integration behavior. Salesforce CPQ is intended to help sales teams create accurate, consistent quotes for configurable offerings, as outlined in [Salesforce CPQ Basics]. Both approaches intentionally prioritize time to market while preserving a roadmap for complex-product selling.

QUESTION NO: 11

Universal Containers (UC) is implementing B2B Commerce for distributors in multiple countries. Product descriptions and digital assets are managed in a PIM system, inventory is mastered in an ERP, and the Commerce team needs account-specific prices to be available in the storefront. UC wants to prevent the same commercial data from being maintained by several teams in different systems.

Which three design decisions should a Solution Architect recommend?

Choose 3 answers

A. Maintain product descriptions and digital assets in the PIM system.

B. Maintain inventory availability in the ERP system.

C. Define one governed source for account-specific pricing before integrating it to the storefront.

D. Allow the PIM, ERP, and B2B Commerce teams to update product attributes independently.

E. Replicate all ERP history into B2B Commerce so the storefront can become the inventory source.

ANSWER: A B C

Explanation:

UC should define a single system of record for each data domain rather than letting multiple applications own the same information. Keeping product descriptions and digital assets in the PIM preserves the system designed to manage rich catalog content. Keeping inventory availability in the ERP preserves the operational source responsible for stock and fulfillment. The architecture should then integrate only the required data into B2B Commerce, using clear identifiers, synchronization rules, and monitoring.

Account-specific prices should have one governed commercial source and be delivered to the storefront through an integration or Salesforce pricing design appropriate to UC's pricing model. This prevents pricing changes from being made independently in the ERP, PIM, and commerce storefront. Salesforce integration guidance recommends establishing system-of-record responsibilities and well-defined integration contracts. See Salesforce Integration Architecture and Salesforce B2B Commerce.

QUESTION NO: 12

A Solution Architect has been hired to help design and implement a quoting solution for AC Computers on Salesforce to support omni-channel selling. During discovery with the client, the Solution Architect learns AC Computers currently uses spreadsheets to manage its pricing and product catalog, which includes thousands of SKUs with a variety of attributes that determine pricing. The current quoting process is long and tedious because it requires a sales representative to find individual products and manually input that information into Salesforce.

The Sales team complains that they are spending too much time searching for the right product and Product Management is spending too much time trying to manage SKUs. AC Computers wants to move away from manual quoting processes and toward simplifying its product catalog.

Which recommendation should the Solution Architect make given the business requirements?

A. Work alongside client stakeholders to perform a SKU optimisation; implement Salesforce CPQ product catalog and guided selling.

B. Work alongside client stakeholders to perform a SKU optimisation; implement Salesforce Order Management and special pricing.

C. Create Products and Price Books in Salesforce for the current product catalog to streamline future pricing and product catalog management; implement
Salesforce CPQ product catalog and guided selling.

D. Create Products and Price Books m Salesforce for the current product catalog to streamline future pricing and product catalog management; implement Salesforce Order Management and special pricing.

ANSWER: A

Explanation:

Work alongside client stakeholders to perform a SKU optimisation; implement Salesforce CPQ product catalog and guided selling. This recommendation addresses the two connected root problems: an overly complex product portfolio and an inefficient seller experience. A SKU-optimization exercise gives Product Management and business stakeholders a structured opportunity to rationalize duplicate, obsolete, or unnecessarily granular SKUs, standardize attributes, and define a manageable commercial catalog before it is automated. This is important because CPQ should operationalize a deliberate product model rather than simply reproduce spreadsheet complexity in Salesforce.

Salesforce CPQ then provides the product catalog, pricing, and quote-line foundation needed to replace manual product lookup and entry. Guided Selling presents sales users with targeted questions and uses their answers to recommend the appropriate products, bundles, or configurations. That allows representatives to locate suitable offerings faster and produce more consistent quotes while supporting a catalog that Product Management can maintain centrally. Together, catalog rationalization and guided selling directly support accurate, scalable quoting across selling channels. Salesforce describes Guided Selling as a feature that recommends products based on responses to questions; see Salesforce Help: Guided Selling. For CPQ product and configuration concepts, see Salesforce Trailhead: Salesforce CPQ Features.

QUESTION NO: 13

Universal Containers (UC) currently has Sales Cloud, Revenue Cloud, and Marketing Cloud Account Engagement within its existing Salesforce environment and is utilizing a standard Lead to Cash solution across those clouds. UC is 2 years into its Salesforce implementation, andthe CIO is getting concerned with the sheer amount of data affecting its environment's data limits.

IT is doing upkeep on older records that may no longer be relevant. They have decided to start looking at data archival strategies and what to archive correctly. Given that this solution involves Leads from Marketing Cloud Account Engagement, Opportunities from Sales Cloud, and Quotes from Revenue Cloud, they are concerned about archiving related data on active sales pipelines. They also want to keep a historical snapshot of all of their Quotes, Opportunities, and Leads for future pipeline performance purposes and are open to options.

Choose 2 answers

A. Propose Skinny Tables to the CIO before doing anything else.

B. Understand the organization's regulatory requirements around right to retain or delete data.

C. Recommend AppExchange solutions that provide capabilities around data archiving to the CIO.

D. Segment the data in terms of data needed for daily operations, data that is used occasionally at demand, anddata that is used purely for historical purposes.

ANSWER: B D

Explanation:

Understanding the organization's regulatory requirements around right to retain or delete data is essential before defining an archival design. Retention periods, deletion obligations, legal holds, privacy requirements, and audit needs can differ by jurisdiction, customer agreement, and data type. UC must establish these requirements first so that archived Lead, Opportunity, and Quote data remains available for the required period while personal or otherwise regulated information can be deleted or anonymized when required. This assessment should include the historical pipeline-reporting purpose and determine what information must remain accessible, immutable, or recoverable.

Segmenting the data in terms of data needed for daily operations, data that is used occasionally at demand, anddata that is used purely for historical purposes provides the practical framework for applying those requirements. Active pipeline records and their required relationships should remain operationally available in Salesforce. Infrequently accessed records can be moved to an archive that supports controlled retrieval, while historical snapshots can be retained in an appropriate reporting, archive, or data-storage solution. Categorization by access frequency, business value, and retention obligation allows UC to reduce Salesforce data consumption without disrupting active Lead-to-Cash processes. Salesforce's guidance on managing large data volumes supports evaluating record growth and access patterns, while its data-classification guidance helps organizations identify the sensitivity and handling requirements of data: Salesforce Trailhead: Understand Large Data Volumes and Salesforce Help: Data Classification.

QUESTION NO: 14

UC Foods, a manufacturing company, has multiple sales channels including a front-line Sales team and channel partners who are currently enabled on Sales Cloud as well as a Partner Community. The company wants to establish a new B2B Commerce portal to lower the cost of sales by enabling self-service capabilities to automate sales wherever possible. The executive sponsor is concerned that sales representatives might see the B2B channel as a threat to their ability to sell and, therefore, earn higher commissions.

Which two use cases should the Solution Architect highlight to help the executive sponsor better understand the appropriate role for B2B Commerce as it relates to existing sales channels?

Choose 2 answers

A. Highlight that the B2B portal is meant to tackle more routine, low-complexity sales, allowing the Sales team to focus on the more complex sales and priority accounts.

B. Highlight that the B2B portal will be a useful tool to help improve customer communications and enhance customer engagement by providing faster updates on their orders as they are fulfilled.

C. Highlight that the B2B portal is meant to handle high-complexity sales that are ideal for automation, leaving the Sales team to handle less complex, higher-margin sales.

D. Highlight that the B2B portal will help the company grow and expand into new geographies where the company does not currently have a sales footprint, resulting in more rewards for everyone.

ANSWER: A D

Explanation:

“Highlight that the B2B portal is meant to tackle more routine, low-complexity sales, allowing the Sales team to focus on the more complex sales and priority accounts.” is appropriate because B2B Commerce provides a self-service ordering channel for known buyers. Customers can access account-specific catalogs and pricing, place and repeat orders, and manage purchasing activity online. Moving predictable, repeatable transactions to the portal lowers the cost to serve while preserving the sales team’s capacity for consultative selling, strategic accounts, negotiated opportunities, and transactions requiring greater product or commercial expertise.

“Highlight that the B2B portal will help the company grow and expand into new geographies where the company does not currently have a sales footprint, resulting in more rewards for everyone.” is also an appropriate channel strategy use case. A digital storefront can make products and account-specific buying experiences available beyond the practical coverage area of direct representatives. This allows the organization to serve additional markets and buyers without needing a proportional expansion of its field-sales organization, while sales teams and partners can continue to contribute to higher-touch and relationship-led business.

Salesforce describes B2B Commerce as providing personalized, self-service purchasing capabilities, including catalogs, pricing, reordering, and account management. See Salesforce Trailhead: Get Started with B2B Commerce and Salesforce B2B Commerce.

QUESTION NO: 15

UC Foods, a global manufacturing organisation, builds and sells a varietyof 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 determinethe 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 theproduct 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 B28 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.

ANSWER: B

Explanation:

Use the B2B Commerce aggregated product or dynamic kits to drive the selection of theproduct options, then create a CPQ quote when manual intervention is required. For the quarterly visits, use Field Service Maintenance Plans. This approach aligns the customer-facing commerce experience with the internal sales and service processes needed for highly configurable equipment. Aggregated products or dynamic kits present compatible components and variants as part of the purchasing journey, allowing buyers to tailor a machine without requiring every configuration to be modeled as a separate standalone product. When the selected combination requires a salesperson to evaluate nonstandard pricing, Salesforce CPQ provides the appropriate quoting process, including guided configuration, pricing, approvals, and the generation of a formal quote for the customized equipment.

After purchase, Field Service Maintenance Plans support recurring preventive-maintenance work. A maintenance plan can define the service cadence and automatically generate the required maintenance work orders over the one-year warranty period. Those work orders can then be scheduled and dispatched to field technicians, enabling UC Foods to plan the quarterly inspections consistently and at scale. Salesforce identifies maintenance plans as the mechanism for defining recurring maintenance work in Field Service; see the Salesforce Field Service core data model. CPQ capabilities for configuring, pricing, and quoting products are described in the Salesforce CPQ Basics Trailhead module.

QUESTION NO: 16

A shipping and logistics company uses Sales Cloud, Service Cloud, and Marketing Cloud. It relies on Salesforce standard reports for its current KPIs. However, the company wants to see report trends and complex analytics. It also wants the reports to bevisible to salesforce users as well as non-Salesforce users.

Which recommendation should a solution Architect make to meet the company's needs?

A. Sales Cloud Einstein

B. Reporting snapshots

C. CRM Analytics

D. Standard Dashboards

ANSWER: C

Explanation:

CRM Analytics is the appropriate recommendation because it extends standard Salesforce reporting with an analytics platform designed for interactive, trend-based, and more complex analysis. It can combine and prepare data from Salesforce and supported external sources, then present that data through rich dashboards, lenses, and visualizations that enable users to explore KPIs over time rather than only consume static report outputs. This makes it well suited to a logistics organization that needs deeper operational, sales, service, and marketing insight across its cloud implementations.

CRM Analytics also supports securely sharing analytics experiences beyond internal Salesforce users when the organization uses the appropriate licensing, access controls, and deployment approach, such as embedded analytics or externally accessible experiences. The architect should account for data security, sharing requirements, and the intended external-user authentication model during design, but CRM Analytics supplies the advanced analytics capability needed for both audiences. Salesforce describes CRM Analytics as a platform for discovering insights from connected data and creating interactive analytics applications. See Salesforce CRM Analytics and CRM Analytics Overview.

QUESTION NO: 17

Universal Containers (UC) is consolidating three Salesforce orgs into one org for Sales Cloud and Experience Cloud. Each acquired business has different Account record types, sales stages, and partner onboarding processes. UC wants to create a target-state design that supports common reporting and governance, while preserving only the variations that are required for legal or operational reasons.

Which two activities should a Solution Architect recommend before defining the migration backlog?

Choose 2 answers

A. Perform a process and data-model fit-gap assessment across the three businesses.

B. Migrate all record types and automation first, then retire unused functionality after go-live.

C. Define target-state data ownership, data-quality rules, and a crosswalk for legacy values.

D. Allow each acquired business to keep its existing opportunity stages to shorten the migration.

ANSWER: A C

Explanation:

Perform a process and data-model fit-gap assessment across the three businesses. UC needs to identify which processes and data elements are truly common, which differ for a justified business reason, and which differences are legacy customizations that can be retired. This creates a fact-based foundation for standardizing record types, stages, fields, automation, and partner journeys.

Define target-state data ownership, data-quality rules, and a crosswalk for legacy values. A consolidation requires explicit decisions about which system or business function owns shared data, how duplicate and incomplete records are remediated, and how legacy picklist values, identifiers, and record types map to the future-state model. These decisions are necessary for reliable migration, integrations, reporting, and ongoing governance. Salesforce architecture guidance emphasizes understanding the current state and defining a deliberate target architecture before transformation work begins; see the Salesforce Architect Decision Guides.

QUESTION NO: 18

Widgets Wonderful, a manufacturing company, wants to provide a better customer experience and enable field service resources to provide a quote to customers while still on site. The company has complex products that come with warranties that include preventative maintenance work. Additionally, certain warranty repair work has specific SLAs associated with it. There are 10 Field Service team members and 20 sales representatives, all of whom need to view Salesforce Field Service objects and be able to create quotes for the customer.

Widgets Wonderful's project owner has some questions regarding the number and types of licenses needed for the users and would like to better understand how warranties will be addressed.

Which two combined options should a Solution Architect suggest?

Choose 2 answers

A. Salesforce Field Service and Service Cloud for Salesforce CPQ will need to be installed and customizations will need to be made to handle Entitlements.

B. Purchase 30 CPQ licenses and 10 Salesforce Field Service licenses.

C. Purchase 30 CPQ licenses and 30 Salesforce Field Service licenses.

D. Salesforce Field Service, Salesforce CPQ, and Service Cloud for Salesforce CPQ will need to be installed, and customizations will not be needed for Entitlements.

ANSWER: B D

Explanation:

Purchase 30 CPQ licenses and 10 Salesforce Field Service licenses because every person who must create customer quotes requires Salesforce CPQ access: the 10 field service team members plus the 20 sales representatives total 30 users. Field Service licensing is needed for the 10 field-service personnel who perform field-service work and use Field Service functionality. The sales representatives can create CPQ quotes without each requiring a Field Service license merely because they need visibility to relevant Field Service records; their underlying Salesforce access and sharing must also be configured appropriately.

Salesforce Field Service, Salesforce CPQ, and Service Cloud for Salesforce CPQ need to be installed and customizations will not be needed for Entitlements because this combination supports the stated service-and-sales process using standard capabilities. Salesforce CPQ handles configuration, pricing, and quote generation for the complex products. Field Service supports service execution, including preventative maintenance and warranty-related work. Service Cloud for Salesforce CPQ provides the standard integration needed to use Service Cloud contracts and entitlements in CPQ processes, allowing warranty coverage and SLA-driven service commitments to be represented without building custom entitlement functionality. Salesforce documents Field Service license assignment and permissions at Salesforce Help: Field Service licenses, and describes CPQ product capabilities at Salesforce CPQ.

QUESTION NO: 19

Universal Containers (UC) is at the end of its first and only design phase. UC decided to go ahead and build against the entire future design that was developed and agreed upon by its internal stakeholders and Center of Excellence. But a concern by the executive team is how UC can de-risk itself and stay within budgetduring the build while still hitting the objectives that were defined m the design phase.

Which recommendation should the Solution Architect make to alleviate the executive team ' s concerns during the build?

A. Help the executive team develop a governance framework and team to focus on those concerns throughout the build and track the budget.

B. Promise the executive team that the project manager will always give comprehensive budget numbers every week and they will never overrun on budget.

C. Help the executive team understand that they created their entire complete vision of the solution already and there is no chance anything new will come up during the build.

D. Assure the executive team that the current project is at a fixed scope and there will not beany overrun on budget.

ANSWER: A

Explanation:

Help the executive team develop a governance framework and team to focus on those concerns throughout the build and track the budget. A governance model gives UC an operating mechanism for managing the inevitable decisions, risks, dependencies, and change requests that arise while a large solution is being built. It should define accountable stakeholders, decision rights, escalation paths, meeting cadence, approval criteria, and a transparent process for monitoring scope, schedule, risks, and budget consumption. This allows the executive team and Center of Excellence to make timely, evidence-based trade-offs while ensuring that implementation decisions remain aligned to the business objectives agreed during design. Budget tracking should be tied to delivery milestones and forecasted work, with regular review of variances and the impact of approved changes. Governance is especially important when building toward a future-state design because it provides a disciplined way to validate assumptions and control investment without losing strategic alignment. Salesforce’s architecture guidance emphasizes intentional decision-making and ongoing management of risks, while its Well-Architected approach supports designing and operating solutions with clear organizational accountability. See Salesforce Architects and Salesforce Well-Architected.

QUESTION NO: 20

Universal Containers (UC) is in the process of identifying if Revenue Cloud will work for its business processes. UC has already implemented Sales Cloud, which includes complex steps and checklists that are orchestrated based on changes made to an Opportunity. Based on the current Sales Cloud implementation, UC has concerns about how Revenue Cloud will interact with its current customizations on the Opportunity object and if it will be difficult to customize the solution in the future.

Which design approach should a Solution Architect recommend tomitigate concerns about custom processes on any single object?

A. Use an event-driven design to separate automations that could run asynchronously from the save cycle with a third-party tool like Heroku.

B. Migrate automations from Process Builder to a single flow that is triggered by record updates, using only the "After Save" context so that all operations can be organized in a single flow.

C. Leave the orchestration of the automation to Process Builder, but invoke autolaunched flows from Process Builderso that the actual operations run in flows.

D. Migrate automations from Process Builder to flows triggered by record updates, organizing operations in separate flows for the "Before Save" and "After Save" contexts.

ANSWER: D

Explanation:

Migrate automations from Process Builder to flows triggered by record updates, organizing operations in separate flows for the "Before Save" and "After Save" contexts. This design follows Salesforce’s recommended record-triggered Flow model and makes automation on Opportunity more maintainable as Revenue Cloud is introduced. Before-save flows are appropriate for fast updates to the record that initiated the transaction, while after-save flows support actions that require the saved record, such as creating related records, invoking downstream automation, or performing actions that cannot occur before the record is committed. Separating logic by execution context gives architects a clear structure for assessing dependencies, controlling transaction behavior, and reducing unnecessary work during saves. It also avoids maintaining business process logic in Process Builder, which Salesforce has retired for new automation and recommends replacing with Flow. With the automation consolidated into appropriately designed record-triggered flows, UC can use Flow Trigger Explorer to understand and manage the order of flows on the Opportunity object. This improves visibility into existing customizations and provides a scalable foundation for future changes without tightly coupling every operation into one monolithic automation. See Salesforce's Record-Triggered Automation Decision Guide and Flow Best Practices.

QUESTION NO: 21

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 processesto 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.

ANSWER: B

Explanation:

Review to determine if moving automation to asynchronous Apex is required is the appropriate first evaluation because the issue is occurring in a single, high-volume order transaction that combines hundreds of order-product records with field-update automation and an external integration. Salesforce applies governor limits per transaction, including limits on SOQL queries, DML statements, CPU time, callouts, and other shared resources. Moving work that does not need to complete before the order is saved or activated into an asynchronous process separates that work from the original transaction and gives it an independent set of applicable execution limits.

A Solution Architect should identify which actions are truly synchronous business requirements and which can be deferred safely. For example, post-activation updates, aggregation or enrichment logic, and sending data to the external order-management system may be candidates for Queueable Apex. Queueable jobs support structured asynchronous processing and can be chained where a controlled sequence is necessary. The design should remain bulkified, pass only the necessary record identifiers or data to the job, provide error handling and retry behavior for integration failures, and account for eventual consistency between Salesforce and the external system. Salesforce documents transaction governor limits at Apex Governor Limits and Queueable Apex processing at Queueable Apex.

QUESTION NO: 22

Northern Trail Outfitters (NTO) is running a multi-cloud Salesforce implementation with lots of process integration between the clouds and other systems. During the project, NTO faces many challenges including a lack of agility and business value alignment, as well as silo-thinking. After trying different approaches, NTO begins to use Agile and is successful. The project manager now wonders what the recommended operating model would look like.

What should be a Solution Architect's first recommendation?

A. NTO should set up an Operations team within IT to ensure proper management of the integrations going forward.

B. NTO should set up a model of continuous backlog with teams aligned to the different clouds to drive efficiency and team collaboration.

C. NTO should set up a model of continuous backlog with teams aligned to the different products (capabilities) to improve efficiency.

D. NTO should establish a Scaled Agile Center of Excellence to continuously improve agility and time to market.

ANSWER: D

Explanation:

NTO should establish a Scaled Agile Center of Excellence to continuously improve agility and time to market. A Lean-Agile Center of Excellence is a small, cross-functional group that leads and sustains an enterprise Agile transformation. It helps establish consistent ways of working, provides coaching and enablement, promotes lean governance, measures outcomes, and shares practices across teams. This is particularly valuable for a multi-cloud Salesforce program, where end-to-end business processes and integrations span organizational and technology boundaries. By coordinating the transformation at the enterprise level, the center can reduce silo-based decision making and ensure that delivery priorities remain connected to measurable business value rather than individual platform objectives. It also enables continuous improvement after the initial move to Agile, so agility is not dependent on a one-time project approach or isolated teams. The operating model can then evolve toward durable, value-focused teams and coordinated planning while retaining appropriate architecture and integration oversight. SAFe identifies the LACE as an important organizational capability for fostering the new way of working and supporting ongoing improvement. See the Scaled Agile Framework guidance on the Lean-Agile Center of Excellence and Salesforce's overview of Agile methodology.