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Salesforce

ARC-801

Salesforce Design and Implement B2B Multi-Cloud Solutions

ORDER FULL VERSION

Question: 20

Universal Containers (UC) is implementing a Salesforce B2B multi-cloud project with large volumes of data and daily transactions from multiple third-party systems via multiple integrations. UC is looking at transactions of more than 1 million records a week and, in higher seasons, 10 million records a week. UC has made the decision to get a full copy sandbox to use to test all of its third-party integrations across its multiple clouds. UC has also invested in MuleSoft and the Anypoint Platform as the single enterprise service bus for all of the third-party data going into Salesforce.

Which type of performance testing should a Solution Architect recommend for testing data at scale on this project?

A. Perform API load test against the full copy sandbox before go live.
B. Perform unit testing against the full copy sandbox codebase before go live in production.
C. Perform page load testing against production after go live.
D. Perform API load test against the partial copy sandbox before go live.

Answer: A

Explanation:

There are different types of performance testing, such as load testing, stress testing, endurance testing, and spike testing. Each type has a different purpose and goal.

the best type of performance testing is API load test against the full copy sandbox before go live. This type of test can help you evaluate how well your integrations handle high volumes of data and transactions from multiple sources. It can also help you validate the functionality and performance of your MuleSoft Anypoint Platform.

To perform an API load test, you need to create a test plan that defines the test scenarios, test data, test tools, and test metrics. You also need to submit a request for performance testing to Salesforce2 and follow their guidelines and best practices.

A full copy sandbox is a good environment for API load test because it has the same data and metadata as your production org3. This can help you simulate realistic conditions and avoid data skew issues.

When dealing with large volumes of data and multiple integrations, it is important to perform load

testing to ensure that the system can handle the expected load. An API load test against the full copy sandbox will simulate the expected load and help identify any performance bottlenecks before the system goes live in production. This type of testing should be performed prior to go live to ensure that the system can handle the expected load and provide a good user experience.

Question: 21

A Solution Architect has gathered requirements from discovery with Northern Trail Hot Tubs below:

â¢ Northern Trail Hot Tubs sells through a B2B2C model with Dealers.

â¢ Northern Trail Hot Tubs tracks Dealer Opportunities in Salesforce, but wishes to have more insight into the sales process from its Dealers.

• Dealers would like to be able to get custom Hot Tub pricing quickly from Northern Trail Hot Tubs without having to wait for configuration estimates to come back from Northern Trail Hot Tubs.

• Northern Trail Hot Tubs supports its Dealers and Customers directly, and Dealers would like better insight into support that their Customers receive.

Which capabilities should a Solution Architect suggest to provide to Northern Trail Hot Tub Dealers?

A. Experience Cloud and Revenue Cloud for Dealers to get Quotes and view Cases
B. B2B Commerce for Dealers to get pricing and Service Cloud for Cases
C. Experience Cloud and Sales Cloud for Dealers to be able to create Opportunities and add Opportunity Products
D. Experience Cloud and Service Cloud for Dealers to be able to request pricing through Cases and track Customer Cases

Answer: A

Question: 22

Universal Containers (UC) has a global support model and would like to open up a text message channel to support maintenance supervisors in countries around the world. UC also wants to leverage messaging to market to its business partners, and be able to track open and click-through rates just like it does with email campaigns.

What should a Solution Architect recommend to UC?

A. Utilize Service Cloud and LiveMessage.
B. Utilize Service Cloud Email to Text Message.
C. Embed third-party messenger tools.
D. Utilize Marketing Cloud and MobileConnect.

Answer: D

Question: 23

AW Computing (AWC) has just completed a multi-cloud implementation for Salesforce and is facing major user adoption challenges. Users are complaining that the system is complicated and hard to navigate.

What can the Center of Excellence (CoE) for Salesforce do to help increase user adoption?

A. Place all training materials on the home page so users can find them easily.
B. Record hour-long pieces of training for each job role so users can review on their own time.
C. Break down training materials into quick reference guides for job-specific functions.
D. Ensure each team has a Salesforce champion that can provide one-on-one training.

Answer: C

Question: 24

Northern Trail Outfitters (NTO) has a requirement to implement an Experience Cloud solution to allow its partners to log and view cases they have submitted, as well as track their opportunities. As part of the solution, NTO wants to be able to create dashboards that its partners can view within the community.

Which Experience Cloud license should the Solution Architect recommend?

A. Sales Cloud license
B. Service Cloud license
C. Partner Community license
D. Customer Community Plus license

Answer: C

Explanation:

The Solution Architect should recommend a Partner Community license for this requirement. This license is designed for external partners and allows them to access and interact with Salesforce data and features, including submitting and viewing cases and tracking opportunities. Additionally, the Partner Community license includes the ability to create and view dashboards within the community. https://help.salesforce.com/s/articleView?id=users_license_types_communities.htm&language=en_US&type=5

Question: 25

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 CP
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: C

Explanation:

This option allows you to 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 1. https://appexchange.salesforce.com/appxListingDetail?listingId=a0N3u00000MSk6gEAD

Question: 26

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

Answer: A,B

Explanation:

Before proposing any solutions to the CIO, it is important to understand the organization's regulatory requirements around right to retain or delete data. It is also important to segment the data into different categories based on the purpose of the data, such as data needed for daily operations, data that is used occasionally at demand, and data that is used purely for historical purposes. This will help the organization plan their data archival strategy more effectively. Additionally, the CIO can look into AppExchange solutions that provide capabilities around data archiving.

Option B is important because different industries and regions may have different laws and regulations regarding how long they need to keep certain types of data or when they need to delete them. For example, some financial records may need to be retained for a minimum of seven years, while some personal data may need to be deleted upon request 1. Understanding these requirements can help UC decide what data can be archived and what data must be kept in Salesforce.

Option D is helpful because it can help UC prioritize and categorize their data based on how frequently and urgently they need to access it. For example, data that is needed for daily operations should be kept in Salesforce for optimal performance and availability, while data that is used occasionally at demand can be archived in an external system and accessed via Salesforce Connect2. Data that is used purely for historical purposes can be backed up in a secure storage system and deleted from Salesforce3.

Question: 27

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.

Answer: B

Explanation:

Option B is a solution that can help AC Computers avoid hitting governor limits when processing large orders because asynchronous Apex can run in a separate thread and use higher limits than synchronous Apex 1. For example, asynchronous Apex can process up to 50 million records per transaction, while synchronous Apex can only process up to 50 thousand records per transaction2. By moving some of their automation processes to asynchronous Apex, AC Computers can reduce the load on their Salesforce environment and improve performance.

A Solution Architect should evaluate moving automation to asynchronous Apex to resolve the issue of hitting governor limits when trying to create and activate orders in Salesforce. By moving the automation to asynchronous Apex, the automation processes can be run in a separate thread and will not affect the transaction limit for the current thread. This will prevent governor limits from being hit and ensure that the order creation and activation processes can be completed successfully.

Question: 28

Universal Containers uses the Salesforce Platform to track customer payments and any late payments. This is accomplished with an architecture that includes Marketing Cloud, Service Cloud, and an integration to the back-office billing system via MuleSoft. Invoices and payments are mastered in the billing system and exposed to Salesforce via MuleSoft. Notifications about customer payments are orchestrated out of Salesforce and emails are sent via Marketing Cloud. The late payment invoice data is required for service representatives to be able to reference within Salesforce.

What should the Solution Architect recommend when determining the role of each system for a use case of sending payment reminders?

A. Integrate the billing system directly with Marketing Cloud via MuleSoft to trigger based on events from the billing system.
B. Create cases within Salesforce from the billing system based on payment statues with MuleSoft event orchestration and send payment notifications via Marketing Cloud.
C. Recommend a trigger from the billing system into Marketing Cloud, which sends customer formatted emails.
D. Load the payment and invoicing data within Salesforce from the billing system with MuleSoft, and drive payment notifications via Marketing Cloud.

Answer: D

Explanation:

Universal Containers use Salesforce as the source of truth for customer payments and late payments, and leverage Marketing Cloud to send personalized and timely payment reminders based on customer segments and preferences 1. By loading the payment and invoicing data within Salesforce from the billing system with MuleSoft, Universal Containers can also enable service representatives to access and reference the late payment invoice data within Salesforce.

https://docs.mulesoft.com/salesforce-marketing-cloud-connector/3.2/

Question: 29

Universal Containers (UC) currently has Sales Cloud for its direct Sales team and is about to implement Revenue Cloud for them as well. UC is also bringing in Experience Cloud for its indirect Sales team which will integrate with Sales Cloud and Revenue Cloud. The CIO would like to make sure they are working from a single operating model

when it comes to defining their cross-departmental process and data utilization. The CIO wants to make sure there is no duplication of any data or processes that will require data hygiene constantly because of duplicative efforts.

What are the two initial questions a Solution Architect should ask the business in order to select the right operating model for business process standardization? Choose 2 answers

A. Can the direct Sales team use the standard functionality?
B. How critical are the business processes?
C. Are the processes the same for the direct Sales team and indirect Sales team?
D. Is the data shared between the direct Sales team and indirect Sales team?

Answer: A,C,D

Explanation:

According to SOGAF Operating Models1, an operating model has two dimensions: business process standardization and business process integration. Business process standardization refers to how similar or different are the processes across different units of an organization, such as direct and indirect sales teams. Business process integration refers to how much data is shared across different units of an organization, such as direct and indirect sales teams.

By asking these two questions, a Solution Architect can determine which of the four types of operating models (coordination, diversification, replication, or unification) best suits Universal Containersâ needs for cross-departmental process and data utilization 1.

Question: 30

Universal Containers (UC) sells automotive spare parts through a large network of partner retail outlets. UC's business model relies on partners (retail outlets) reaching out to UC to get access to its product catalog, selecting the product(s) they require, and then making bulk purchases. The partners occasionally reach out to UC sales representatives for advice or clarifications regarding particular SKUs on an opportunity on which they are co-sellers.

UC wants to offer discounts to partners who make large purchases. Further, UC wants to provide its partners with reports detailing their sales, including reports that summarize sales by partner, to help UC classify its partners accordingly.

Which solution should a Solution Architect recommend to meet UC's requirements?

A. Sales Cloud, B2B Commerce, and Partner Relationship Management
B. Sales Cloud, B2B Commerce, and Customer Community
C. Sales Cloud, Service Cloud, and Partner Relationship Management
D. Sales Cloud, Partner Relationship Management, and Einstein

Answer: A

Explanation:

Sales Cloud can help UC manage its direct sales team and track opportunities and revenue.

B2B Commerce can help UC provide its partners with access to its product catalog and enable them to make bulk purchases online.

Partner Relationship Management (PRM) can help UC offer discounts to partners who make large purchases, provide

them with reports detailing their sales, and allow them to collaborate with UC sales representatives12.

Question: 31

A Solution Architect is delivering a multi-cloud implementation to a client. A diagram is required to communicate the vision and strategy of the solution to the business executives and stakeholders at a high level without going into too much detailed technical information .

Which type of architecture diagram should the Solution Architect use?

A. Master Data Management (MDM) Diagram
B. Reference Architecture Diagram
C. Lightning Platform Architecture Diagram
D. Solution Architecture Diagram

Answer: B

Question: 32

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.

Answer: A,D

Question: 33

A Solution Architect is working with a complex enterprise architecture that supports multiple business processes. Many previous transformation projects have struggled because of the interdependencies between the Salesforce production environment and other systems, as well as a lack of documentation.

In which two ways can a Solution Architect gain a better understanding of the current state of the Salesforce production environment? Choose 2 answers

A. Speak to the business stakeholders to gather their suggestions for improvement.
B. Identify which system integrator did the previous implementation and ask them to document their work.
C. Examine the details of the current configuration to see how it is set up.
D. Work with the system administrator to identify who has the most knowledge of the current configuration.

Answer: A,C,D

Explanation:

Examine the details of the current configuration to see how it is set up2. This way, you can get a clear picture of what features and functionalities are being used, how they are configured, and how they support the business processes. You can also identify any technical debt, customizations, or integrations that may impact performance or scalability.

Work with the system administrator to identify who has the most knowledge of the current configuration2. This way, you can leverage their expertise and experience to understand how the system works and why it was designed that way. You can also get their feedback on any issues or challenges they face with maintaining or updating the system.
https://trailhead.salesforce.com/credentials/b2bsolutionarchitect

Question: 34

Universal Containers (UC) is currently utilizing Salesforce Revenue Cloud, Service Cloud, and Field Service for its internal Sales teams, call center, and field service teams. The field service team has asked for new data visibility around Sales and Service data because customers in the field will often ask about sales orders that typically exist within Revenue Cloud.

What is an immediate consideration a Solution Architect should provide regarding giving this kind of data access?

A. Generate a new permission set that grants access to the Order object and assign it to the field service users.
B. Generate a new profile that grants access to the Order object and assign it to the field service users.
C. Provide the field service team with CPQ licenses to view Order data.
D. Provide the field service team with a Sales Cloud license to view Order data.

Answer: A

Explanation:

Generate a new permission set that grants access to the Order object and assign it to the field service users 1. This way, you can provide granular access to specific fields and records without changing their existing profile or license. This can also improve performance by avoiding unnecessary queries and calculations for sharing.

https://trailhead.salesforce.com/credentials/b2bsolutionarchitect

SAMPLE QUESTIONS

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