Exam Code: B2B Solution Architect
Exam Name: Salesforce Certified B2B Solution Architect

Exam A

QUESTION 1
Universal Containers is currently utilizing B2B Commerce Cloud, Service Cloud, and Field Service for its Sales teams, call center, and Field Service teams. The Field Service team would like to havevisibility of Commerce Cloud data because customers in the held will often ask about sales order details.
What should the Solution Architect recommend to give this kind of data access?

A. Create a new permission set that grants access to the Order and Order Item object and assign it to the Field Service users.

B. Create a new profile that grants access to the Order and Order Item object and assign it to the Field Service users.

C. Give Commerce Cloud license to the Field Service team to view Order and OrderItem data.

D. Give Sales Cloud license to the Field Service team to view Order and Order Item data.

Correct Answer: A
Section:
Explanation:
To enable Field Service teams at Universal Containers to access sales order details from B2B Commerce Cloud, creating a permission set that grants access to relevant objects like Order and Order Item is an effective solution. This approach ensures that Field Service users have the necessary permissions to view order information, enhancing their ability to address customer inquiries in the field. Permission sets offer a flexible and granular way to manage access rights, allowing for customization according to specific user roles and requirements without altering the base profiles. This method aligns with Salesforce's best practices for access management, ensuring data security while providing users with the information they need to perform their roles effectively.

QUESTION 2
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.

Correct Answer: D
Section:
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 approach will allow UC to keep their current customizations on the Opportunity object, while allowing for greatercontrol and flexibility when customizing the solution in the future. Additionally, this approach will allow UC to better orchestrate the automations and ensure that operations are being run in the right order and context.
https://www.salesforce.com/products/cpq/overview/

QUESTION 3
What should a Solution Architect do to ensure that all requirements for a multi-cloud implementation are captured during discovery sessions so that projectstakeholders are aligned with the project team on deliverables?

A. Develop and present the business case to all project stakeholders before beginning the solution design and development phase.

B. Develop and present the project scope itemized within the requirements document to all project stakeholders before beginning the solution design and development phase.

C. Define and document the user journey map with project stakeholders to capture the customer interactions at all touchpoints.

D. Define and document the business value map with project stakeholders to capture the value provided by the implementation.

Correct Answer: B
Section:
Explanation:
Ensuring alignment between project stakeholders and the project team is critical for the success of a multi-cloud implementation. By developing and presenting a detailed project scope, outlined in the requirements document, a Solution Architect can clarify expectations and deliverables, fostering a shared understanding of project goals, timelines, and success criteria. This approach helps in managing stakeholder expectations and ensures that all requirements are captured and agreed upon before moving forward with solution design and development. This practice aligns with Salesforce's recommendations for effective project management and stakeholder engagement, ensuring that all parties are aligned and committed to the project's objectives and outcomes.

QUESTION 4
GG3 has gone live with a B2B multi-cloud solution and plans to add more functionality over time. The company has a team of system administrators who each focus on a specific cloud and area of functionality. GG3 has decided to use an Org-Based deployment approach. It wants to protect the investment made and set the team up for success in the future.
What should a Solution Architect recommend as a best practice to put checks in place for decisions on changes moving forward?

A. Engage Salesforce services to manage all governance and represent as the Steering Committee.
B. Budget for a Governance and Monitoring structure that includes a communications plan and project methodology for the following year.
C. Set up a Governance and Monitoring structure that includes a Steering Committee, a Center of Excellence, and a Data governance council.
D. Engage a third-party company to manage all governance and represent as the Steering Committee.

Correct Answer: C
Section:
Explanation:
Establishing a robust Governance and Monitoring structure is essential for sustaining the long-term success of a Salesforce implementation. A Steering Committee provides strategic oversight and decision-making, ensuring that the project remains aligned with business objectives. A Center of Excellence (CoE) fosters best practices, innovation, and continuous improvement across all Salesforce clouds and functionalities. A Data Governance Council ensures data quality, security, and compliance. This comprehensive governance framework supports effective change management, promotes cross-functional collaboration, and ensures that the Salesforce ecosystem evolves in a controlled and strategic manner, consistent with Salesforce's recommendations for maintaining a healthy and effective Salesforce environment.

QUESTION 5
A corporate bank has decided to use a multi-cloud solution to reduce time to market, showcase a 360-degree view of the bank's business customers, and improve CSAT rating by increasing channels for customer service. The CIO has asked to run a discovery workshop with one goal: understanding existing technical dependencies within the organisation.
What should a Solution Architect recommend as the top priority to start this journey?

A. Plot the map or the future system landscape by making assumptions about the changes needed to improve customer satisfaction.
B. Plot the map of the current system landscape and identify key areas where the B2B multi-cloud solution will fit in.
C. Plot the process map using Universal Process Notation (UPN) through workshops involving a diverse set of stakeholders.
D. Plot what the customer is thinking, doing, and feeling at the varying stages of their experience, and connect them to interactions with the bank.

Correct Answer: B
Section:
Explanation:
Plot the map of the current system landscape and identify key areas where the B2B multi-cloud solution will fit in. This is an important step to understand the existing technical dependencies within the organisation, such as datasources, integrations, applications, and platforms. It also helps to identify the gaps and opportunities for improvement that can be addressed by the B2B multi-cloud solution.
For the corporate bank embarking on a multi-cloud solution journey, mapping the current system landscape is a critical first step. This involves documenting existing systems, applications, and their interconnections to identify integration points and potential overlaps with the new B2B multi-cloud solution. Understanding the current technical ecosystem allows for the identification of key areas where Salesforce solutions can be integrated to enhance customer service, improve visibility into business customer activities, and increase customer satisfaction. This foundational analysis is essential for informed decision-making and strategic planning, ensuring that the new solutions complement and enhance the existing technical infrastructure, in line with Salesforce's recommendations for successful multi-cloud implementations.

QUESTION 6

A Solution Architect is presenting a design for the Phase 1rollout of a B2B multi-cloud solution that includes CPQ and B2B Commerce using the CPQ B2B Commerce Connector. During the presentation, business stakeholders push bade on some of the key design aspects. The business is keen to have the product images and SCO data pushed back to CPQ from 828 Commerce, which is not incorporated in the current design. Further, the business wants the Solution Architect to find a way to map discounts and promotions in 828 Commerce to CPQ pricing and add that to the Phase 1 deliverables.

Which two responses should a Solution Architect present to the stakeholder s?

Choose 2 answers

A. There are significant differences in the discounting models and options between B2B Commerce and CPQ, and for that reason, it is better to handle them separately. without syncing to CPQ.

B. Product Images and SCO data are B2B Commerce specific metadata. It is recommended to keep them only in 828 Commerce, and not push to CPQ.

C. Map the product images from B2B Commerce to CPQ, by passing the URL of theimage File from CC Product to Product2 object. SEO data sync will require additional customization and it is recommended for Phase 2.

D. Map the discounts and promotions to Additional Discounts field on the quote Int. However, we would need to ensure thatthe price rules do not run for quotes originated from B2B Commerce unless there is a specific business need.

Correct Answer: C, D
Section:
Explanation:
https://help.salesforce.com/s/articleView?id=sf.icx_b2b_cart_to_quote_connector.htm&language=en_US&type=5
Addressing stakeholder feedback on syncing product images and SEO data from B2B Commerce to CPQ, and aligning discounts and promotions, involves a balanced approach. Mapping product images by passing the URL from B2B Commerce to CPQ ensures that product visual representation is consistent across platforms. Considering the complexity of syncing SEO data, it is pragmatic to plan this for a subsequent phase, allowing for proper customization and integration work. For discounts and promotions, mapping them to the Additional Discounts field on the quote line in CPQ is feasible, but it's crucial to manage the execution of price rules carefully to maintain pricing integrity. This approach aligns with best practices for integrating B2B Commerce and CPQ, ensuring a cohesive and functional solution that meets business requirements while managing technical complexities and scope.

QUESTION 7
Universal Containers (UC) needs to provide a portal for its customers to order spare parts for the equipment that has been sold to them. Spareparts 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, m the future, UC wants this order integration scaled to additional applications. UC also needscustomers 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 Meroku

B. B2B Commerce, Salesforce Field Serv.ee, 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
Section:
Explanation:
B2B Commerce is a solution that allows you to create ecommerce websites for your business customers1.
Salesforce Field Service is a solution that allows you to manage your field service operations, such as scheduling appointments, dispatching technicians, and tracking assets2.
Experience Cloud is a solution that allows you to create digital experiences for your customers, partners, and employees using templates and components2.
MuleSoft is a solution that allows you to integrate data from different systems using APIs34.
To fulfill Universal Containers' requirement for a customer portal to order spare parts and schedule service appointments, the combination of B2B Commerce, Salesforce Field Service, and Experience Cloud, integrated with MuleSoft, offers a comprehensive solution. B2B Commerce enables a self-service ordering platform for spare parts, while Salesforce Field Service facilitates the scheduling and management of service appointments. Experience Cloud provides the framework for building a customer-facing portal that integrates these functionalities. MuleSoft serves as the integration layer to connect these Salesforce solutions with UC's ERP system, ensuring seamless data flow and order fulfillment processes. This architecture supports scalability for future integrations, aligning with Salesforce's best practices for building connected and customer-centric solutions.

QUESTION 8
Northern Trail Outfitters (WO) istransforming its service experience. NTO has created a RACI matrix to understand the key stakeholders' responsibilities for activities and decisions during a Salesforce Field Service discovery workshop.
Which three NTO stakeholders should a Solution Architect recommend be defined as Consulted during the discovery workshop?

Choose 3 answers

A. Field Service Manager

B. NTO employee representing a typical customer

C. Business Analyst

D. Field Service Agent

E. Project Manager

Correct Answer: A, C, D
Section:
Explanation:
During the discovery workshop for Salesforce Field Service, consulting with the Field Service Manager, Business Analyst, and Field Service Agent is essential. The Field Service Manager provides insight into operational needs and challenges, the Business Analyst contributes an understanding of technical requirements and process optimizations, and the Field Service Agent offers a frontline perspective on service delivery and customer interactions. Involving these stakeholders ensures that the solution architect gathers comprehensive insights into the service operations, aligning the Salesforce Field Service implementation with the actual needs and workflows of the organization, consistent with Salesforce's best practices for stakeholder engagement in discovery sessions.

QUESTION 9
Universal Containers (UC) is about to embark on a digital transformation initiative to make all of its back-office systems data visible to employees, customers. And partners via front-office capabilities like Salesforce. The CIO has asked the team to identify their various systems, both back- and front-office, and correctly identify the proper use of those systems. The team plans to utilise the Systems of Engagement framework to classify their systems based on how they will be utilized within the enterprise architecture.
Salesforce is being utliued as the master for all sales data-like Opportunities, Quotes, and Cart data---and an ERP is the master for all invoice, order, and payment data.
How should the Solution Architect segment opportunities and order data in Salesforce*

A. SOR for Opportunities and System of Intelligence for Orders

B. System of record (SOP.) for Opportunities and System of Engagement for Orders

C. System of Engagement for Opportunities and SOR for Orders

D. SOR for Opportunities and SOR for Orders

Correct Answer: B
Section:
Explanation:
In Universal Containers' architecture, Salesforce serves as the System of Record (SOR) for sales data such as Opportunities and Quotes, centralizing sales activities and data management. Orders, once confirmed, transition to the ERP system, where they are processed and fulfilled, making the ERP the SOR for order, invoice, and payment data. This delineation ensures clear data ownership and process efficiency, with Salesforce facilitating customer engagement and sales processes, and the ERP managing financial transactions and fulfillment, in line with best practices for leveraging Salesforce in a multi-system environment.

QUESTION 10
Universal Containers (UC) has gone through the design phase of its large initiative involving multiple Salesforce clouds and is about to go into the build phase. The CIO would prefer to create an internal Center of Excellence (CoE) to implement the solution versus make a third-party organisation responsible for the entire build given that they have the talent internally to support the initiative.
Which two recommendations should a Solution Architect make toward creating a CoC?
Choose 2 answers

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

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

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

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

Correct Answer: A, C
Section:

Explanation:
A Salesforce Center of Excellence (COE) is a centralized division within your company that oversees and manages all aspects of the Salesforce instance, including projects, maintenance, and support12.A COE acts as a central governing body for the entire organization and funnels all decision making and product ownership through a single group2.By creating a COE, you can ensure that all development decisions will be made by internal resourceswho have direct relationships with stakeholders throughout the company12.
Another benefit of creating a COE is that knowledge of the solution will stay within the organization3.A COE provides leadership, best practices, research, support and training for Salesforce3.By having an internal team that is responsible for implementing and maintaining the solution, you can avoid relying on external vendors or consultants who may not have your best interests at heart or who may leave after the project is done4.

QUESTION 11
Northern Trail Outfitters (NTO) is running amulti-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 ITto 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.

Correct Answer: D
Section:
Explanation:
A Scaled Agile Center of Excellence (LACE) is a smallteam of people dedicated to implementing the SAFe Lean-Agile way of working1.A LACE can be used to gather information, lead change, share best practices, and keep people on the same page as theorganization moves forward2.A LACE is a cornerstone of successful transformations because it encourages continuity and manages expectations3.
By establishing a LACE, NTO can leverage the benefits of agile at scale, such as faster delivery, higher quality, lower costs, and happier customers31.A LACE can also help NTO overcome the challenges of silo-thinking and lack of alignment by fostering collaboration and communication across different teams and systems21.

QUESTION 12
Universal Containers (UC) is looking to implement a CPQ + B2B Commerce multi-cloud solution and use the CPQ B2B Commerce Connector to keep the two insync. As part of this implementation, UC is looking to be able to have a streamlined product and pricing experience. As UC would like to sell product kits with tiered pricing through the self-service storefront, it would like to ensure this model can be supported effectively.
Which two considerations should a Solution Architect keep in mind for the implementation?
Choose 2 answers

A. for supporting kits in the B2B Commerce Storefront, they need to create equivalent bundle products on the CPQ side.

B. For the described multi-cloud solution, it is a best practice to set the CPQ precision to two decimal points.

C. On the CPQ 826 Commerce Connector, the default mapping of tiered pricing in 826 Commerce is to Discount Schedules in CPQ.

D. It is important to ensure the Price Rules run for Quotes initiated via 628 Commerce Storefront to maintain consistency in business rules being applied.

Correct Answer: A, C
Section:
Explanation:
The CPQ B2B Commerce Cloud Connector is an unmanaged package from Salesforce Labs that allows B2B Commerce and CPQcustomers to configure or customize functionality12.It syncs products, pricing, quote requests, and orders in both clouds12.
For supporting kits in the B2B Commerce Storefront, they need to create equivalent bundle products on the CPQ side3.A kit is a product that contains other products as components3.A bundle is a product that has one or more options that can be added or removed by a user4.The connector maps kits to bundles using a custom field called Kit ID on both objects3.
On the CPQ 826 Commerce Connector, the default mapping of tieredpricing in 826 Commerce is to Discount Schedules in CPQ5.Tiered pricing lets you set different prices for different quantities of a product5. Discount schedules let you apply discounts based on quantity or amount ranges for a product.The connector maps tiered prices to discount schedules using a custom field called Tiered Price ID on both objects5.

QUESTION 13
Universal Containers (UC) is about to implement Sales Cloud, Service Cloud, and Revenue Cloud within its newly created Salesforce environment. But before UC begins, the CIO would like to understand the options for

creating and migrating changes within Salesforce. UC is about to use a sandbox for the initial build and will deploy customisation up to the production environment. UC has decided to build packages of metadata to silo the functionality between the three clouds it is implementing for.

What are two key considerations a Solution Architect should keep in mind when recommending packaging?
Choose 2answers

A. Design the package as modular, loosely coupled units of metadata rather than large chunks of an org.

B. Only utilize one functional automation tool (Flow, Workflow Rules, Process Builder) per object.

C. It is impossible to track source controlwith package development; either the org owns the source or a source control does, but never both.

D. Clouds like Revenue Cloud have their own packages so it is easy to work with them because their automation is limited.

Correct Answer: A, B
Section:
Explanation:
Modular packaging (A) promotes flexibility, scalability, and ease of maintenance, allowing for targeted deployments and updates. Limiting to one automation tool per object (B) simplifies design, reduces conflicts, and enhances maintainability, ensuring a more streamlined and efficient development and deployment process across Salesforce Clouds.

QUESTION 14
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 governanceframework; 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.

Correct Answer: A
Section:
Explanation:
To address the executive team's concerns about staying on budget and mitigating risks during the build phase, establishing a governance framework is essential. This framework should include clear roles, responsibilities, decision-making processes, and budget tracking mechanisms. Focusing on governance ensures that the project remains aligned with business objectives, addresses potential issues proactively, and maintains financial discipline, aligning with best practices for successful Salesforce implementations.

QUESTION 15
A Solution Architect that been hired to consultAce 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-useroperations 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. MuleSoft Composer

D. Platform Events

Correct Answer: B
Section:
Explanation:
The Solution Architect should recommend MuleSoft Anypoint Platform for Ace Computers' integration solution. MuleSoft Anypoint Platform is a powerful integration platform that can connect to a wide range of systems, including on-premise and cloud systems. It has advancedcapabilities for data mapping, transformation, and routing, as well as support for large data volumes and real-time integration. MuleSoft Anypoint Platform also has

features for minimizing the impact on end-user operations, such as batch processing and advanced scheduling. Salesforce Data Loader is a tool for importing and exporting data to and from Salesforce and is not suitable for integrating multiple systems. MuleSoft Composer is a lightweight integration solution that is designed for simple integrations and may not be suitable for Ace Computers' complex integration needs. Platform Events are a feature in Salesforce that allow for real-time communication between applications within Salesforce but may not be suitable for Ace Computers' integration needs.

QUESTION 16
The business model of Universal Containers (UC) puts a strong emphasis on indirect sales and service processes. UC's customers are primarily distributors, resellers, and service providers who either sell or service products independently,or collaborate with UC on joint opportunities and cases. In the past, collaboration was primarily driven through email but UC wants to bring both service and sales collaboration onto one consolidated platform.
Which solution should a Solution Architect recommend to create better collaboration and visibility for UC employees, resellers, and service partners?

A. Grant access to resellers and partners by providing Sales Cloud licenses and Service Cloud licenses.
B. Grant access to resellers and partners byproviding Partner Community licenses.
C. Grant access to resellers and partners by providing Customer Community licenses.
D. Grant access to resellers and partners by providing Customer Community Plus licenses.

Correct Answer: B
Section:
Explanation:
This type of license allowsexternal users to access standard Salesforce objects such as accounts, contacts, leads, opportunities, and cases.It also enables them to collaborate with UCemployees and other partners on joint sales and service processes34.

QUESTION 17
At Custom Cabinets LLC, the service appointments often span over multiple days bot are 2 to 4 hours in duration per day. The company would like to optimize the service resource's day and have them see as many customers as possible. Additionally, Custom Cabinets LLC would like a customer service representative to follow up with the customer once the field work has been completed.
Which approach should the Solution Architect take to meet these requirements?

A. Leverage declarative automata to done Service Appointments for multiple days. Like declarative automation to send a follow-up email to the customer.
B. Leverage out-of-the-box Salesforce Field Service Work Types and out-of-the-box Multiday Service Appointments. Use declarative automation to create a follow-up Case for customer service.
C. Leverage out-of-the-box Salesforce Field Service Multiday Service Appointments. Use declarative automation to send a follow-up email to the customer.
D. Leverage out-of-the-box Salesforce Field Service Work Types and declarative automation to clone Service Appointments for multiple days. Use declarative automation to create a follow-up Case for customer service.

Correct Answer: C
Section:
Explanation:
Salesforce Field Service's out-of-the-box functionality for Multiday Service Appointments efficiently handles appointments spanning multiple days. Using declarative automation for follow-up emails ensures personalized customer engagement post-service, enhancing customer satisfaction and operational efficiency without the need for extensive custom development.

QUESTION 18
A client is running a project with a 626 multi-cloud setup involving Marketing Cloud, Sales Cloud, ServiceCloud, 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 transportedto 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.

Correct Answer: B, D, E
Section:
Explanation:
For a multi-cloud setup involving various Salesforce clouds and MuleSoft, understanding the current data architecture and the need behind consolidated reporting is crucial. Reviewing established and planned data flows provides insight into the existing data landscape, identifying systems of record and current data integrations. Identifying the key drivers and high-level data scope for consolidated reporting helps in aligning reporting solutions with business needs. Drafting a high-level solution using CRM Analytics (formerly known as Einstein Analytics) showcases the potential for unified reporting across multiple Salesforce clouds, leveraging its powerful data integration, transformation, and visualization capabilities. This approach aligns with Salesforce's best practices for data management and analytics, providing a foundation for informed decision-making in the steering committee meeting.

QUESTION 19
Mask Makers LLC has a traditional sales channel that uses an existing CPQ implementation to process orders. Customers frequently reorder previous purchases quickly and split the order into several deliveries for different locations. Additionally, these customers are given special pricing through Price Books m CPQ based on annual spending and other parameters. The customer currently makes their purchase by sending an email or calling their appointed sales representative, and then waits to receive a quote.
Mask Makers LLC wants to move away from this very manual and time-consuming process. The company wants to provide its customers with a personalized experience that is simplified and streamlined with existing special pricing visible and the option to self-serve- Mask Makers LLC would also like to deliver this within a short timeframe, as business must continue to grow.
Which design approach should a Solution Architect recommend to meet these requirements within the timeframe while adhering to best practices.

A. Implement B2B Commerce and use the CPQ B2B Commerce Connector to integrate to CPQ. Set B2B Commerce as the Product and Pricing master.

B. Implement B2B Commerce and use the CPQ B2B Commerce Connector to integrate to CPQ. Keep CPQ as the Product and Pricing master.

C. Implement B2B Commerce and use the CPQ B2B Commerce Connector to integrate to CPQ. Allow bidirectional updates to Products and Pricing.

D. Implement B2B Commerce and build a custom integration to CPQ. Keep CPQ as the Product and Pricing master.

Correct Answer: B
Section:
Explanation:
Implement B2B Commerce and use the CPQ B2B Commerce Connector to integrate to CPQ1. This is a fast and easy way of enabling self-service ordering for customers with existing special pricing from CPQ.
Keep CPQ as the Product and Pricing master1. This is a recommended practice to avoid data duplication and inconsistency between CPQ and B2B Commerce.
For Mask Makers LLC, implementing Salesforce B2B Commerce with integration to the existing CPQ system via the CPQ B2B Commerce Connector is the optimal approach. Keeping CPQ as the Product and Pricing master ensures that the complex pricing rules and special pricing agreements already established in CPQ are maintained and leveraged within the B2B Commerce environment. This setup allows customers to benefit from a streamlined and personalized self-service experience while ensuring pricing consistency and accuracy. The CPQ B2B Commerce Connector facilitates the seamless flow of product and pricing information from CPQ to B2B Commerce, enabling Mask Makers LLC to provide a simplified and efficient ordering process for its customers, adhering to Salesforce best practices for integrating CPQ and B2B Commerce.

QUESTION 20
Different teams at Universal Containers (UC) are experiencing challenges using their existing tools. The Sales team can only access their application from the office, the Marketing team has to manually import leads coming from the website into their campaign tool, and the Support team lacks a communication history repository between email, social networks, and calls. The website was developed by the IT team, and the Legal team is responsible for the Consent Management Platform used to meet GDPR requirements.
UC wants to improve its relationship with customers, so a digital redesign program is starting with the goal of moving to Salesforce solutions.
Which three steps are necessary to set up a program roadmap?
Choose 3 answers

A. Identify the high-level workload capacity and planning of the IT and Legal teams.

B. Prioritize the transformation of activities involving the least development.

C. Create project plans for each of the projects that will be on the roadmap.

D. Prioritize the transformation of activities related to customers' interactions.

E. Explain how the program contributes to the business's goals.

Correct Answer: A, C, E
Section:

QUESTION 21
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
Section:

QUESTION 22
Universal Containers (UC) has acquired four companies and is looking to manage revenue across all mergers' territories seamlessly. UC wants to drive major business decision and selling strategies based on an efficient, complete, real-time view of team forecasts across territories from Salesforce. A sales user can be part of multiple territories and is usually working on multiple opportunities at a time.
Which technical consideration should a Solution Architect make when designing collaborative forecasting?

A. Archiving a territory model does not impact forecasts, quotas, and adjustments for all territories in the model.

B. If the sales user has many territories assigned to them, it can impact the performance of the forecast.

C. Important details should be tracked at the opportunity line level.

D. Forecast category names can be customized by submitting a Salesforce Support case.

Correct Answer: B
Section:

QUESTION 23
Towards the end of the discovery phase, the sales manager and subject matter experts raise a request to get hands-on experience with the solution as soon as possible. They want to ensure the requirements they provided are correctly built out in Salesforce. The project sponsor is unsure how that request may affect the schedule.
Which method should a Solution Architect consider in this scenario to validate the requirements during the build sprint without impacting the project timelines?

A. Ensure the project sponsor reviews and signs off on the Functional Specification Document as an acknowledgment that what was built aligns with the original requirements.

B. Run a User Acceptance Testing discovery session, based on the Functional Specification Document, to ensure the testing script meets the end users' needs.

C. Give every end user the Functional Specification Document as their training materials and test them on the contents.

D. Give the end users access to a sandbox environment and a testing script for each of the user stories. Ask UAT testers to perform their tasks and collect feedback from them in the testing script.

Correct Answer: A
Section:

QUESTION 24
Universal Containers (UC) is about to complete the first phase of its digital transformation with its new Lead to Invoice process that incorporates several clouds like Sales Cloud, Service Cloud, Revenue Cloud, Experience Cloud, and MuleSoft. UC is now creating a Center of Excellence and focusing on a purely Agile methodology for working on new releases. UC wants to understand some of the considerations around release planning.
What are two recommendations a Solution Architect should make to ensure UC's releases to production work within its release schedule and there are no delays in future releases?
Choose 2 answers

A. Fix the scope of the sprint during release planning regardless of how long it takes.

B. Create a regular sprint cadence across the different teams to demonstrate new functionality.

C. Use the last sprint of the release to stabilize it and eliminate identified issues.

D. Utilize the last sprint to include functionality that was missed from previous sprints.

Correct Answer: A, B
Section:

QUESTION 25
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 with 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.

Correct Answer: A, D
Section:

QUESTION 26
Universal Containers (UC) uses Sales Cloud, Service Cloud, and Experience Cloud. The implementation was completed 5+ years ago, and Service Cloud users are now expressing dissatisfaction with system performance. A custom Visualforce page was developed to show relevant data to Experience Cloud users. The same page is used by the Support team but displays more information based on their profile. UC has a small internal Support team for Salesforce that periodically enables new features in production.
Which best practice should the Solution Architect recommend to avoid these types of issues in the future?

A. Assess the level of technical debt and test new features with the Product team in a Developer sandbox.

B. Assess the level of technical debt and test new features in a sandbox before enabling in production.

C. Assess the level of data quality and test new features with a pilot before enabling for all users.

D. Assess the level of data quality and test new features with a subset of users in production before enabling all users.

Correct Answer: C
Section:

QUESTION 27
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: A, B, C
Section:

QUESTION 28
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.

Correct Answer: A, D
Section:

QUESTION 29
Refer to the images below:
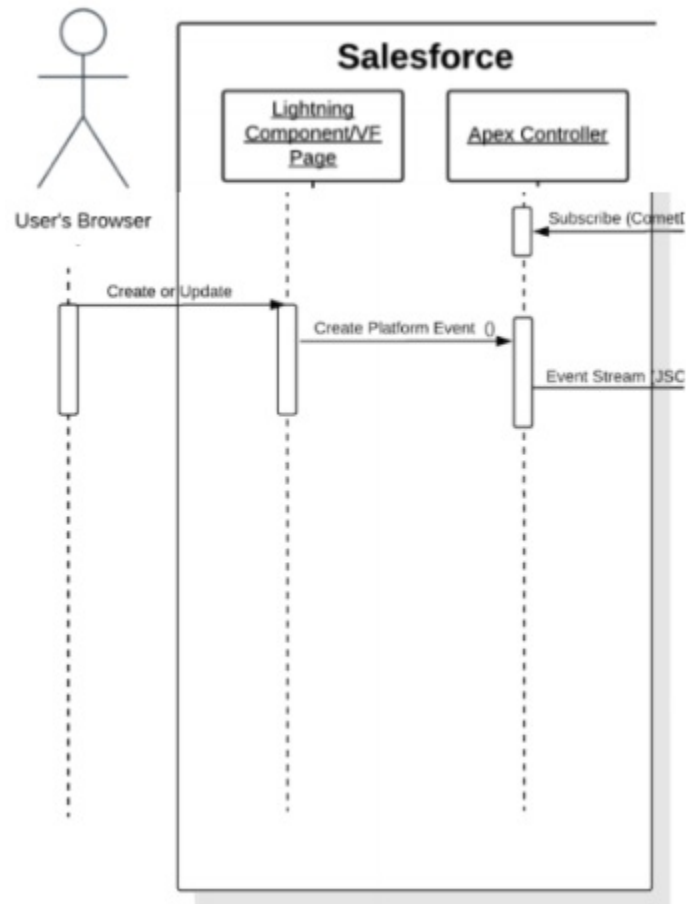
As part of its solution to accelerate overall sales. Universal Containers (UC) has chosen to implement a CPQ solution using Salesforce CPQ. As part of the CPQ solution, there is a requirement to retain UC's ERP as the Pricing

and Product master.

UC's business process results in Products and Pricing being updated sporadically once a week, and then on a much larger scale on a monthly basis, which could result in a large amount of records that need to be updated in Salesforce.

Which strategy should the Solution Architect choose to handle this scenario?

A. Option A, utilizing a VF/Lightning component in combination with an Apex Controller to make a REST call to the external service

B. Option 6, utilizing Process Builder and Platform Events to communicate with the external services Subscriber Listener

C. Option C, utilizing a VF/Lightning component in combination with an Apex Controller to make a call utilizing the Streaming API

D. Option D, utilizing an external ETL tool to batch load the records into Salesforce

Correct Answer: D
Section:

QUESTION 30

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 be visible 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

Correct Answer: C
Section:

QUESTION 31

The Northern Trail Outfitters (NTO) sales department currently uses Sales Cloud for its Sales team. The management team decided that the Sales team needs to start creating quotes based on the input from the finance department. NTO would like to implement quotes, contracted pricing, and invoicing for its customers. Invoicing will be done based on an agreed billing cycle. The finance department would like to see a report on the invoices sent and track the details of the payments received. NTO also has a need for partners to be able to self-service their pipeline and quoting through a portal.

NTO's internal team decided to use Revenue Cloud and Experience Cloud as its solution.

What should a Solution Architect recommend as NTO begins its implementation?

A. Advise the client to start with Experience Cloud.

B. Select an AppExchange product focused on contract lifecycle management.

C. Develop an architectural plan to incorporate Revenue Cloud and Experience Cloud.

D. Advise the client that Revenue Cloud is the starting point.

Correct Answer: C
Section:

QUESTION 32

Universal Containers (UC) acquired two companies. As part of its transformation and consolidation program, UC needs to bring all of its disparate partner strategies together and see what can be combined across all of its indirect sales channels. Each company currently has its own Salesforce environment utilizing Sales Cloud and Experience Cloud for Partners. Each company also follows its own unique business processes for partners.

However, UC has recently developed a new vision and journey focused on a single indirect channel with a single Salesforce environment aligned to its corporate strategy.

Given UC's new journey for engaging its indirect channel, what are the next two steps the Solution Architect should recommend?

Choose 2 answers

A. Completely unify all the channel strategies under the acquiring company's brand and strategy.

B. Tell the stakeholders to focus on having a single Partner Community across all channels with a singular branding.

C. Create an adoption plan for the Direct Sales team to engage with the Indirect Sales team in a sell-with model within the new Partner Communities.

D. Identify the need for multiple Partner Communities by Indirect Sales Channel with branding and content specific to each channel.

Correct Answer: A, B
Section:

QUESTION 33
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.

Correct Answer: B, D
Section:

QUESTION 34
Universal Containers (UC) is using Service Cloud and B2B Commerce to allow resellers the ability to purchase and support farming equipment UC maintains. UC has invested in smart devices which allows that equipment to inform UC when a part becomes faulty. The data from these devices goes to a public cloud solution where every row of sensor data is received every second from every device. There are 100,000 devices on various farms being actively used. The CIO would like this data to be connected to Salesforce in some manner.
What kind of integration method should a Solution Architect suggest to accommodate this need?

A. Embed the devices' sensor data in a view on the Asset record.

B. Load the public cloud solution directly to Salesforce using MuleSoft.

C. Utilize Platform Events based on the devices' state change.

D. Utilize Apex Callouts based on the devices' state change.

Correct Answer: A
Section:

QUESTION 35
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.

Correct Answer: D
Section:

QUESTION 36
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 need will need to be installed and customizations will not be needed for Entitlements.

Correct Answer: B, C
Section:

QUESTION 37
During a go-live planning session, the business sponsor expressed some concerns related to achieving high adoption of the solution.
Which two recommendations should a Solution Architect provide that can achieve higher adoption rates for a Salesforce multi-cloud implementation?
Choose 2 answers

A. Create recurring office hours for end users to call in to speak directly with the Solution Architect.
B. Create a feedback loop to give end users the ability to share ideas on how to improve the solution and report bugs.
C. Suggest that the executive team tie performance metrics to Salesforce usage.
D. Suggest continuous training methods such as Trailhead, in-app guidance, or embedded videos so end users feel supported using the solution.

Correct Answer: A, C
Section:

QUESTION 38
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: B, C
Section:

QUESTION 39
Universal Containers (UC) recently completed a successful implementation of B2B Commerce classic and saw an immediate increase in both its customer experience ratings and overall bottom line due to the influx of sales

through its commerce application. After this initial experience, UC decided to target its internal Sales team for the same successful outcome with Salesforce CPQ and Sales Cloud.

UC's requirements include that its internal Sales team be able to sell its current commerce catalog and expand this catalog to include even more products. In addition, UC wants to give its internal Sales team the ability to utilize CPQ's discounting functionality, along with approval rules for its

Sales leadership team. Today, product and pricing is mastered in B2B Commerce and orders are fulfilled in the ERP.

What should a Solution Architect recommend when architecting a solution to meet UC's requirements?

A. The Product and Pricing Data should be mastered in the ERP and then integrated into both B2B Commerce and CPQ via REST API.

B. The Product and Pricing data should be mastered in B2B Commerce and integrated into CPQ via REST API, and finally integrated to the ERP via SOAP API.

C. The Product data should be mastered inside B2B Commerce, while Pricing should be mastered inside CPQ. Both solutions should be integrated via Apex and then integrated to the ERP via SOAP API.

D. The Product and Pricing data should be mastered in CPQ and integrated to B2B Commerce via Apex, and then finally integrated into the ERP via a middleware solution.

Correct Answer: A
Section:

QUESTION 40
Universal Containers serves customers globally across two businesses. Each business has its own org for managing its sales and support operations. Each line of business also maintains its own reporting systems using both CRM Analytics and Salesforce reports, but the CEO is asking for a unique dashboard that includes the global opportunity pipeline with data from both orgs.

What should a Solution Architect propose?

A. Use CRM Analytics in the primary org and create a Salesforce External Connection. Then, create a dataflow to combine data from both orgs.

B. Use one org as primary and create external objects for the accounts and opportunities of the other one. Then, use standard reports.

C. Use one org as primary and an ETL tool to synchronize the accounts and opportunities of the other org. Then, use standard reports.

D. Use CRM Analytics in the primary org and then, in the dashboards, use Salesforce Connect to query the data from the other org.

Correct Answer: A
Section:

QUESTION 41
During a B2B multi-cloud implementation, an executive sponsor from Universal Containers (UC) approaches the Solution Architect to discuss ongoing support and new functionality that will be rolled out to support UC. The current implementation supports Experience Cloud, Service Cloud, and Sales Cloud.

Which three recommendations should a Solution Architect make to ensure features are enabled without impacting user efficiency?

Choose 3 answers

A. Give users a way to raise support tickets for new features they do not understand.

B. Give users the ability to opt-out of any new feature they dislike.

C. Fully document all customizations added to the system.

D. Communicate and train users on new features.

E. Ensure development, training, and production environments are in place.

Correct Answer: A, D, E
Section:

QUESTION 42
Universal Containers is in the process of implementing CPQ and Billing while integrating with ERP for order fulfillment. The Development team is looking to gather regular feedback from the business stakeholders through each sprint. Also, supporting an Agile methodology, they have agreed on a reasonable amount of flexibility in requirements during the course of the project.

Which area should a Solution Architect look to receive feedback on at the earliest?

A. Pricing sync between CPQ and ERP

B. Modifications required to ERP for integration purposes

C. Product and Pricing structure setup in CPQ

D. Invoice capabilities in ERP to accommodate billing

Correct Answer: A
Section:

QUESTION 43
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.

Correct Answer: A
Section:

QUESTION 44
A Solution Architect has gathered requirements from discovery with Northern Trail Hot Tubs below:
* Northern Trail Hot Tubs sells through a B2B2C model with Dealers.
* 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

Correct Answer: C
Section:

QUESTION 45
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.

Correct Answer: D
Section:

QUESTION 46
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.

Correct Answer: A
Section:

QUESTION 47
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

Correct Answer: C
Section:

QUESTION 48
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.

Correct Answer: B
Section:

QUESTION 49
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: A, C
Section:

QUESTION 50
Universal Containers (UC) is concerned about potential data storage issues in Salesforce due to the Invoice, Order, and Inventory data that would be flowing in from various on-premise legacy CRM and ERP applications. UC would like to view and occasionally report on this data on-demand for day-to-day operational processes and would prefer not to store the data in Salesforce due to data residency requirements.
Which recommendation should the Solution Architect make to meet this requirement?

A. Use Salesforce Orchestrator with MuleSoft to retrieve the data when it is needed.

B. Push the data into Salesforce and implement an archival strategy.

C. Write custom Apex code to retrieve the data in real time from external systems.

D. Re-architect the implementation using Salesforce Connect and external objects.

Correct Answer: D
Section:

QUESTION 51
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 CIO.

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.

Correct Answer: B, D
Section:

QUESTION 52
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
Section:

QUESTION 53
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.

Correct Answer: A
Section:

QUESTION 54
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?

Correct Answer: C, D
Section:

QUESTION 55
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

Correct Answer: A
Section:

QUESTION 56
Northern Trail Outfitters (NTO) is in the middle of the buildout of Marketing Cloud Account Engagement and Sales Cloud. NTO has multiple business units, and each business unit has different access to lead and contactrecords. NTO wants to see how marketing data Sharing Rules are working across different business units to ensure that different business units can only see lead or contact records for their business unit.
What should a Solution Architect demo to the Marketing team to show that the different business units are connected correctly?

A. Create a report in 626 Marketing Analytics to show the different business units and the total leads and contacts in each business unit.
B. Send test emails from Marketing CloudAccount Engagement to the same list of leads and contacts to show each lead or contact receiving emails from the various business units.
C. It's not possible to have sandboxes with Marketing Cloud Account Engagement, and the Solution Architect will need todemo this with a Salesforce Sandbox fixed to a live Marketing Cloud Account Engagement environment.
D. Create a dynamic list m multiple business units with the same rules, and show the total leads and contacts m the list per business unit.

Correct Answer: D
Section:
Explanation:
To demonstrate that different business units can only see lead or contact records for their business unit, a Solution Architect can create a dynamic list that applies the same rules to multiple business units. The dynamic list will show the total leads and contacts in the list for each business unit, demonstrating that the data sharing rules are working correctly.
To demonstrate that Marketing Cloud Account Engagement (formerly Pardot) is correctly connected with Sales Cloud across different business units, creating dynamic lists with identical criteria in each business unit and comparing the total leads and contacts can effectively showcase proper segmentation and access control. This approach allows the Solution Architect to visually represent how marketing data and activities are appropriately partitioned and managed across the business units, ensuring that leads and contacts are only accessible by the relevant teams, in line with Salesforce's best practices for managing data in multi-business unit environments.

QUESTION 57
Universal Containers (UC) is a global organisation that wants to establish a 628 Commerce site to meet changing customer expectationsand expand into new markets. These expectations include being able to self-serve 24x7 and get automated updates on orders. There are existing sales channels used at UC. Including a standard Sales team as well as a partner sales channel.
The sales leader met with a Solution Architect and shared that they want to grow their digital capabilities over the next 2 years. Time is of the essence and the sales leader needs to have the ecommerce solution in place as soon as possible to capture market share in new geographies before other competitors move in. The executive team has promised prompt access to key stakeholders as needed.
What is the appropriate next step 'or the Solution Architect?

A. Propose the introduction of B2B Commerce and CPQ to address the key areas of need such as global commerce, complex pricing, quoting and discounting needs; highlight the key features 6r>a the alignment of the features to the needs outlined.
B. Propose a set of high-level design options with architecture diagrams depicting thepotential elements of a solution that would meet the needs of the enterprise, including pros and cons to help the stakeholders make final decisions.
C. Recommend in iterative rollout strategy for one of the new geographies where B2B Commerce is first rolled out to secure first mover status, while theSolution Architect gathers more requirements around other capabilities and requirements, and then roll those out over subsequent phases.
D. Recommend discovery meetings with additional stakeholders to gather information on the functional and technical requirement across the sales and other functional areas, then provide a recommendation based on information gathered to deliver an MVP.

Correct Answer: C
Section:
Explanation:
An iterative rollout strategy, starting with B2B Commerce in a new geography, allows Universal Containers to quickly establish a digital presence and capture market share, addressing the urgency conveyed by the sales leader. This phased approach ensures a focused and manageable implementation, providing immediate value and learning from the initial launch to inform subsequent phases. It aligns with Salesforce's recommendations for adopting a scalable and adaptable implementation strategy, particularly for complex, multi-cloud solutions in dynamic market conditions.

QUESTION 58
Universal Containers (UC) is adding to its existing Salesforce implementation and currently uses Saks Cloud and Service Cloud. UC is looking to add Salesforce Field Service and Experience Cloud to allow its third-party contractors easier access to the data they need and to provide its customers a way to self-service.
UC has expressedinterest m allowing its customers to be able to self-schedule maintenance work on their Assets. UC wants a solution to display scheduling options for the next month to its customers.
What should a Solution Architect consider m a potential solution?

A. Lightning Web Components Calendar Module

B. Appointment-Assistant Self Service Scheduling

C. Salesforce Scheduler

D. Standard Salesforce Asset Calendar

Correct Answer: B
Section:
Explanation:
Appointment Assistant lets Field Service customers book, confirm, reschedule, or cancel theirupcoming appointments. For Self-Service Scheduling, you only need one license per org assigned to one user. You can also customize the look and feel of your self-service scheduling pages and embed them into your Experience Cloud site.

QUESTION 59
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 theback-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 dataacross 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 ETl 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.

Correct Answer: A
Section:
Explanation:
According to1, a single source of truth (SSOT) is the practice of aggregating the data from many systems within an organization to a single location. A SSOT is not a system, tool, or strategy, but rather a state of being for a company's data in that it can all be found via a single reference point.
According to2,3and4, Salesforce has introduced the Customer360 Truth Platform, which includes MuleSoft. This is a new set of data and identity services that enable companies to build a single source of truth across all of their customer relationships. This connects data from all Salesforce clouds to create a single view of the customer.
MuleSoft Anypoint Platform is an integration platform that allows companies to connect any application, data source or device using APIs. MuleSoft enables companies to leverage their existing systems and data sources without havingto replace them or create custom integrations.

QUESTION 60
Northern Trail Outfitters (WTO) has around 500,000 active customers stored m the Account object. NTO gets an average of two orders per customer each month from both internal and online sales channels. NTO is expecting growth of 15% year-over-year (YoY). Various NTO users have recently started complaining about slower performances while accessing order information or running reports. NTO customers are also teeing slower responses while accessingtheir order history on B2B Commerce.
Which two options should a Solution Architect consider to improve performance'
Choose 2 answers

A. Develop an archiving strategy around order records from Salesforce based on a criteria that works with customer.

B. Enable reporting snapshots to store summarised information.

C. Create a custom component to display all order information.

D. Use external objects instead of standard B2B Commerce Order object.

Correct Answer: A, D
Section:
Explanation:
To address performance issues at Northern Trail Outfitters, developing an archiving strategy for older order records can significantly improve system responsiveness by reducing the volume of data actively queried and

processed. Additionally, leveraging external objects to manage order data, especially for historical or less frequently accessed records, can further alleviate the load on Salesforce's core databases, improving performance for both internal users and B2B Commerce customers.

QUESTION 61
Universal Containers has recently provided its call center team the ability to troubleshoot issues coming from its B2B Commerce customers. Currently, the team utilises 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 m 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: C
Section:
Explanation:
To ensure high adoption by the call center team and maintain consistency in their experience, providing direct access to B2B Commerce data, such as customer carts, within the Service Console is essential. This approach allows agents to view relevant B2B Commerce information seamlessly within their familiar Service Console environment, enabling efficient issue resolution and enhancing customer support. This solution leverages the integrated capabilities of Salesforce to unify customer data across platforms, aligning with best practices for a cohesive user experience and efficient service delivery.

QUESTION 62
Universal Containers (UC) is evaluating Salesforce for a Lead to Invoice solution, as its current process for getting payments from customers s incredibly laborious. UC knows now its current invoice process runs through its back-office ERP, and is unsure how it would work within a front-office tool going from a lead all the way to an invoice. UC is looking to purchase Revenue Cloud, Sales Cloud, Marketing Cloud Account engagement, and MuleSoft to work with its CRP. The CIO also wants to make sure UC is utilizing the data across these clouds in the most automated way possible without a lot of manual data intervention as is required today within its back-office CRP
What should thesteps in the business process look like when creating a multi-cloud Lead to Invoice solution in Salesforce if UC's CRP will be the system of record for invoices?

A. Lead, Opportunity, Quote, Order, Invoice, Payment, ERP

B. Lead, Opportunity, Quote, Order,ERP

C. Opportunity, Quote. Invoice, Payment, CRP

D. Lead, Quote, Opportunity, Order, Invoice. ERP, Payment

Correct Answer: B
Section:
Explanation:
This option would follow the lead-to-invoice process that Salesforce Billing supports2, which involves creating an invoice from an order and then sending it to theERP system for payment processing. This option would also leverage Revenue Cloud and Sales Cloud features such as CPQ and Billing to automate and streamline the quoting and invoicing process.
Since UC's CRP will be the system of record for invoices, the order information will need to be passed to the back-office ERP for invoice creation and processing. Therefore, the business process should include Lead, Opportunity, Quote, Order, and then directly into the back-office ERP system. Payment processing can behandled within the back-office system or potentially integrated back into Salesforce with appropriate consideration for data security and compliance.

QUESTION 63
Universal Export has implemented multiple Salesforce products and has made it clear thatit wants to maximize its investment and avoid buying any new products. For the company's next release, its business requirements seem to be a close fit for a product that Salesforce has. out it wants to develop a custom extension that replicates the functionality of that Salesforce module.
Which two actions should a Solution Architect take?
Choose 2 answers

A. Begin requirements gathering for integrations and data migration

B. Advise the customer to use the out-of-the-box approach to avoid unnecessary technical debt.

C. Consult with the IT department to review the extension requirements.

D. Evaluate the business benefit of the requested functionality to see if it justifies investment in the Salesforce product.

Correct Answer: B, D
Section:
Explanation:
Option B would involve advising the customer to use the out-of-the-box approach to avoid unnecessary technical debt. This would mean using the existing Salesforce product that meets their business requirements instead of developing a custom extension that replicates its functionality. This would save time, money, and resources for both the customer and the Solution Architect, as well as reduce maintenance and support issues in the future2.
Option D would involve evaluating the business benefit of the requested functionality to see if it justifies investment in the Salesforce product. This would mean analyzing how much value and return on investment (ROI) the customer would get from using the Salesforce product versus developing a custom extension. This would help them make an informed decision based on their business goals and budget3.

QUESTION 64
Universal Containers (UC) has expanded rapidly in recent yean following a number of acquisitions. The new CMO wants to use all Leads from one of the acquired Salesforce orgs to luck-start a new targeted campaign in uC's mam Salesforce org. The acquired company would like to keep its Lead data because it enriches the Lead before it comes into Salesforce via third-party marketing tool and supports its direct sales channel. Beyond the Lead use case, both Salesforce orgs will remain completely independent from one another.
Which integration approach should a Solution Architect recommend between the UC mam org (the target org) and the acquired org (the source org)?

A. Discuss a strategy that includes manually migrating all Leads from the source org to the target org every day using data loader.

B. Discuss a strategy between the source org and target org Sales teams on the criteria of Leads to migrate from the source org to the target org, and migrate Leads to the target org before the enrichment within the source org.

C. Discuss long-term strategies around deprecating the source org's ability to collect and enrich Lead data, and start to direct all Leads to the target org and ignore the source org.

D. Discuss a strategy between the source org and target org Sales teams on the criteria of Leads to migrate from the source org to the target org, and migrate Leads to the target org after they are enriched in the source org.

Correct Answer: D
Section:
Explanation:
Option D would involve discussing a strategy between the source org and target org Sales teams on the criteria of Leads to migrate from the source org to the target org, and migrating Leads to the target org after they are enriched in the source org. This would allow both Salesforce orgs to remain independent from each other, while also enabling UC to use all Leads from one of the acquired Salesforce orgs for its new targeted campaign. This would also preserve the value of Lead enrichment that happens in the source org via third-party marketing tool.
https://trailhead.salesforce.com/credentials/b2bsolutionarchitect

QUESTION 65
Universal Containers (UC) is undergoing a full digital transformation and has chosen Salesforce as one of the main components. UC will use Sales Cloud for online activities, CPQ for quote generation and renewals. B2B Commerce for online orders through its partnerships and vendors, an external ERP for fulfillment and invoicing, and Marketing Cloud for customer outreach. UC wants to create fluidity between the entire application landscape, and an integration between systems is required.
The application is expected to be able to generate an order based on any of the channels outlined above, and be utilized in UC's outreach to its customers.
Where should a Solution Architect recommend the system of record (SOR) be for all orders going forward?

A. In the ERP Order Object

B. Salesforce Custom Object

C. Salesforce Order Object

D. B2B Commerce Order Object

Correct Answer: A
Section:
Explanation:
For Universal Containers (UC), maintaining the system of record (SOR) for all orders in the ERP Order Object is the most strategic approach, especially given the ERP's role in fulfillment and invoicing. This ensures that the ERP

remains the authoritative source for order data, providing a single point of truth for financial transactions and order management. Integrating Salesforce clouds with the ERP allows for seamless data flow and operational efficiency, supporting UC's digital transformation goals while leveraging the ERP's robust capabilities for order processing and financial management.

QUESTION 66
Universal Containers (UC) has a multi-cloud environment that includes Sales Cloud, Service Cloud, and CPQ. The environment supports multiple languages via the translation workbench. As part of a roadmap, UC is implementing B2B Commerce. As part of this project, there is a requirement to translate data stored within the Name and Description fields on the Productand Product Category objects.
What should a Solution Architect recommend to achieve this?

A. Done data records and translate.

B. Enable Translation Workbench.

C. Add custom field with translations

D. Enable Data translation for B2B Commerce.

Correct Answer: D
Section:
Explanation:
To address the requirement for translating Product and Product Category object fields within B2B Commerce, enabling data translation specifically for B2B Commerce is the recommended approach. This solution allows for the localization of product information, enhancing the customer experience in different regions. By utilizing B2B Commerce's capabilities for handling multilingual content, UC can ensure that product names and descriptions are accurately translated, aligning with global commerce best practices and improving user engagement across diverse markets.

QUESTION 67
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; implementSalesforce CPQ product catalog and guided selling.

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

Correct Answer: A
Section:
Explanation:
This option addresses both the issues mentioned by the client, the tedious quoting process and product catalog management. A SKU optimization exercise would help simplify the product catalog, and implementing Salesforce CPQ product catalog and guided selling would enable sales representatives to quickly and accurately find the right products and generate quotes. This would also streamline product catalog management by allowing Product Management to easily add and maintain products in the Salesforce CPQ product catalog.
Option A would involve working alongside client stakeholders to perform a SKU optimisation; implementing Salesforce CPQ product catalog and guided selling. This would help AC Computers simplify its product catalog by reducing the number of SKUs and attributes, and streamlining its pricing logic. It would also help AC Computers move away from manual quoting processes by using Salesforce CPQ product catalog and guided selling features. These features allow sales representatives to easily find and select products based on predefined rules and criteria, and generate accurate quotes with dynamic pricing.

QUESTION 68
A software solutions company has created several SaaS applications that it sells to its customers. The company would like an easier way to allow customers to renew their subscriptions each period. Today, the company has to run reports across multiple disparate systems to find out which products each customer has purchased, their usage levels, and when each customer needs to renew. Tracking and identifying when to contact customers is a very manual process and involves sates people sending emails with invoices attached. Customersoften mail paper checks to the company, leading to disconnected invoicing and payment processing.
Which two products should a Solution Architect consider to resolve the subscription, invoicing, and payment issues the company is currently experiencing?
Choose 2 answers

A. Salesforce Billing
B. Salesforce Order Management
C. B2B Commerce
D. Salesforce CPQ

Correct Answer: A, D
Section:
Explanation:
Option A would involve using Salesforce Billing, which is a product that automates billing processes such as generating invoices, collectingpayments, and managing revenue recognition. Salesforce Billing can also handle subscription billing scenarios such as renewals, amendments, cancellations, and prorations. Salesforce Billing can integrate with Salesforce CPQ to create seamless quote-to-cash workflows.
Option D would involve using Salesforce CPQ (Configure Price Quote), which is a product that helps sales teams create accurate and consistent quotes for complex products and services. Salesforce CPQ can also manage subscriptions by creating recurring quotes with flexible pricing models and contract terms. Salesforce CPQ can integrate with Salesforce Billing to create seamless quote-to-cash workflows.
https://trailhead.salesforce.com/credentials/b2bsolutionarchitect