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QUESTION 1

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

QUESTION 2

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

Which two proposals should a Solution Architect recommend?

Choose 2 answers

A. Provide the CIO the ability to roll back all changes once they feel Lightning is not adequate for their needs.

B. Track Adoption Rates within the Lightning Usage, and monitor a change in metrics within existing reports and dashboards.

C. Provide the CIO a list of the User Stories around the new functionality and the Gap Analysis done between Classic and Lightning.

D. Align with the CIO around the fact that while the functionality has been migrated, the data created between Classic and Lightning will remain exactly the same.

Correct Answer: BC

QUESTION 3

Northern Trail Outfitters (WO) is transforming 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: ABE

QUESTION 4

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

QUESTION 5

Universal Containers (UC) is looking to implement a CPQ + 626 Commerce multi-cloud solution and use the CPQ 626 Commerce Connector to keep the two in sync. 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: AC