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QUESTION 1

AC Computers has decided to extend its existing Sales Cloud solution by implementing Service Cloud and Marketing Cloud Account Engagement. AC Computers has defined two different work streams for Service Cloud and Marketing Cloud Account Engagement and wants each workstream to work iteratively in separate sandboxes and migrate to a single sandbox for UAT and integration testing. With the multiple workstreams, AC Computers needs a more rigorous change management process and an audit process.

Which two options should AC Computers consider to support both implementation workstreams? Choose 2 answers

- A. Use multiple development sandboxes and merge the workstream builds using change sets.
- B. Use a version control system and CLI-based deployment tools to merge the workstream builds.
- C. Use scratch orgs and continuous deployment tools to merge the workstream builds.
- D. Use package-based deployments and scratch orgs to merge the workstream builds.

Correct Answer: AC

QUESTION 2

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

QUESTION 3

Universal Containers (UC) is an international company with activities in Europe and the AS. UC has two separate Salesforce orgs, one for each region. Quotes are built in different legacy systems, depending on their country. Orders are

processed centrally by the back-office team with an ERP. Customer information is saved in both legacy systems and the ERP. The analyst team complains about the inconsistency of customer data between different systems and the lack of connection between a single piece of customer data across all of the systems.



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

- A. Use MuleSoft Anypoint Platform as the single point of data orchestration across the different systems and Salesforce environments.
- B. Map all of the points of data with a different 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

QUESTION 4

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

QUESTION 5

Universal Containers (UC) is currently utilizing Sales Cloud and Revenue Cloud for its direct Sales team. UC would like to create an indirect Sales team with its vendors using Experience Cloud as the front end with the same kind of quoting functionality the direct Sales team uses within Revenue Cloud. However, UC wants to ensure that data from the internal direct Sales team is not visible to the external indirect Sales team in Experience Cloud.

What is the first configuration a Solution Architect should consider when implementing Experience Cloud in this scenario?

- A. Make internal organization-wide defaults Public Read Only to create external visibility.
- B. Enable External Sharing Model to create external organization-wide defaults.
- C. Start creating Sharing Sets for Experience Cloud users to access Sales Cloud.
- D. Add Indirect Sales Team to existing Direct Sales Team Role Hierarchy.



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Correct Answer: B

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