

## [2023 Salesforce ARC-801 Practice Verified Answers - Pass Your Exams For Sure! [Q14-Q34]



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ARC-801 Practice Salesforce Verified Answers - Pass Your Exams For Sure! [2023]  
Valid Way To Pass B2C Solution Architect's ARC-801 Exam

Salesforce ARC-801 certification exam is designed for professionals who are interested in implementing B2B multi-cloud solutions. ARC-801 exam is based on the Salesforce Certified Technical Architect (CTA) program, which is the highest level of certification offered by Salesforce. ARC-801 exam is designed to test candidates' ability to design and implement complex solutions that involve multiple cloud platforms.

### QUESTION 14

Fabulous Flowing has been using Salesforce for 10 years and is starting to notice performance issues. The company anticipates continued growth of 15% each year. It frequently refers to data that is within the past 12 months. Currently, there are 600,000 Cases. Fabulous Flooring realizes it needs to archive some of the data, however, would like it to remain in Salesforce. The leadership team meets for an in-depth strategy and planning session every 3 years and will need reporting on the archived data. The Solution Architect has recommended the use of Big Objects.

What are two considerations the Solution Architect should discuss with Fabulous Flooring?

Choose 2 answers

- \* Picklist fields will need to be marked as required for indexing in the Big Object
- \* The company will need to use Async SOQL to pull the data into a subject based on specific criteria, and build reports and dashboards for the strategy and planning session.
- \* Picklist fields will need to be loaded as Text fields into the big Object.
- \* The company will need to build reports and dashboards for the strategy and planning session based on specific criteria from the dg Object.

[https://developer.salesforce.com/docs/atlas.en-us.222.0.object\\_reference.meta/api/big\\_object.htm](https://developer.salesforce.com/docs/atlas.en-us.222.0.object_reference.meta/api/big_object.htm) Big objects are a way to store and manage massive amounts of data on the Salesforce platform<sup>12</sup>.

Big objects support custom Salesforce Lightning and Visualforce components rather than standard UI elements<sup>3</sup>.

Big objects do not support picklist fields, so they need to be loaded as text fields into the big object<sup>2</sup>.

Big objects do not support standard SOQL queries, so they need to use Async SOQL to query data from them<sup>2</sup>.

## QUESTION 15

Universal Containers (UC) has acquired four companies and is looking to manage revenue across all mergers&#8217; 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?

- \* Archiving a territory model does not impact forecasts, quotas, and adjustments for all territories in the model.
- \* If the sales user has many territories assigned to them, it can impact the performance of the forecast.
- \* Important details should be tracked at the opportunity line level.
- \* Forecast category names can be customized by submitting a Salesforce Support case.

According to some online sources<sup>12</sup>, collaborative forecasting is a feature that allows sales teams to create accurate sales forecasts based on opportunity data and adjustments. Collaborative forecasting supports multiple forecast types, such as revenue, quantity, and custom fields.

If the sales user has many territories assigned to them, it can impact the performance of the forecast. This consideration is important because having too many territories can slow down the loading of the forecasts page and affect the user experience<sup>1</sup>.

[https://help.salesforce.com/s/articleView?id=000199046&language=en\\_US&type=1](https://help.salesforce.com/s/articleView?id=000199046&language=en_US&type=1)

## QUESTION 16

A corporate bank has decided to use a multi-cloud solution to reduce time to market, showcase a 360-degree view of the bank&#8217;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?

- \* Plot the map or the future system landscape by making assumptions about the changes needed to improve customer satisfaction.
- \* Plot the map of the current system landscape and identify key areas where the B2B multi-cloud solution will fit in.
- \* Plot the process map using Universal Process Notation (UPN) through workshops involving a diverse set of stakeholders.

\* Plot what the customer is thinking, doing, and feeling at the varying stages of their experience, and connect them to interactions with the bank.

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 data sources, 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.

### QUESTION 17

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 Product and Product Category objects.

What should a Solution Architect recommend to achieve this?

- \* Done data records and translate.
- \* Enable Translation Workbench.
- \* Add custom field with translations
- \* Enable Data translation for B2B Commerce.

Option D would involve enabling Data Translation for B2B Commerce. This feature allows you to translate data stored within standard and custom fields on Product and Product Category objects using a translation workbench-like interface. You can also import and export translations using CSV files.

### QUESTION 18

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 budget during the build while still hitting the objectives that were defined in the design phase.

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

- \* Help the executive team develop a governance framework; and team to focus on those concerns throughout the build and track the budget.
- \* Promise the executive team that the project manager will always give comprehensive budget numbers every week and they will never overrun on budget.
- \* 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.
- \* Assure the executive team that the current project is at a fixed scope and there will not be any overrun on budget.

This answer suggests that a governance framework can help ensure alignment between business requirements and solution design, as well as monitor and control costs during the build phase. However, this is not an official answer from Salesforce, so you might want to verify it with other sources or experts.

### QUESTION 19

Universal Containers is in the process of implementing a CPQ and B2B Commerce solution. The Technology team has completed the development for the current sprint and is demonstrating the functionalities to the business stakeholders during their sprint demo. While demonstrating products and pricing, and Sync between B2B and CPQ when requesting a quote, the stakeholders make a new request to include tiered pricing and map it to discount schedules on CPQ.

Which approach should a Solution Architect recommend while addressing the feedback from the stakeholders?

- \* Convey that this can be potentially picked up in the next sprint since the technical changes needed for this new user story are low effort.
  - \* Include it as a user story and accommodate it in the same sprint, since this is a feasible requirement and the CPQ B2B Commerce Connector is already set up.
  - \* Convey that it is not recommended to include it in the initial MVP, since an extension is needed on the CPQ B2B Commerce Connector for the new requirement.
  - \* Add the request as a new user story to the product backlog, and further schedule a meeting for prioritization and grooming.
- CPQ B2B Commerce Connector is a tool that synchronizes data from CPQ product and pricing objects to B2B Commerce objects.

CPQ uses discount schedules and B2B Commerce uses tiered pricing to handle volume-based pricing.

The connector does not support mapping tiered pricing to discount schedules out of the box.

The connector uses pricing from B2B Commerce to define the pricing on the generated quote lines by setting their Special Price fields.

## QUESTION 20

AW Heat & Cooling is a mid-sized manufacturing company that sells special purpose heating and cooling solutions. Sales have declined significantly, and analysis shows that customers are leaving due to long turnaround times for quotes, lack of flexibility, and confused salespeople that do not understand their customers and do not collaborate with each other. The company wants to streamline and improve the customer experience from end to end, including new communication channels and digital self-service offerings.

How should the Solution Architect arrange the roadmap to implement the company's stated priorities?

- \* Start with Service Cloud and Revenue Cloud, followed by Experience Cloud and, later, Sales Cloud.
- \* Develop a comprehensive solution that includes Sales Cloud, Revenue Cloud, Service Cloud, and Experience Cloud as a basic version from the start.
- \* Fast-track Service Cloud followed by Sales Cloud, Revenue Cloud, and, later, Experience Cloud.
- \* Start with Sales Cloud and Revenue Cloud, followed by Service Cloud and, later, Experience Cloud.

Fast-track Service Cloud followed by Sales Cloud, Revenue Cloud, and, later, Experience Cloud. Service Cloud should be implemented first in order to quickly improve the customer experience. This should be followed by Sales Cloud and Revenue Cloud, which will allow the company to better manage customer relationships and revenue. Finally, Experience Cloud should be implemented to provide additional channels of communication and digital self-service offerings.

<https://admin.salesforce.com/blog/2021/new-ideas-on-the-product-roadmap-admins-will-love>

## QUESTION 21

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?

- \* Make sure the developers all have access to the CLI so that they can package and push their changes to the next environment.
- \* 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.
- \* Appoint a release manager who will set up the required environments and automated deployments in tandem with a source control based development process.

\* Set up a source control based development process that's understood and followed by administrators and developers. Salesforce DevOps is a set of practices designed to help teams build, test, and release software faster and more reliably. It stems from the need to combine the responsibilities of both software development teams (Dev) and operations teams (Ops).

Salesforce DevOps Center is a new feature that enables admins and developers to manage releases and collaborate on a single set of configuration and code using an elegant point-and-click interface. It also integrates with version control, automates workflows, and releases with confidence using CI tools and the Metadata API.

Therefore, a Solution Architect should recommend setting up a source control based development process that's understood and followed by administrators and developers. This way, UC can ensure that no work is overridden in sandboxes or production, as well as improve team collaboration, code quality, and deployment speed.

<https://www.salesforceben.com/salesforce-devops/>

## QUESTION 22

Northern Trail Outfitters (NTO) has around 500,000 active customers stored in 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 seeing slower responses while accessing their order history on B2B Commerce.

Which two options should a Solution Architect consider to improve performance? Choose 2 answers

- \* Develop an archiving strategy around order records from Salesforce based on a criteria that works with customer.
- \* Enable reporting snapshots to store summarised information.
- \* Create a custom component to display all order information.
- \* Use external objects instead of standard B2B Commerce Order object.

1. Develop an archiving strategy around order records from Salesforce based on criteria that works with customers. This will help to reduce the load on the system by removing older order records that are not frequently accessed.

2. Enable reporting snapshots to store summarised information. This will allow users to access summarised data instead of running resource-intensive reports on large datasets.

According to 1, developing an archiving strategy around order records from Salesforce based on a criteria that works with customer can improve performance by reducing the amount of data stored in Salesforce and improving query efficiency. You can use tools like Data Loader or third-party apps to export and archive old order records that are no longer needed.

According to 2, enabling reporting snapshots to store summarised information can improve performance by reducing the need to run complex reports on large data sets. Reporting snapshots let you report on historical data by capturing data from report results and storing them as custom objects. You can then use these custom objects to create reports and dashboards.

## QUESTION 23

A team at Universal Containers (UC) is currently working on an initial release of Service Cloud. However, UC's management team is very enthusiastic about new features of the platform and wants to go to market with the new Service Cloud solution as soon as possible. The current objective of their initial Service Cloud release is mostly about managing their case workload and case assignment processes. A Solution Architect is called into a management meeting and asked when UC can go live with automated chatbots, Einstein case classification, and CRM Analytics for data insights.

How should a Solution Architect respond to the management team considering their request for these new capabilities?



- \* Agree with the management team to postpone the go-live and increase the scope to include the desired features.
- \* Explain to the management team that these features are still evolving and that it is best to wait a few releases so that they are stable before starting to use them in production.
- \* Explain the long-term vision and roadmap, and then propose a logical phasing in which the planned minimum viable product (MVP) is the first step on the journey that will eventually include the desired features.
- \* Agree that the new features are crucial to the success of the initiative and swap parts of the current scope for the most innovative feature.

Explaining the long-term vision and roadmap, and then proposing a logical phasing in which the planned minimum viable product (MVP) is the first step on the journey that will eventually include the desired features. This option can help UC align their expectations with their business goals and priorities, while also demonstrating how they can achieve incremental value from their Service Cloud solution over time. The Solution Architect can also highlight the benefits of delivering an MVP first, such as validating assumptions, testing functionality, gathering feedback, and reducing risks.

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

## QUESTION 24

A Solution Architect is presenting a design for the Phase 1 rollout of a B2B multi-cloud solution that includes CPQ and B2B Commerce using the CPQ B2B Commerce Connector. During the presentation, business stakeholders push back 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

- \* 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.
- \* 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.
- \* Map the product images from B2B Commerce to CPQ, by passing the URL of the image File from CC Product to Product2 object. SEO data sync will require additional customization and it is recommended for Phase 2.
- \* Map the discounts and promotions to Additional Discounts field on the quote Int. However, we would need to ensure that the price rules do not run for quotes originated from B2B Commerce unless there is a specific business need.

[https://help.salesforce.com/s/articleView?id=sf.icx\\_b2b\\_cart\\_to\\_quote\\_connector.htm&language=en\\_US&type=5](https://help.salesforce.com/s/articleView?id=sf.icx_b2b_cart_to_quote_connector.htm&language=en_US&type=5)

## QUESTION 25

P&C Hardware is a large manufacturer of computer components and already has an extensive Salesforce technology stack including MuleSoft, Sales Cloud, Service Cloud, and Field Service, as well as Shield capabilities. P&C Hardware is in the process of launching an online store based on Salesforce technology that's supposed to go live in 6 weeks. P&C Hardware needs to analyze performance to identify bottlenecks and optimize the configuration using its agile process with weekly releases. So far, P&C Hardware has covered similar requirements for other technologies using a third-party monitoring and alerting tool it deployed in the cloud.

What are two viable options a Solution Architect should explore in more detail with the client?

Choose 2 answers

- \* Leverage Shield Event Monitoring and MuleSoft to provide monitoring data to the third-party monitoring and alerting solution that's already in place at P&C Hardware.

- \* Leverage Shield Event Monitoring in conjunction with the Salesforce Debug Logs, and establish a regular review process for the Operations and Administration team.
- \* Leverage the B2B Commerce built-in performance monitoring dashboard to analyze performance in near real time.
- \* Leverage Shield Event Monitoring in combination with the CRM Analytics Event Monitoring app as a simple out-of-the-box solution.

Leverage Shield Event Monitoring and MuleSoft to provide monitoring data to the third-party monitoring and alerting solution that's already in place at P&C Hardware<sup>2</sup>. This option can help P&C Hardware leverage their existing investment and expertise in their cloud-based monitoring tool, while integrating it with Shield Event Monitoring and MuleSoft to capture and analyze performance data from their Salesforce technology stack.

Leverage Shield Event Monitoring in combination with the CRM Analytics Event Monitoring app as a simple out-of-the-box solution<sup>3</sup>. This option can help P&C Hardware quickly set up a performance monitoring dashboard using pre-built reports and dashboards from the CRM Analytics Event Monitoring app, which can be installed from AppExchange. This app can provide insights into user activity, adoption, performance issues, security risks, and more.

<https://trailhead.salesforce.com/credentials/architectoverview>

## QUESTION 26

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?

- \* Pricing sync between CPQ and ERP
- \* Modifications required to ERP for integration purposes
- \* Product and Pricing structure setup in CPQ
- \* Invoice capabilities in ERP to accommodate billing

It is important to set up the product and pricing structure in CPQ correctly and align it with the business requirements and expectations. This can affect how products are configured, quoted, priced, and ordered in CPQ and Billing, as well as how they are integrated with ERP for order fulfillment<sup>12</sup>. Getting feedback on this area early can help avoid rework or errors later.

[https://help.salesforce.com/s/articleView?id=blng\\_overview.htm&language=en\\_US&type=5](https://help.salesforce.com/s/articleView?id=blng_overview.htm&language=en_US&type=5)

## QUESTION 27

Recently, Universal Containers (UC) successfully launched a multi-cloud B2B implementation with Sales Cloud, Service Cloud, Experience Cloud, and B2B Commerce. As the Sales and Service Cloud development was performed by separate teams, UC created Process Builder automation for the Account object in separate Process Builder processes. As customers flow through the sales process within Sales Cloud, the data on their customer account record is updated. As those same customers make purchases within B2B Commerce, the data on their customer account record is updated as well.

What are two reasons why a Solution Architect should recommend uniting these into a single Process Builder process?

Choose 2 answers

- \* Moving them into a single Process Builder process helps to reduce the number of queries and avoid hitting limits on the Account object.
- \* Moving them into a single Process Builder process provides control over the order of the updates and actions triggered on the Account object.
- \* Moving them into a single Process Builder is the only way to ensure a naming convention is followed on the Account object.

\* Moving one of the Process Builders into a flow will remove all automation conflicts on the Account object. The two reasons why a Solution Architect should recommend uniting the Sales Cloud and Service Cloud Process Builder processes into a single Process Builder process are: (A) Moving them into a single Process Builder process helps to reduce the number of queries and avoid hitting limits on the Account object; and (B) Moving them into a single Process Builder process provides control over the order of the updates and actions triggered on the Account object. By having them all in a single Process Builder process, UC can better manage the order in which updates and actions are triggered on the account object, ensuring that the most important updates and actions are performed first. Additionally, combining multiple Process Builder processes into one reduces the number of queries that need to be performed, helping to avoid hitting limits on the Account object.

## QUESTION 28

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

- \* Provide the CIO the ability to roll back all changes once they feel Lightning is not adequate for their needs.
- \* Track Adoption Rates within the Lightning Usage, and monitor a change in metrics within existing reports and dashboards.
- \* Provide the CIO a list of the User Stories around the new functionality and the Gap Analysis done between Classic and Lightning.
- \* 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.

The two proposals a Solution Architect should recommend to track adoption of migrated functionality from Classic to Lightning are:

1. 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.

Tracking adoption rates and success metrics is one of the best practices for driving Lightning Experience adoption, as it allows UC to measure how well users are using the migrated functionality and identify areas of improvement or feedback. According to 2, monitoring a change in metrics within existing reports and dashboards can also help UC evaluate the impact of Lightning Experience on their business performance and user satisfaction.

Providing a list of user stories around the new functionality can help UC communicate the benefits and value of Lightning Experience to their users and stakeholders, as well as align their expectations and goals with the migration project. According to 3, providing a gap analysis done between Classic and Lightning can also help UC understand what features or customizations are available or not available in Lightning Experience, as well as plan for any necessary changes or enhancements.

[https://trailhead.salesforce.com/content/learn/modules/lex\\_migration\\_rollout/lex\\_migration\\_rollout\\_enabling](https://trailhead.salesforce.com/content/learn/modules/lex_migration_rollout/lex_migration_rollout_enabling)

## QUESTION 29

A Solution Architect was asked by AC Computers to provide solution recommendations for a rebate enrollment and management solution on Salesforce. The primary goal and requirement is to easily launch rebate programs for partners that an administrator can implement and manage in Salesforce. AC Computers currently uses Sales Cloud, Salesforce CPQ, and Experience Cloud to expose opportunity and quote information to partners.

Based on the business requirements, which solution should the Solution Architect recommend?

- \* Implement a custom solution to track rebates, accruals, and actuals and expose the data in the Experience Cloud site.



- \* Implement Salesforce Service Contracts with line items to track rebate accruals and expose the data in the Experience Cloud site.
- \* Implement Salesforce Rebate Management Module and expose the data in the Experience Cloud site.
- \* Implement B2B Commerce on Lightning Experience to track rebates and expose the data in the Experience Cloud site.

This solution can help AC Computers easily launch rebate programs for partners that an administrator can implement and manage in Salesforce. Rebate Management is a new module that integrates out-of-the-box into any Salesforce product and gives all employees and channel partners visibility into rebate programs<sup>2</sup>. It also automates, scales and leverages AI-driven insights for better and faster decisions<sup>1</sup>. Rebate Management can be exposed in the Experience Cloud site using custom components or standard objects<sup>4</sup>.

<https://www.salesforce.com/products/manufacturing-cloud/rebate-management/> Salesforce Rebate Management is a managed package that enables companies to create, manage, and track rebates in Salesforce. With this solution, administrators can easily set up and manage rebate programs, track accruals and actuals, and generate detailed reports. Exposing the data in the Experience Cloud site will allow partners to view and track their rebate status, further enhancing the rebate management process.

### QUESTION 30

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

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

- \* Phase 1: Sales Cloud; Phase 2: Service Cloud; Phase 3: B2B Commerce
- \* Phase 1: Sales Cloud; Phase 2: B2B Commerce; Phase 3: Salesforce Field Service
- \* Phase 1: Service Cloud; Phase 2: CPQ; Phase 3: B2B Commerce
- \* Phase 1: Sales Cloud; Phase 2: CPQ; Phase 3: B2B Commerce

<https://trailheadacademy.salesforce.com/classes/arc801-Design-and-implement-b2b-multi-cloud-solutions> According to 1, this is a recommended approach to design domain-specific, multi-cloud solutions using Customer 360 to create frictionless B2B customer experiences that maximize business value. Sales Cloud can help UC manage its field sales and contracts, CPQ can help UC automate its quoting and pricing processes, and B2B Commerce can help UC deliver a seamless ecommerce experience for its customers across digital platforms.

### QUESTION 31

Universal Containers (UC) is about to develop a new call center solution utilizing Salesforce products including Service Cloud, LiveMessage, Experience Cloud, and MuleSoft. UC would prefer no real customer data to be stored within Salesforce but to be made view only. These views should only be utilized by a select few individuals that may be assigned the ability to view this data temporarily and have it removed.

Which two features should a Solution Architect suggest to maintain these constraints?

- \* Apex Callouts, User Permissions Sets
- \* Third-party ETL, Profiles
- \* Salesforce Connect, User Profiles
- \* Salesforce Connect, User Permission Sets

Salesforce Connect allows you to integrate external data sources with Salesforce and access them in real time without storing them in Salesforce<sup>1</sup>. User Permission Sets let you grant access to various tools and functions to users without changing their profiles<sup>2</sup>. You can assign permission sets to users with different licenses and revoke them when needed<sup>3</sup>.

### QUESTION 32

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

- \* 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.
- \* 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.
- \* 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.
- \* 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.

a Sales Cloud license is suitable for users who need full access to standard CRM and Force.com AppExchange apps. The CEO should have this type of license since they are a processor of information and need to review the Executive Dashboard.

a role hierarchy is a mechanism to control the data access to the records on a Salesforce object based on the job role of a user. Users can access the data of all the users directly below them in the hierarchy. Therefore, the role hierarchy should mirror the organization chart, and sharing settings need to be put in place for the executive assistant who reports to all of the VPs.

<https://www.salesforce.com/resources/guides/salesforce-user-management-guide/>

### QUESTION 33

Universal Containers (UC) has its product and primary pricing in an ERP. For data consumption to other systems, the ERP is integrated to a separate third-party data warehouse. The cart-to-quote process is supported by Salesforce's multi-cloud solution spanning Sales Cloud, CPQ, and B2B Commerce.

The sales process is structured so that the customers add products to the cart through the Storefront and request a quote from UC's sales representatives. The representatives can work on the quote in CPQ and push back the updated pricing to the Storefront. The overall pipeline is tied back to opportunities and opportunity products for forecasting.

Where does UC house the system of record for its sales process?

- \* Salesforce B2B Commerce
- \* Salesforce CPQ
- \* Salesforce Sales Cloud
- \* Third-party data warehouse

Salesforce Sales Cloud is the system of record for the sales process because it contains information about opportunities and opportunity products, which are used for forecasting and reporting. It also integrates with other clouds such as B2B Commerce and CPQ to support the cart-to-quote process.

[https://help.salesforce.com/s/articleView?id=icx\\_b2c\\_crosscloudengagement\\_systems\\_of\\_record.htm&language=en\\_US&type=5](https://help.salesforce.com/s/articleView?id=icx_b2c_crosscloudengagement_systems_of_record.htm&language=en_US&type=5)

### QUESTION 34

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

- \* Can the direct Sales team use the standard functionality?
- \* How critical are the business processes?
- \* Are the processes the same for the direct Sales team and indirect Sales team?
- \* Is the data shared between the direct Sales team and indirect Sales team?

According to SOGAF Operating Models<sup>1</sup>, an operating model has two dimensions: business process standardization and business process integration. Business process standardization refers to how similar or different are the processes across different units of an organization, such as direct and indirect sales teams. Business process integration refers to how much data is shared across different units of an organization, such as direct and indirect sales teams.

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

The Salesforce ARC-801 exam consists of 60 multiple-choice questions and lasts for 105 minutes. Candidates must score 65% or higher to pass the exam and receive their certification. ARC-801 exam is available in English, Japanese, and Simplified Chinese, making it accessible to a wide range of professionals around the world.

**Salesforce ARC-801 Pre-Exam Practice Tests | ExamsLabs:**

<https://www.examlabs.com/Salesforce/B2C-Solution-Architect/best-ARC-801-exam-dumps.html>