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QUESTION 1

Universal Containers (UC) is selling containers globally via distributors and is experiencing significant double-digit growth year-over-year. UC uses a centralized ERP system that holds the financial information of the distributors. The ERP system is siloed but offers connectivity via APIs. The account managers need to reference the financial information stored in the ERP while approving an order of a distributor inside Salesforce. The financial information of a distributor may change ad-hoc during the day in the ERP system and account managers need the latest data in front of them. What should a Solution Architect recommend while designing an integrated, scalable solution to meet UC's needs?

- A. Use Change Data Capture to update the changes on the financial information inside Salesforce in near-real time.
- B. Use the scheduled data loader to extract the financial information every night from the ERP and save it inside Salesforce.
- C. Retrieve the financial information on-demand from the ERP via API and display the information as read-only using a lightning component.
- D. Schedule a MuleSoft batch job to retrieve financial information from the ERP every night and store it inside Salesforce for quick access.

Correct Answer: C

QUESTION 2

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

QUESTION 3

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 626 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: C

QUESTION 4

Universal Containers (UC) delivers packaging solutions to its customers based on volume schedule, which is part of a contract that UC is closing. Customers place orders against these contracts, and the orders are maintained in an ERP system outside of Salesforce.

Employees of UC want to track invoicing payment status on a monthly basis so that they can identify early when customer orders fall short of the contractual target.

Which two solution components should a Solution Architect recommend to meet this requirement?

Choose 2 answers

- A. Opportunities and Opportunity Products from Sales Cloud
- B. Product and Revenue Schedules from Sales Cloud
- C. Invoicing payment status sync between Salesforce Billing and ERP
- D. Orders and Order Products from Sales Cloud and a MuleSoft integration with the ERP

Correct Answer: AB

QUESTION 5

Universal Containers recently began a project to connect its ERP with Salesforce. One of the requirements is a daily batch process to create and update orders and order product information. The development team, using the corporate ETL tool, has created two processes to create these records using Bulk API. The test in the development environment worked fine, but in the production environment, some order product records were not updated and showed an error "UNABLE_TO_LOCK_ROW:unable to obtain exclusive access to this record". There is one Process Builder on the Order Product object and no async process.

Which two steps should a Solution Architect recommend to avoid this error?

Choose 2 answers

- A. Use the import wizard instead of Bulk API.



B. Sort the order product records by account and order before the Bulk API load.

C. Change the Bulk API call to use Bulk API 2.0.

D. Add a retry process for the records rejected by this error.

Correct Answer: BC

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