ARC-801 Actual Questions Answers PDF 100% Cover Real Exam Questions [Q14-Q30
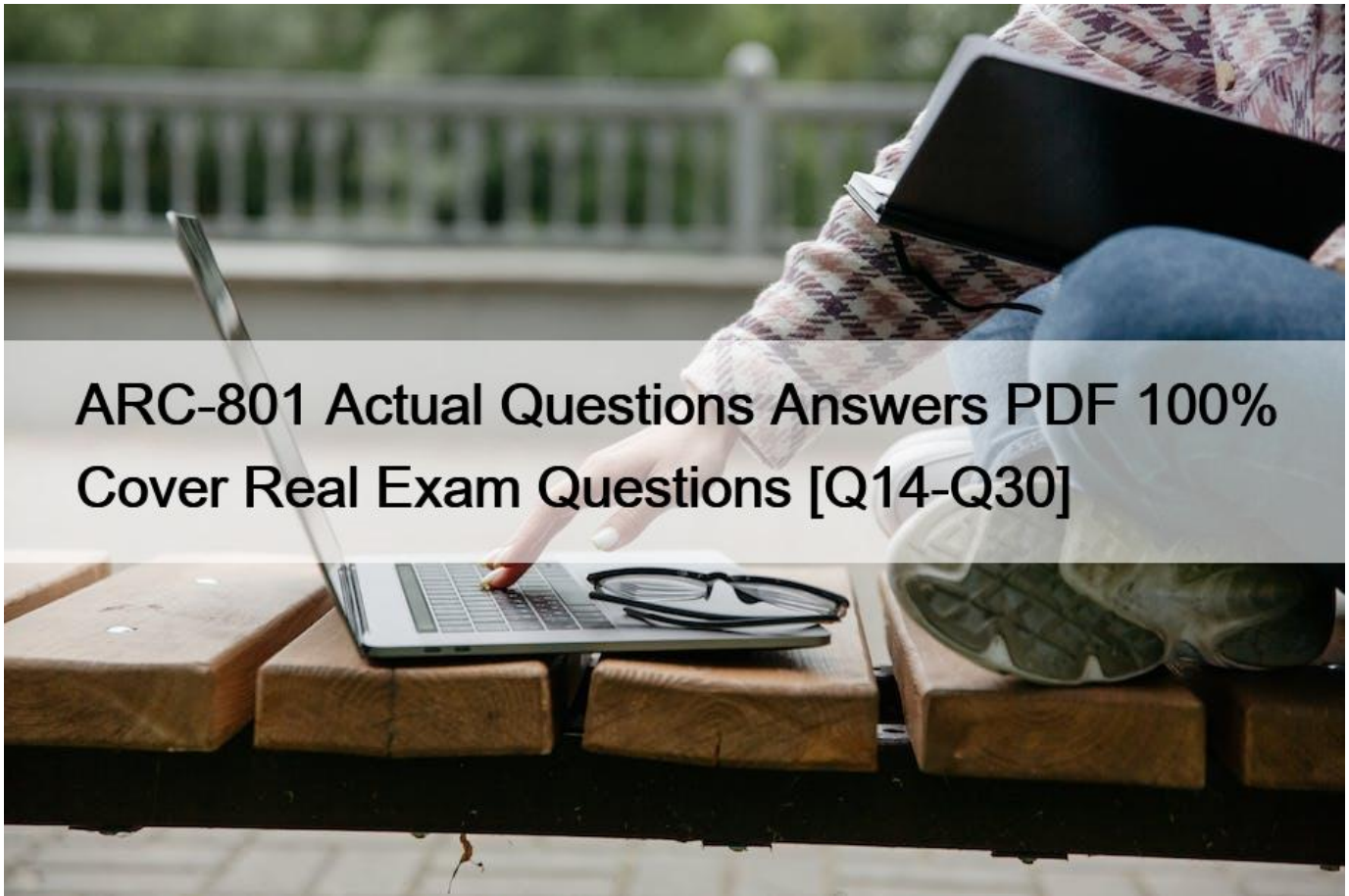

ARC-801 Actual Questions Answers PDF 100% Cover Real Exam Questions

ARC-801 Exam questions and answers

Salesforce ARC-801 exam is a challenging certification that requires a significant investment of time and effort to prepare for. Candidates must have a deep understanding of the Salesforce platform and its various technologies, as well as experience designing and implementing B2B solutions. To pass the exam, candidates must demonstrate their knowledge and skills through a combination of multiple-choice questions and hands-on exercises.

To pass the Salesforce ARC-801 Exam, candidates must demonstrate their proficiency in various areas, including designing and implementing B2B solutions, integrating Salesforce clouds, managing data, and securing the Salesforce environment. Candidates must also be familiar with various tools, techniques, and best practices for designing and implementing B2B multi-cloud solutions. ARC-801 exam consists of 60 multiple-choice questions and must be completed within 105 minutes. A passing score of 70% or higher is required to obtain the certification.

NEW QUESTION 14

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?

* Embed the devices’ sensor data in a view on the Asset record.
* Load the public cloud solution directly to Salesforce using MuleSoft.
* Utilize Platform Events based on the devices’ state change.
* Utilize Apex Callouts based on the devices’ state change.

Platform Events are a Salesforce-native feature that enable apps to communicate inside and outside of Salesforce using an event-driven messaging architecture. An event producer creates an event and adds it onto the event bus, which operates as a queue with a strict chronological order. An event consumer subscribes to an event and gets notified when the event is put onto the event bus.

According to 3, Platform Events can be used to define and manage custom notifications within the Salesforce platform and in external apps. They can also be used to integrate Salesforce with external systems and devices in near real-time.

Therefore, a Solution Architect should suggest utilizing Platform Events based on the devices’ state change. This way, UC can connect the data from the smart devices to Salesforce in a scalable and reliable manner, without having to poll or query for changes constantly. UC can also use Platform Events to trigger workflows or actions based on the device status, such as creating a case, sending an email, or ordering a replacement part.

https://developer.salesforce.com/docs/atlas.en-us.platform_events.meta/platform_events/platform_events_intro.htm

NEW QUESTION 15

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?

* 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.

NEW QUESTION 16

3D Scanners needs to apply a discount automatically on the Quote Line for Distributors while in the Quote Line Editor. The percentage discount applied depends on attributes of the Distributor Account and that of the specific Product. Sales users can add additional discounts; however, those will need to go through an approval process that allows for resubmitting to only those that

previously rejected the additional discount.

Which two options should a Solution Architect recommend to meet the requirements while keeping the user experience in mind?

Choose 2 answers
* CPQ license
* Flow
* Price Rules
* CPQ Plus license

CPQ license2. This way, you can use Salesforce CPQ (Configure Price Quote) to automate complex quoting processes and apply discounts based on product and account attributes. You can also use CPQ approval rules to trigger approval requests for additional discounts and resubmit them to previous approvers.

Price Rules2. This way, you can use CPQ price rules to calculate discounts automatically on quote lines based on conditions and formulas. You can also use price actions to update quote line fields with discount values.

NEW QUESTION 17

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 Hardware2. 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 solution3. 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

NEW QUESTION 18

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
* Identify the high-level workload capacity and planning of the IT and Legal teams.
* Prioritize the transformation of activities involving the least development.
* Create project plans for each of the projects that will be on the roadmap.
* Prioritize the transformation of activities related to customers’ interactions.
* Explain how the program contributes to the business’s goals.
https://trailhead.salesforce.com/content/learn/modules/innovation_solution/innovation_solution_build_business

NEW QUESTION 19

Universal Containers (UC) needs to provide a portal for its customers to order spare parts for the equipment that has been sold to them. Spare parts 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 needs customers to be able to schedule appointments for service for their equipment.

Which products should a Solution Architect recommend implementing to meet these requirements?
* B2B Commerce. Salesforce Field Service, Experience Cloud, and Meroku
* B2B Commerce, Salesforce Field Serv.ee, Experience Cloud, and Sales Cloud
* B2B Commerce, Service Cloud, Experience Cloud, and Salesforce Connect
* B2B Commerce. Salesforce Field Service, Experience Cloud, and MuleSoft
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.

NEW QUESTION 20

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
* Create a regular sprint cadence across the different teams to demonstrate new functionality.
* Utilize the last sprint to include functionality that was missed from previous sprints.
* Fix the scope of the sprint during release planning regardless of how long it takes.
* Use the last sprint of the release to stabilize it and eliminate identified issues.

Create a regular sprint cadence across the different teams to demonstrate new functionality. This recommendation would help UC to synchronize their work across multiple clouds and teams, as well as get feedback from users and stakeholders on the progress and quality of the release23.

Use the last sprint of the release to stabilize it and eliminate identified issues. This recommendation would help UC to ensure that their release is ready for production and meets their quality standards. The last sprint should focus on fixing bugs, improving performance, and conducting user acceptance testing13.

NEW QUESTION 21

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 m Salesforce. The leadership team meets for an in-depth strategy and planning session every 3 years and will need reporting on the archived dat a. 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 Big objects are a way to store and manage massive amounts of data on the Salesforce platform12.

Big objects support custom Salesforce Lightning and Visualforce components rather than standard UI elements3.

Big objects do not support picklist fields, so they need to be loaded as text fields into the big object2.

Big objects do not support standard SOQL queries, so they need to use Async SOQL to query data from them2.

NEW QUESTION 22

Universal Containers (UC) u 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 Salesforce1. User Permission Sets let you grant access to various tools and functions to users without changing their profiles12. You can assign permission sets to users with different licenses and revoke them when needed3.

NEW QUESTION 23

Universal Containers (UC) currently utilizes Sales Cloud and Experience Cloud for its customers. For the next phase in its digital transformation, UC would like to enable its vast dealer network with the kinds of tools its direct Sales teams are currently using. UC is considering Partner Communities (PRM) on Experience Cloud. UC’s concern at the moment is making sure that its dealer network only gets access to the opportunities they themselves bring to UC or that UC submits to the dealer to close. This is a concern for the VP of direct sales who has issues with bringing PRM in at all.

What is the initial suggestion a Solution Architect should provide to make Partner Communities work for UC?
* Create two account lookups on the opportunity, one for dealer and one for partner company, and create sharing rules to share the records.
* Create public groups of partner companies and users at dealers, and share the opportunities using sharing rules.
* Utilize the external sharing model to differentiate the sharing models between Internal Sales users and External Communities users.
* Utilize the same sharing model within the Partner Community that customers are currently using within the Customer Community.
According to 1, Partner Communities have access to the full sharing model, while Customer Communities can only access Sharing Sets and Sharing Groups. This means that you can use different sharing settings for your internal and external users, depending on their roles and profiles.

The external sharing model allows you to specify a default level of access for each object for your external users. You can also use criteria-based sharing rules, manual sharing, Apex managed sharing, and implicit sharing23 to grant additional access as needed.

NEW QUESTION 24

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
* Offload the number of cases received via Web2Case by using Email2Case.
* Implement Case Deflection.
* Disable anonymous users on the site.
* Plan and conduct User Adoption Trainings for resellers on how to use the site.
Option B would help resellers find answers to their questions by showing them relevant articles or discussions before they create a case. This way, they can resolve their issues without contacting support13.

Option D would help resellers learn how to use the site effectively and avoid common pitfalls. This way, they can reduce errors and confusion that might lead to unnecessary cases2.

NEW QUESTION 25

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.

NEW QUESTION 26

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?
* Make internal organization-wide defaults Public Read Only to create external visibility.
* Enable External Sharing Model to create external organization-wide defaults.
* Start creating Sharing Sets for Experience Cloud users to access Sales Cloud.
* Add Indirect Sales Team to existing Direct Sales Team Role Hierarchy.
Enable External Sharing Model to create external organization-wide defaults. This allows you to set different sharing settings for internal and external users based on profiles or roles. You can also use criteria-based sharing rules to grant access to records based on field values1.

https://architect.salesforce.com/diagrams/template-gallery/automotive-dealer-solution-architecture

NEW QUESTION 27

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 to mitigate concerns about custom processes on any single object?
* Use an event-driven design to separate automations that could run asynchronously from the save cycle with a third-party tool like Heroku.
* 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.
* Leave the orchestration of the automation to Process Builder, but invoke autolaunched flows from Process Builder so that the actual operations run in flows.
* Migrate automations from Process Builder to flows triggered by record updates, organizing operations in separate flows for the “Before Save” and “After Save” contexts.
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 greater control 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/

NEW QUESTION 28

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
* All development decisions will be made by internal resources.
* Documentation around the solution will not be a concern.
* Knowledge of the solution will stay within the organization.
* It will be much more cost effective to create a CoE.
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 resources who 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.

NEW QUESTION 29

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
* Implement B2B Commerce on Experience Cloud to allow customers to purchase simple products with Add complex product configurations in a follow-up phase.
* Implement Salesforce CPQ internally first, then build “product configurator” functionality in a custom Experience Cloud site in a follow-up phase.
* 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.
* Implement a custom Experience Cloud site with “product configurator” functionality first, then add headless commerce functionality in a follow-up phase.
https://appexchange.salesforce.com/appxListingDetail?listingId=a0N3u00000MSk6gEAD Implement B2B Commerce on

Experience Cloud to allow customers to purchase simple products with Add complex product configurations in a follow-up phase. This option would allow UC to quickly launch a self-service site for their customers to buy simple products online, while also leveraging the existing Sales Cloud data and processes for Opportunities, Quotes, and Orders. In a follow-up phase, UC can use the Salesforce CPQ and B2B Commerce for Lightning Experience Connector1 to enable customers to configure complex products on their site and sync them with Sales Cloud2.

Implement Salesforce CPQ internally first, then build “product configurator” functionality in a custom Experience Cloud site in a follow-up phase. This option would allow UC to streamline their internal sales process for complex products using Salesforce CPQ, while also maintaining their existing Sales Cloud data and processes for Opportunities, Quotes, and Orders. In a follow-up phase, UC can build custom “product configurator” functionality on their Experience Cloud site using Apex or Lightning Web Components and integrate it with Salesforce CPQ using APIs3.

NEW QUESTION 30

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/

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