Mini mock scenario – Packt Online Wizz

This scenario is part of the book *Becoming a Salesforce Certified Technical Architect*. The scenario, its proposed solution, artifacts, and several elements of the presentation pitch can be found in the book. You can get your copy from Amazon at `https://www.amazon.com/Becoming-Salesforce-Certified-Technical-Architect/dp/1800568754/ref=sr_1_1?crid=D5L23IKSKZ6M&dchild=1&keywords=becoming+a+salesforce+certified+technical+architect&qid=1624804105&sprefix=becoming+a+salesforce%2Caps%2C217&sr=8-1`.

Timing

The following list contains the suggested timing for this scenario:

- **Preparation**: 75 minutes
- **Presentation**: 20 minutes
- **QA**: 20 minutes

You can increase or reduce the suggested timing to place yourself under looser or stricter exam conditions as required.

The scenario

Packt Online Wizz (**POZ**) is an online shopping portal where traders offer different items for sale to consumers. POZ is currently dealing with over 100,000 different traders. POZ currently estimates having over 2 million unique products for sale organized under 150 different categories. According to their current website traffic, more than 5 million visitors visit their website every day. They place around 150,000 orders every day. Each order contains an average of 5 items.

Current situation

The current website allows consumers to place the orders anonymously or as registered users. They currently have 3 million registered users. The website also supports all major online payment methods such as PayPal and credit cards.

- Once an order is placed, it can either be fulfilled via POZ or the traders themselves, depending on the preferences provided by the traders for each of their products. Orders are usually fulfilled in no more than 2 weeks.

- POZ stores the bank account details of all its traders. Once the item is shipped to the consumer (either by POZ or the traders), POZ automatically calculates its commission, deducts it from the collected payment amount, and deposits the remainder into the trader's bank account.

POZ has a global support center with 2,000 support agents and 100 managers operating 24/7 across phone and email channels. POZ shared the following information:

- The support center handles roughly 20,000 cases per day.

- Each support manager is leading a team of 20 support agents. Cases are available for all support teams.

POZ has a global ERP system to handle billing, inventory management, and order returns. They use a bespoke application as an item master and run their custom website on AWS. They utilize MuleSoft as an integration middleware between all systems.

Requirements

POZ has shared the following requirements:

- The company would like to provide a convenient self-service experience to its consumers. Allowing them to raise support tickets and inquiries.

- POZ would also like to expose a rich set of searchable FAQs to their consumers to help deflect as many cases from their call center as possible.

- Registered consumers should be able to view their purchase history for up to 4 years.

- Registered consumers should be able to review an item they have purchased. These reviews should be publicly available to registered and non-registered website visitors.

- The support agents should have a 360 view of the consumer who raised a specific case, including the past 4 years' order history, other raised cases in the past 4 years, order returns, and any product reviews provided.

- The support agents should be able to see the overall consumer value indicator, which shows the value of this consumer across the entire history of engagement with POZ. This indicator should take into consideration factors such as purchased products, monthly spending amount, quantities purchased, and the social media influence factor, which is a value that POZ gathers and updates daily from three different providers.

- Traders should be able to view their customer's purchase history for up to 4 years.

- Traders should be able to log in to the POZ trader's portal to view their current pending orders. They should also receive an email notification once a new order is placed. All emails should be sent to a specified corporate email address.

- Traders should be able to raise support tickets for themselves to resolve issues related to payments and inventory-related queries.

- POZ top management should be able to run reports and dashboards to track the performance trends of items across different categories. The dashboards should include information such as the number of items sold, retunes, and the total weekly value of items sold in a particular period.

- Historically, POZ used a custom-developed solution to manage consumer complaints. POZ is looking to decommission this system and replace it with a new solution. The current system has more than 200 million records, some of which are still being processed.

POZ is concerned with the overall system performance and would like to get clear recommendations from you as an architect about designing the solution to ensure the best possible performance.

This concludes the hypothetical scenario. Ensure that you have gone through all the pages and requirements of your actual hypothetical scenario before proceeding further.