

B2B Solution Architect Certification Prep: Delivery and Design

Unit 1: Get Started with B2B Solution Architect Certification Prep

Learning Objectives

The Salesforce B2B Solution Architect credential is designed for individuals who have 4-5 years experience as a Solution Architect and is proficient in the following skills: have experience with the following topics with the above-mentioned Salesforce products:

- Connect business needs and technical implementations to boost customer success
- Oversee and steer requirements gathering conversations with stakeholders
- Identify the role of third-party systems within a customer's processes and data needs
- Translate solution architecture technical details to a business audience
- Support the overall vision for business solution(s)
- Inform customers and implementation teams about best practices and considerations
- Drive customer experience solutions via prioritized use cases and confirmed customer success criteria
- Create a common language describing multi-cloud use cases and their successful implementation
- Design end-state solution architectures while providing the customer options and a phased approach to reach that end state
- Guide implementation teams through multi-cloud integration best practices and testing scenarios
- Layer appropriate technology over the designed architecture
- Participate in the delivery of the architected solution in order to oversee the implementation and revise or redirect plans as needed

This exam covers these key topics, each making up a certain percentage of the exam.

- Delivery: 12%
- Design: 29%
- Data Governance and Integration: 26%
- Discovery and Customer Success: 25%
- Operationalize the Solution: 8%

By successfully passing the Salesforce B2B Solution Architect exam, you demonstrate a thorough knowledge and understanding of B2B Commerce, Sales Cloud, Service Cloud, Salesforce Field Service, Tableau CRM, Mulesoft, and Marketing Cloud.

Preparing for the Exam

Preparing for the Salesforce B2B Solution Architect exam takes time! This module takes you through preparing for part of the exam. There is one additional module to help you continue your journey toward certification.

- B2B Solution Architect Cert Prep: Discovery and Integration

Both modules in this trail contain real-world scenario questions, interactive flashcards, links to resources, and key topic areas to study.

Don't forget to join the [Trailblazer Community](#), where you can ask questions, collaborate, and join groups to help you prepare for your exam.

Download the Guide

Would you like a hard copy of this module's content as a study aid? Download the [B2B Solution Architect Cert Prep: Delivery and Design](#) guide. (Each module in this trail includes a link to a printable version of the content that you can download.)

Exam Logistics and Policies

Curious about the logistics of the exam? Here are some quick facts for you.

| | |
|------------------------|---|
| Recommended Experience | 4-5 years experience as a Solution Architect |
| Number of Questions | 60 + 4 non-scored items |
| Passing Score | 58% |
| Results | Received immediately |
| Cost | \$400, plus applicable taxes as required per local law Retake fee: \$200, plus applicable taxes as required per law |
| Location | Online or at a facility in your area |
| Restrictions | No hard-copy or online materials can be referenced during the exam |
| Prerequisite | Prerequisite: Salesforce Certified Application Architect Certification Encompasses the following pre-reqs: <ul style="list-style-type: none">• Platform App Builder• Platform Developer 1• Data Architecture and Management Designer• Sharing and Visibility Designer |

The quality of our certification exams and the value our credentials provide is our highest priority. Protecting the security and confidentiality of our exams is essential to providing our customers with credentials that are respected and industry-leading.

As a participant of the Salesforce Certification program, you're required to accept the terms of the [Salesforce Certification Program Agreement](#). Read the [Salesforce Certification Program Agreement and Policies](#) to take a look at some important reminders about the certification exam.

Maintain Your Certification

To maintain your Salesforce Credentials, all certified professionals must successfully complete release maintenance modules specific to their credentials once per year. [You may view specific maintenance requirements here](#). If you don't complete your maintenance modules by the completion deadline, your credentials will expire.

What This Module Covers

This module is focused on these key topics, with each topic covered in its own unit.

- Delivery: 12% of exam
- Design: 29% of exam

In each of the units, you learn the key areas to study for these two sections of the exam, including working through common scenarios.

Up first, let's dive into the exam section on Delivery. Let's go!

Unit 2: Study Up on Configuration and Setup

Learning Objectives

After completing this unit, you'll be able to:

- Define strategies that help deliver an effective delivery method.
- Describe planning steps involved in delivering a customer's business outcomes.
- Explain solution designs and capabilities.

Key Topics

This unit prepares you for the Delivery section of the Salesforce B2B Solution Architect exam, which makes up 12% of the overall exam. This section of the exam tests these topics.

- Define appropriate strategies when planning a B2B multi-cloud set of orgs and environments
- Ensure a clear understanding when planning the final configuration to deliver a customer's business outcomes


- Provide the appropriate display of capabilities to stakeholders to demonstrate alignment with business outcomes and priorities

This unit provides a number of interactive, real-world, scenario-based questions that are a lot like the ones you'll encounter as a Salesforce B2B Solution Architect. Looking at these questions helps prepare you to take the Delivery section of the Salesforce B2B Solution Architect exam. As you tackle the practice questions, you get immediate feedback on your answers, along with detailed information on why your answers are correct (or incorrect).

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Exam Practice Questions

Ready to jump in? The sample tool below is not scored—it's just an easy way to quiz yourself. To use it, read the question, then click on the answer you think is correct. Some questions may have more than one correct answer. Click **Submit** to learn whether the answer you chose is correct or incorrect, and why. If there's a longer explanation, click  to expand the window, then click anywhere in the window to close it. When you reach the end, you can review the answers or retake the questions.

Scenario 1

A project is at the end of the design phase. During a scope review meeting, the team agreed on the list of user stories in scope for each build sprint.

How frequently should the next functionality reviews take place?

| | | |
|---|-------------------------------|---|
| A | WEEKLY | Incorrect. Weekly reviews might lead to more time spent on planning and less time on completing work. |
| B | AT THE END OF EACH SPRINT | Correct. This minimizes the amount of rework that will be required. |
| C | MONTHLY | Incorrect. Monthly reviews prevent teams from iterating on designs and challenges quickly. |
| D | AT THE END OF THE BUILD PHASE | Incorrect. The build phase may have different timelines for different teams. |

Scenario 2

Which activity is a Solution Architect responsible for to ensure that an as-built configuration supports the business requirements?

| | | |
|---|---|--|
| A | REVIEWING EACH LINE OF CODE TO MAKE SURE IT IS AS EFFICIENT AS POSSIBLE TO GOVERNOR LIMITS | Incorrect. This is not the role of the Solution Architect. |
| B | WRITING THE TEST SCRIPTS TO BE USED IN UAT TO MAKE SURE USERS DO NOT TRY TO DO SOMETHING THEY DID NOT SPECIFY | Incorrect. This is too prescriptive for a Solution Architect. |
| C | SPECIFYING THE RANGE OF DATA COMBINATIONS TO BE USED IN BUILDING TEST SCRIPTS | Correct. A Solution Architect should provide high-level guidance on realistic upper and lower limits as determined by business |
| D | UPDATE THE SCRIPTS USED TO MIGRATE CODE TO A REPOSITORY | Incorrect. This is a developer or technical architect function. |

Did you choose a wrong answer? Check out the table below for related study material.

| | |
|------------|---|
| Question 1 | Complete the Trailhead module Learn Salesforce Agile Practices to learn what frequency is ideal for functionality reviews in each sprint. |
| Question 2 | Refresh your knowledge on what a Solution Architect needs to ensure information in user stories supports the business requirements during User Story Creation . |

Exam Topic Flashcards

The following flashcards cover user story attributes such as burndown lists and acceptance criteria. Use these interactive flashcards to brush up on some of the key topics you'll find on this part of the exam.

Read the question or term on each card, then click or tap on the card to reveal the correct answer. Click the right-facing arrow to move to the next card, and the left-facing arrow to return to the previous card.

Card 1

| | |
|---------------|---|
| Burndown list | A demo to-do list that keeps you organized and prepared throughout the entire demo-building process |
|---------------|---|

Card 2




| | |
|---------------------|---|
| A user story helps: | Translate technical requirements into easy-to-understand ideas. |
|---------------------|---|

Card 3

| | |
|--------------------------|---|
| Acceptance criteria are: | A set of statements or specific conditions under which a user story is fulfilled. |
|--------------------------|---|

Related Badges

Looking for more information? Explore these related badges.

| Badge | Content Type |
|---|--------------|
|  Demo Delivery Essentials | Module |
|  User Story Creation | Module |
|  Learn Salesforce Agile Practices | Trail |

Congratulations! You've studied up on Delivery. Next, let's take a look at Design.

Unit 3: Review Solution Design for Architects

Learning Objectives

After completing this unit, you'll be able to:

- Given information gathered during discovery, define the functional and technical solution, in line with Salesforce standards, keeping the business value and objectives in mind.
- Given a set of business requirements, recommend an appropriate Salesforce multi-cloud or AppExchange solution.
- Given a scenario, identify design options and their associated risks, assess their level of criticality, and recommend the solution that most accurately meets the specified functional and non-functional requirements
- Given a scenario in which the design document is being shared, facilitate final acceptance from stakeholders by ensuring any concerns raised are adequately addressed
- Given a defined future state B2B multi-cloud solution architecture alongside business requirements, choose the preferred method for integrating data across different clouds.

Key Topics

This unit prepares you for the Design section of the Salesforce B2B Solution Architect exam, which makes up 29% of the overall exam. This section of the exam tests these topics.

- Defining a functional and technical solution in line with Salesforce standards
- Recommending an appropriate B2B multi-cloud solution or AppExchange solution
- Identifying design options and their associated risks as well as recommending the required solution
- Facilitating final acceptance of design documents by stakeholders
- Choosing the preferred method for integrating data across different clouds


This unit also contains interactive questions and flashcards centered around study topics that help you prepare for the Design section of the exam.

Download the Guide

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Exam Practice Questions

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there's a longer explanation, click  [alt text: Expand button] to expand the window, then click anywhere in the window to close it. When you reach the end, you can review the answers or retake the questions.

Scenario 1

Which three methods should the Solution Architect consider when creating a Business Process Map for stakeholder approval?

| | | |
|---|---|--|
| A | DECIDE TO CONDUCT LIVE WORKSHOPS WITH 8-10 KEY STAKEHOLDERS THAT DEEPLY UNDERSTAND THE PROCESS | Correct. Don't underestimate how much time this saves, or the value delivered for the time expended. It will take far less time than you think to become proficient at running live mapping workshops. |
| B | DECIDE TO SEND OUT A QUESTIONNAIRE TO THE KEY STAKEHOLDERS. TIME IS OF THE ESSENCE. | Incorrect. While this may seem efficient, someone will have to go through the questionnaire and it doesn't leave room for discussion or alignment between stakeholders. |
| C | DETERMINE WHICH PROCESSES SHOULD BE IN SCOPE, FOCUS ON ONE PROCESS AT A TIME, START WITH THE HAPPY PATH, AND LEVEL 1. | Correct. Keep it simple for the workshops. |
| D | ESTABLISH WHO WILL SIGN OFF ON THE DIAGRAM AND WHO WILL HELP BUILD OUT THE LOWER LEVELS OR ADD SUPPORTING CONTENT. | Correct. Someone needs to be the one to officially sign off. If there are other project members that can complete the lower details, it would be more time effective for them to do it on their own. |
| E | DELEGATE THIS TASK TO THE BUSINESS SUBJECT MATTER EXPERT SINCE THEY ARE CLOSEST TO THE PROCESS, THEY WILL BE ABLE TO PRODUCE IT MORE ACCURATELY AND TIMELY. | Incorrect. While this may seem efficient, this puts pressure on a single resource, and the artifact is created in a silo. It doesn't leave room for discussion or alignment between stakeholders. |

Scenario 2

Universal Containers (UC) wants to display new sales orders that are fulfilled and shipped to customers in Salesforce. UC uses an ERP to fulfill their orders and ship to the customer. There is an existing asynchronous integration to Salesforce from the ERP system.

What should a Solution Architect recommend to fulfill these requirements?

| | | |
|---|--|---|
| A | THE EXISTING INTEGRATION NEEDS TO BE UPDATED TO INCLUDE SYNCHRONOUS FOR ACCOUNTS AND ORDERS. | Incorrect. Synchronous updates occur in the system in the order received as soon as resources are available. Synchronous updates could delay accounts and orders being updated in the system on time and risks data accuracy. |
| B | ORDER AND ORDER LINES SHOULD BE PUSHED FROM SALESFORCE TO THE ERP FOR FULFILLMENT AND SYNCHED WITH SALESFORCE. | Incorrect. Updating order information from Salesforce to the ERP system and back to Salesforce needlessly consumes resources. The existing integration sends database updates asynchronously to Salesforce from the ERP system. |
| C | ORDERS AND ORDER LINE ITEMS SHOULD BE ADDED TO EXISTING INTEGRATION AND BE LINKED TO ACCOUNTS WITH EXTERNAL IDS. | Correct. The 'External ID' field may be used to reference an ID from another, external system. External IDs are often created with the 'Unique ID' setting so that the External IDs will be unique to each record. Additionally, External IDs are searchable in Salesforce. |
| D | THE EXISTING INTEGRATION NEEDS TO BE UPDATED TO INCLUDE SYNCHRONOUS ORDER AND LINE ITEM INTEGRATION. | Incorrect. Synchronous updates occur in the system in the order received as soon as resources are available. Synchronous updates could delay accounts and orders being updated in the system on time and risks data accuracy. |

Scenario 3

A manufacturing and distribution company wants to set up a B2B commerce storefront. It is important that they use inventory information to control whether the customer is allowed to order products when the inventory level is lower than the amount they requested.

Which solution should the architect employ to solve for this need?

| | | |
|---|--|---|
| A | ADD VALIDATION TO PREVENT THE CUSTOMER FOR ADDING THE ITEM TO THEIR CART IF THE DESIRED AMOUNT IS GREATER THAN THE QUANTITY ON HAND. | Incorrect. This will only alert the customer earlier on if the inventory is out of stock when adding to cart but the inventory may change between when it's added to cart and when they checkout. |
| B | UPDATE THE STATUS OF THE PRODUCT TO NOT ORDERABLE WHEN INVENTORY IS NOT AVAILABLE. | Incorrect. This keeps the product visible on the store but disables the Add To Cart button. Only prevents ordering when inventory isn't available however, not when it's lower than requested. |
| C | VALIDATE THE CAT ON CHECKOUT TO PREVENT THE USER FROM PURCHASING IF ENOUGH INVENTORY IS NOT AVAILABLE. | Incorrect. This does a final check as the customer is checking out but they should also be alerted when they are adding to the cart. |
| D | ADD VALIDATION TO PREVENT ADDING AN ITEM TO THE CAT IF THE DESIRED AMOUNT IS GREATER THAN THE QUANTITY ON HAND, AND VALIDATE INVENTORY AVAILABILITY ON CHECKOUT. | Correct. This solution provides the best user experience to alert the user early and also performs the check again at checkout in case the quantity on hand changes while checking out. |

Scenario 4

Universal Containers has started a B2B multi-cloud implementation when a new Solution Architect joins the team. The Solution Architect realizes that there are no architecture diagrams, discovery is complete, and the first user story grooming session is scheduled for next week.

What should the Solution Architect do?

| | | |
|---|--|---|
| A | PROCEED WITH THE CURRENT PATH THE PROJECT IS ON; THE DIAGRAMS MIGHT NOT BE REQUIRED FOR THIS PROJECT OR COULD BE DONE IN A LATER STAGE OF THE PROJECT. | Incorrect. This is not a best practice. The project plan should formalize this as a workstream. |
| B | MEET WITH THE PROJECT MANAGER TO RAISE THE RISK AND DISCUSS THE POTENTIAL IMPACT ON TIMELINES AS THESE ARTIFACTS ARE REQUIRED BEFORE GROOMING THE USER STORIES. THEN RECOMMEND TO REPURPOSE THE NEXT SESSION TO BE FOCUSED ON CREATING THE DIAGRAMS. | Correct. Shows collaboration and the value of having the diagrams early on. |
| C | RECOMMEND TO THE PROJECT MANAGER THAT THE CREATION OF THESE DIAGRAMS BE COMPLETED IN A PARALLEL WORKSTREAM TO THE PROJECT, AND ACCEPT THAT THE USER STORIES MAY CHANGE AS A RESULT. | Incorrect. The user stories may change as a result of the development of the diagrams. |
| D | REVIEW ALL THE USER STORIES AND CREATE THE REQUIRED DIAGRAMS BEFORE THE USER STORY GROOMING SESSION. | Incorrect. This is not a best practice. The project plan should formalize this as a workstream. |

Did you choose a wrong answer? Check out the table below for related study material.

| | |
|------------|--|
| Question 1 | Review Process Mapping for Business Analysts to learn what methods the Solution Architect should consider when creating a Business Process Map that will need to be accepted by all stakeholders. |
| Question 2 | Read Sales Order Data Model to review a data model that delivers a similar experience outlined in the question. |
| Question 3 | Study Manage Product Inventory Items and Availability Messages and Create a Product for Your Storefront to learn what solution is ideal to employ to provide the best user experience. |
| Question 4 | Explore the Trailhead module Salesforce Architecture Diagrams: Quick Look to learn the importance of having architecture diagrams during the design phase. |

Exam Topic Flashcards

The following flashcards cover AppExchange, process mapping, and flows. Use these interactive flashcards to brush up on some of the key topics you'll find on this part of the exam.

Read the question or term on each card, then click or tap on the card to reveal the correct answer. Click the right-facing arrow to move to the next card, and the left-facing arrow to return to the previous card.

Card 1

| | |
|-----------------------------------|--|
| AppExchange is a marketplace for: | <ul style="list-style-type: none">• Apps• Components• Bolt solutions• Lightning Data• Flow solutions• Consultants |
|-----------------------------------|--|

Card 2

| | |
|--|---|
| Process mapping includes activities that define | <ul style="list-style-type: none">• What a business does• Who is responsible• How processes are completed• How success is measured |
| Which two actions allow the administrator to provide enhanced security for this field? | |

Card 3


| | |
|-----------------|--------------|
| Salesforce Flow | Record types |
|-----------------|--------------|

Did you choose a wrong answer? Check out the table below for related study material.

| | |
|-------------|---|
| Flashcard 1 | Refresh your AppExchange knowledge by completing the Trailhead module AppExchange Solutions . |
| Flashcard 2 | Learn about process mapping activities by completing the Trailhead module Process Mapping for Business Analysts . |
| Flashcard 3 | Complete the Trailhead trail Build Flows with Flow Builder to refresh your knowledge on Salesforce flows. |

Related Badges

Looking for more information? Explore these related badges.

| Badge | Content Type |
|---|--------------|
|  Process Mapping for Business Analysts | Module |
|  Salesforce Architecture Diagrams: Quick Look | Module |
|  AppExchange Solutions | Module |
|  Build Flows with Flow Builder | Trail |

Congratulations! You've covered over 41% of the B2B Solution Architect Certification exam material in this badge.

You've reviewed these sections.

- Delivery
- Design

Be sure to review the other badge B2B Solution Architect Cert Prep: Discovery and Integration in the B2B Solution Architect study trail. Good luck on your exam!