



Salesforce Certified Technical Architect

Section Scenario **Galaxy Cars**

Architect Workshop – Sample B

CONFIDENTIAL



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Hypothetical Scenario Instructions

For the hypothetical scenario described below, the candidate will have **45 minutes** to read, evaluate, and document a high-level architectural solution. The solution should:

- Describe the integration architecture and the rationale for the solution.
- Identify any potential key risk areas.

The candidate should target the presentation to a technical Information Technology (IT) architecture audience. In cases where requirements are not explicitly stated for the scenario, the candidate should use his or her best judgment and make appropriate assumptions based on the information provided. The candidate should indicate to the review board any assumptions that were made when designing the proposed solution. The candidate will not have an opportunity to ask clarifying questions related to the hypothetical scenario.

The candidate will be evaluated on his or her ability to assess the scenario requirements, design a solution, communicate the proposed architecture, and justify the design decisions. The candidate will not be evaluated on the tools used for the presentation.

Project Overview

Galaxy Cars and Trucks (GCT) has been in business for over 80 years selling vehicles internationally. Overall, GCT sells approximately 5 million vehicles a year.

Each geographical region within GCT has a variety of CRM solutions with customized processes in place to work with distributors. GCT would like to replace all of the CRM solutions with a Salesforce solution.

GCT has two existing systems they would like to retain:

- A centralized **accounting system** through which GCT account managers can view the financial status of distributors they own. GCT employees access the system through a browser when logged into the company intranet.
- An **inventory system** that tracks vehicle data on location and ownership including:
 - Up-to-date information on the locations and arrival times of vehicles in transit to distributors.
 - Vehicles at distributor locations.
 - Vehicle owner history.

Currently the **inventory system** is not integrated with other systems, and data is entered manually or through XML files. However, it does have pre-built SOAP and REST API capabilities.

Each of the existing systems has its own login credentials, and all internal and external user identities are currently stored in an LDAP-compatible enterprise directory. As part of the Salesforce project, the GCT security architecture team has mandated the use of single sign-on across all of these systems.

GCT has requested that:

- Vehicle orders originate in the Salesforce application.
- Distributor fleet managers are able track the delivery of orders.



Business Process Requirements

Ordering is done on a quarterly basis. Prior to negotiations with distributors, GCT sets a maximum and minimum allocation for each model for each distributor.

The ordering process consists of three stages:

Order Negotiation

In this stage, vehicle order details are negotiated between the GCT account managers and distributor vehicle buyers.

- A distributor places an order, specifying how many vehicles of each model they would like to purchase.
- If the number requested for each model falls within the allocation per model, the order is automatically placed in a pre-approved state and the account manager is notified.
- If the number requested for each model falls outside the allocation per model, the account manager is notified, and s/he must do the following:
 - Determine the distributor's current status. The distributor's status is summarized by:
 - Three values indicating the financial health of the distributor, which are stored in the accounting application.
 - The distributor's sales history, which should be available in the Salesforce application.
 - Create and send an exception assessment to management for approval. This assessment should automatically include the distributor's status information.

Order Stage

In this stage, vehicle order details are signed and finalized into a contract.

- Electronically signed orders are sent from GCT to distributors.
- The distributor must electronically sign and return the contract within a specified time period.
- Once the contract is received, order information should be routed to the inventory system and order financials should be routed to the accounting system.

Post-Order Stage

In this stage, vehicles included in an order are tracked. The inventory system tracks vehicles by vehicle identification number (VIN).

- When an order is shipped, VINs are associated with the order. The VINs should then be provided to the Salesforce application and stored with the order. The status of each VIN should be set to “in transit.”
- Distributor fleet managers should be able to track the location of the order in transit.
- Once an order is delivered, fleet managers should be given two business days to acknowledge receipt of the delivery, verifying the vehicles by VIN. The status of VINs in Salesforce should change to “available.”
- On a weekly basis, distributors provide information to the inventory system regarding which VINs are currently in stock, and which have been sold. The VIN status in Salesforce should be updated based on this information.

Data Requirements

GCT would like to retain a history of the status of each VIN, so that it can track when vehicles are delivered and when they are first sold.

Data Migration Requirements

The following data should be migrated into the new Salesforce application from the inventory system:

- Vehicle by make and model for the last 15 years.
- Sales by distributor for each vehicle in the last 15 years.

In addition, distributor information will come from a variety of systems. GCT would like your recommendation for how to make this process as painless as possible.