

Salesforce Certified Technical Architect

Mock Scenario

High End Clothing

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Scenario

Instructions

For the hypothetical scenario described below, the candidate will have 90 minutes to read, evaluate, and document a high-level architectural solution. The solution should:

- Address where the Force.com platform will and will not be used.
- Describe how the Force.com platform portion of the solution will interact with the other systems needed to complete the solution
- Identify any potential key risk areas.

The candidate should target the presentation to a technical IT architecture audience. In cases where requirements are not explicitly stated for the scenario, the candidate should use their best judgement 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 their 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

High End Clothing is an online clothing shop that provides luxury brands to a select market. Specialist brands present items for sale via the online shop.

High End Clothing provides the After-Sales service and this project is related to that only.

Currently HEC has no integrations in place and all service activity takes place manually. HEC would like to optimise this process and automate and integrate as much as is possible.

Current Systems

1. A hosted website that is viewed as fit-for-purpose and will not be replaced in the scope of this project
2. Salesforce Commerce Cloud. This presents the 'shop' to users within the framework of the website
3. A custom built CRM that is due to be replaced with Salesforce
4. Supplier Back Office systems. These vary though all expose APIs. Some are REST-based and some are SOAP-based
5. WBS. HEC makes use of the World Bank Service for payment services
6. Each office has local telephony infrastructure that is not integrated

Future Landscape

1. HEC want to include a mobile app for its customers. They want to expose this app in English, French and Italian initially
2. HEC want a consolidated telephony solution
3. Supplier information is currently disparately held, and HEC would like to have this in a single location

Users

1. Service Agents. These work in 4 offices:
 - I. Melbourne, Australia
 - II. Montreal, Canada
 - III. Milan, Italy
 - IV. Shanghai, China
2. Service Agents will work in their local languages and currencies, and HEC would like advice on how best to manage that.
3. Service Managers. There are a 3-4 Managers at each location
4. There is a Service VP who has global responsibility
5. There are Supplier Managers who need to view, update and report on Supplier records

6. Return Depot Agents. There are multiple return depots (essentially one per county that HEC operates in. They are often contractors/third party agencies.

Business Process Requirements

1 - Service (General)

- A. Customers can contact HEC with queries relating to orders via email and phone at the moment.
- B. HEC want to make it possible to raise queries via the mobile app
- C. There are multiple query types, and each need to be handled differently.
- D. Currently it is not possible to view Orders and Order History within the CRM and agents are required to 'alt-tab' to different applications.
- E. HEC want to make all purchases visible to its customers via the mobile app
- F. Cases should be routed to the most suitable agents automatically
- G. In the case of a general enquiry, the agents use their knowledge and some local files and saved URLs to find answers and reply to the customer
- H. HEC would like to increase 'self-serve' and are after advice on how to achieve this

2 - Payment Queries

- A. Although the payment processes are robust, there are sometimes queries about payments that have been made. HEC would like to be able to see a full history of payment activity within the CRM to be able to more easily resolve these queries
- B. In the case of refunds, HEC would like to be able to initiate these directly from Salesforce
- C. Refunds must be linked to specific order items, and there must be a clear way to connect these
- D. Any Service Agent can initiate a refund

3 - Returns

- A. Although HEC process all return requests, they need to get approval from the individual suppliers first. This is currently done via email and phone call but HEC are looking to integrate the CRM with the suppliers back office systems
- B. Return policies vary from supplier to supplier. HEC want a way to present this information against orders and in the CRM
- C. Approvals will need to be generated as a PDF using the information provided by the supplier
- D. Customers should be able to access the approval form in the mobile app.
- E. All returns must be connected to specific items in an order

- F. When a return is received, the Return Agents scan the package. HEC want this process to update the CRM and supplier
- G. The return will then be sent back to the supplier

Data Migration Requirements

1. As the current CRM will be retired, all information within this needs to be migrated to Salesforce. Data quality is considered to be good

Visibility and Security

1. Customers should be able to see all orders they have placed in the past 3 years
2. Customers should be able to see all queries, refunds and returns they have made for the last year
3. Service Managers should be able to view all cases created or routed to their office
4. The Service VP can view all cases globally

Reporting

- A. Service Managers need to be able to view total refunds, by week, for each Service Agent
- B. Service Managers also need to know when customers frequently request refunds. More than once every ten orders is considered unusual
- C. Supplier Managers need to view total refund amounts broken down by supplier.