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NR 302 EXAM 2 QUESTION AND ANSWER 2023 GRADED A+ UPGRADE

When examining the eye, the nurse notices that the patient's eyelid margins approximate completely. The nurse recognizes that this assessment finding:

ANSWER = Is expected

- The palpebral fissure is the elliptical open space between the eyelids, and, when closed, the lid margins approximate completely, which is a normal finding.

During ocular examinations, the nurse keeps in mind that movement of the extraocular muscles is:

ANSWER = Stimulated by CNs III, IV, and VI

- Movement of the extraocular muscles is stimulated by three CNs: III, IV, and VI.

The nurse is performing an external eye examination. Which statement regarding the outer layer of the eye is true?

ANSWER = The outer layer of the eye is very sensitive to touch.

- The cornea and the sclera make up the outer layer of the eye. The cornea is very sensitive to touch. The middle layer, the choroid, has dark pigmentation to prevent light from reflecting internally. The trigeminal nerve (CN V) and the facial nerve (CN VII) are stimulated when the outer surface of the eye is stimulated. The retina, in the inner layer of the eye, is where light waves are changed into nerve impulses.

When examining a patient's eyes, the nurse recalls that stimulation of the sympathetic branch of the autonomic nervous system:

ANSWER = Elevates the eyelid and dilates pupil

The nurse is reviewing causes of increased intraocular pressure. Which of these factors determines intraocular pressure?

ANSWER = Amount of aqueous produced resistance to its outflow at the angle of the anterior chamber

The nurse is conducting a visual examination. Which of these statements regarding visual pathways and visual fields is true?

ANSWER = The image formed on the retina is upside down and reversed from its actual appearance in the outside world.

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Salesforce Certified B2C Solution Architect Sample Questions (Q84-Q89):

NEW QUESTION # 84

A merchant has a requirement to engage customers with a series of promotional messaging including a coupon offer generated in B2C Commerce. Reminder emails are sent to those customers who have not redeemed the coupon 10 and 2 days before its expiration.

Which three elements are required to support this scenario?

Choose 3 answers

- A. 82C Commerce storefront
- B. Marketing Cloud Connect for Service to Marketing Cloud
- C. B2C Commerce cartridge to call Marketing Cloud APIs
- D. Service Cloud for support of coupons and redemption management
- E. Marketing Cloud Installed Package

Answer: A,C,E

Explanation:

To enable the scenario of sending promotional emails with coupon offers generated in B2C Commerce, the following elements are required:

* A B2C Commerce cartridge to call Marketing Cloud APIs, such as the Transactional Messaging API, to trigger the email journey and pass the coupon code as a data attribute.

* A Marketing Cloud Installed Package to create an API integration between B2C Commerce and Marketing Cloud and provide authentication credentials and permissions.

* A B2C Commerce storefront to generate and manage the coupon codes and redemption logic.

References: <https://developer.salesforce.com/docs/commerce/sfra/marketing-cloud/transactional-messaging-api>

<https://developer.salesforce.com/docs/commerce/sfra/marketing-cloud/marketing-cloud-integration>

https://documentation.b2c.commercecloud.salesforce.com/DOC1/topic/com.demandware.dochehelp/content/b2c_commerce/topics/promotions/b2c_coupon_codes.html

NEW QUESTION # 85

A company is using Service Cloud, B2C Commerce, and Marketing Cloud to provide an end-to-end B2C solution. The company does not use MuleSoft or any other integration middleware and does not plan on using them in the near future. The company has about 10 million customers with a growth rate of 10% year over year. On average, each customer raises 10-50 support tickets each year. Each ticket may contain multiple comments, responses, and attachments. There is a need for the service agents to have visibility on customer tickets for up to 5 years.

What approach should a Solution Architect recommend in order to deliver the desired functionality given the company's expected growth over the next 5 years, while still adhering to the platform's governor limits?

- A. Capture and resolve tickets using the capabilities of Service Cloud. Archive cases and related data older than a year in Big Objects and delete records that are more than 5 years old.
- B. Capture and resolve tickets using the capabilities of Service Cloud. Use the Service Cloud console to display cases and related data raised by a customer in the past 5 years.
- C. Capture and resolve tickets using the capabilities of 852C Commerce. Archive cases and related data older than a year in Big Objects and delete records that are more than 5 years old.
- D. Capture and resolve tickets using the capabilities of Service Cloud. Archive resolved cases and related data into Heroku and display them back in Service Cloud using Salesforce Connect.

Answer: D

Explanation:

This approach allows the company to use Service Cloud for capturing and resolving tickets, which provides a better customer service experience than B2C Commerce. It also allows the company to archive resolved cases and related data into Heroku, which is a cloud platform that can store large amounts of data without hitting the platform's governor limits. Using Salesforce Connect, the company can display the archived data back in Service Cloud without storing it in Salesforce, thus saving storage space and costs. References: https://help.salesforce.com/s/articleView?id=sf.data_source_connect.htm&type=5 <https://www.heroku.com/home>

NEW QUESTION # 86

A company wants to migrate their existing in-house order management solution to the Salesforce Order Management product, which will trigger post-purchase transactional emails through Marketing Cloud. They are already using B2C Commerce, Service Cloud, and Marketing Cloud, as well as the B2C Commerce - Service Cloud Connector and Marketing Cloud Connect.

What are three actions that a Solution Architect must take when planning and deploying this solution? Choose 3 answers

- A. Replace the Service Cloud Connector with an Order Management Connector for B2C Commerce.
- B. Modify the Service Cloud Connector implementation to remove potentially conflicting features with the Order Management Connector.
- C. Configure data extensions and triggered sends in Marketing Cloud to support transactional emails for ordering scenarios.
- D. Migrate subscriber keys in Marketing Cloud to a new Order Management customer identifier.
- E. Integrate Salesforce Order Management to B2C Commerce for order history and user self service.

Answer: B,C,E

Explanation:

Salesforce Order Management is a product that allows managing orders across different channels and systems. To migrate the existing in-house order management solution to the Salesforce Order Management product, the following actions should be taken:

* Configure data extensions and triggered sends in Marketing Cloud to support transactional emails for ordering scenarios. Data extensions are tables that store data in Marketing Cloud, and triggered sends are email messages that are sent automatically based on an external event. Data extensions and triggered sends can be used to store order data and send order confirmation, shipment notification, or cancellation emails to customers.

* Modify the Service Cloud Connector implementation to remove potentially conflicting features with the Order Management Connector. The Service

Cloud Connector is a cartridge that enables integration between B2C Commerce and Service Cloud. The Order Management Connector is a cartridge that enables integration between B2C Commerce and Salesforce Order Management. Some features of the Service Cloud Connector, such as order history or order cancellation, may conflict with the Order Management Connector, so they should be removed or disabled.

* Integrate Salesforce Order Management to B2C Commerce for order history and user self service. This integration allows customers to view their order history and status, track their shipments, cancel their orders, or initiate returns on the B2C Commerce storefront. This integration also allows agents to view and manage orders in Service Cloud.

Option D is incorrect because migrating subscriber keys in Marketing Cloud to a new Order Management customer identifier is not necessary or recommended. Option E is incorrect because replacing the Service Cloud Connector with an Order Management Connector for B2C Commerce is not possible or advisable.

References:

* https://help.salesforce.com/s/articleView?id=sf.order_overview.htm&type=5

* https://help.salesforce.com/s/articleView?id=sf.mc_co_transactional_messaging.htm&type=5

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<https://documentation.b2c.commercecloud.salesforce.com/DOC1/topic/com.demandware.dochelp/OrderManagement/OrderManagementOverview.html>

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<https://documentation.b2c.commercecloud.salesforce.com/DOC1/topic/com.demandware.dochelp/OrderManagement/OrderManagementConnector.html>

NEW QUESTION # 87

A company is in the process of defining the authoritative system for key data entities involved in B2C journeys. The company has about 200,000 customers, each averaging 30 orders per year.

Which two systems are considered an authoritative system for consent and compliance preferences, as well as primary person attributes such as name, address, birthday, phone, and email?

Choose 2 answers

- A. Service Cloud
- B. B2C Commerce
- C. Experience Cloud
- D. Marketing Cloud

Answer: A,D

Explanation:

Service Cloud and Marketing Cloud are considered authoritative systems for consent and compliance preferences, as well as primary person attributes such as name, address, birthday, phone, and email. Service Cloud is the system of record for customer service interactions and case management, and it can store customer consent and preferences for different channels and purposes. Marketing Cloud is the system of record for customer engagement and marketing campaigns, and it can store customer consent and preferences for email, SMS, push notifications, and other channels. B2C Commerce is not an authoritative system for consent and compliance preferences, as it does not store them natively. It can store some primary person attributes such as name, address, phone, and email, but they may not be the most up-to-date or accurate.

Experience Cloud is not an authoritative system for consent and compliance preferences, as it relies on other systems to store them. It can store some primary person attributes such as name, email, and birthday, but they may not be the most up-to-date or accurate. References:

* https://help.salesforce.com/s/articleView?id=sf.mc_co_data_integration_best_practices.htm&type=5

* https://help.salesforce.com/s/articleView?id=sf.mc_co_data_integration_considerations.htm&type=5

NEW QUESTION # 88

An organization chose a multi-cloud solution that is comprised of Service Cloud and B2C Commerce. The organization now wants to ensure that the theme of its self-service portal is consistent with the theme of its B2C Commerce storefront.

How should a Solution Architect ensure that this requirement is met?

- A. Set the value of the Portal Theme URL setting to match the publicly-accessible URL of the style sheet the organization wants to use.
- B. Copy any relevant .css code from the organization's website and paste it into the pages for the self-service portal in Page Builder.
- C. Make a copy of the appropriate .css file from the organization's web server and upload it to the self-service portal.
- D. Set the value of the Style Sheet URL setting to match the publicly-accessible URL of the style sheet the organization wants to use.

Answer: D

NEW QUESTION # 89

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