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## Quiz 2026 Arch-302: Fantastic Exam Salesforce Certified B2C Solution Architect Objectives Pdf

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## Salesforce Certified B2C Solution Architect Sample Questions (Q52-Q57):

### NEW QUESTION # 52

A company actively uses CI/CD processes for its Service Cloud implementation and is adding Marketing Cloud and Marketing Cloud Connect to its architecture. Under the current setup, each developer has their own developer sandbox. Developers merge their changes into a sandbox for QA regularly, and then once every week, changes are moved to staging, then from staging to production instances. Which setup should a Solution Architect propose to support this development approach considering costs and data segregation?

- A. Set up one Marketing Cloud instance with a business unit for production and one business unit for testing which is connected to all Service Cloud sandboxes.
- B. Set up one Marketing Cloud instance for each sandbox in Service Cloud in order to guarantee data segregation.
- C. Set up one Marketing Cloud instance to use with sandboxes for testing and replicate all changes to production.
- **D. Set up one Marketing Cloud instance for production, and create a Marketing Cloud sandbox to connect to each of the Service Cloud sandboxes.**

**Answer: D**

Explanation:

A Marketing Cloud sandbox is a separate instance that can be used for testing and development purposes. It can be connected to multiple Service Cloud sandboxes using Marketing Cloud Connect. This setup allows data segregation and cost efficiency, as opposed to creating multiple Marketing Cloud instances or business units. References: [https://help.salesforce.com/s/articleView?id=sf.mc\\_co\\_marketing\\_cloud\\_sandbox.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.mc_co_marketing_cloud_sandbox.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.mc\\_co\\_connect\\_multiple\\_salesforce\\_orgs.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.mc_co_connect_multiple_salesforce_orgs.htm&type=5)

### NEW QUESTION # 53

Northern Trail Outfitters (NTO) is at the beginning of an implementation of B2C Commerce and is now discussing the communication flow. They are designing the flows between systems to send password resets via email when a new account is created in B2C Commerce or the email address is updated.

Considering NTO also uses Service Cloud and Marketing Cloud, which feature should a Solution Architect suggest to optimize the end-customer experience while also ensuring that tracking is visible to service agents?

- A. Commerce Cloud Email Service
- **B. Marketing Cloud Triggered Send**
- C. Marketing Cloud Journey Event
- D. Service Cloud Email Service

**Answer: B**

Explanation:

\* C is correct because Marketing Cloud Triggered Send is a feature that allows sending personalized emails based on events or actions in another system, such as B2C Commerce. Triggered Send can be used to send password reset emails when a new account is created or the email address is updated in B2C Commerce. Triggered Send also tracks email open and forward count in Marketing Cloud. To disable the coupon code after a single use, B2C Commerce can use coupon code restrictions based on redemption count.

\* A is incorrect because Service Cloud Email Service is a feature that allows receiving and processing inbound emails from customers in Service Cloud. It is not used to send password reset emails or track email open and forward count.

\* B is incorrect because Marketing Cloud Journey Event is a feature that allows triggering journeys based on events or actions in another system, such as B2C Commerce. Journey Event can be used to send password reset emails, but it is more suitable for complex or multi-step customer interactions, such as welcome series or re-engagement campaigns. Triggered Send is more efficient and simpler for single-step interactions, such as password reset.

\* D is incorrect because Commerce Cloud Email Service is a feature that allows sending transactional emails from B2C Commerce, such as order confirmation or shipping notification. It is not used to send password reset emails or track email open and forward count.

References:

\* : [https://help.salesforce.com/s/articleView?id=sf.mc\\_co\\_triggered\\_email\\_sends.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.mc_co_triggered_email_sends.htm&type=5)

\* : [https://help.salesforce.com/s/articleView?id=sf.mc\\_es\\_triggered\\_send\\_definition.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.mc_es_triggered_send_definition.htm&type=5)

\* : [https://documentation.b2c.commercecloud.salesforce.com/DOC1/topic/com.demandware.dochehelp/content/b2c\\_commerce/topics/coupons/b2c\\_coupon\\_code\\_restrictions.html](https://documentation.b2c.commercecloud.salesforce.com/DOC1/topic/com.demandware.dochehelp/content/b2c_commerce/topics/coupons/b2c_coupon_code_restrictions.html)

\* : [https://help.salesforce.com/s/articleView?id=sf.email\\_services.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.email_services.htm&type=5)

\* : [https://help.salesforce.com/s/articleView?id=sf.mc\\_jb\\_journey\\_events.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.mc_jb_journey_events.htm&type=5)

\* : <https://documentation.b2c.commercecloud.salesforce.com/DOC1/topic/com.demandware.dochepl/OrderManagement/EmailService.html>

#### NEW QUESTION # 54

Given that a company wants the purchase data from B2C Commerce In Sales Cloud, what standard objects from Sales Cloud should a Solution Architect map to B2C Commerce objects?

- A. Individual, Opportunity, Purchase
- B. Account, Order, Pricebook
- C. Profile, Order, Opportunity
- **D. Contact, Order, Product**

**Answer: D**

Explanation:

Contact, Order, and Product are the standard objects from Sales Cloud that a Solution Architect should map to B2C Commerce objects. Contact represents a person who is a customer or a potential customer of the company. Order represents an order placed by a customer for one or more products. Product represents an item or service that the company sells. These objects can be mapped to B2C Commerce objects such as Customer, Order, and Product using the B2C Commerce APIs or the Commerce Cloud Connector.

#### NEW QUESTION # 55

A merchant using B2C Commerce and Service Cloud has a requirement for service agents to order products on behalf of shoppers. In the envisioned scenario, a shopper contacts the service center with an order request, the agent uses the Service Console to find the shopper's account, and initiate an order on behalf of the shopper using payment information provided by the shopper. The merchant is considering the B2C Commerce - Service Cloud Connector for this implementation.

Which three considerations should a Solution Architect keep in mind prior to implementation? Choose 3 answers

- A. B2C Commerce needs to be registered as a remote site.
- **B. The Service Cloud Connector only supports Person Accounts as a customer model.**
- **C. Service agents need a corresponding storefront login mapped to their Service Cloud user record.**
- **D. Guests or anonymous storefront shoppers are not supported in this scenario.**
- E. The Service Cloud Connector only supports contacts as a customer model.

**Answer: B,C,D**

Explanation:

The B2C Commerce - Service Cloud Connector is a solution that enables integration between B2C Commerce and Service Cloud. It allows displaying customer and order information in Service Cloud, creating orders on behalf of customers, and synchronizing customer data between the two systems. Prior to implementation, a Solution Architect should keep in mind the following considerations:

\* Guests or anonymous storefront shoppers are not supported in this scenario. The Service Cloud Connector requires a customer account to be created in B2C Commerce and Service Cloud for each shopper. Guests or anonymous shoppers who do not have an account cannot be supported by the Service Cloud Connector. Therefore, the Solution Architect should ensure that the B2C Commerce storefront requires or encourages shoppers to create an account before placing an order.

\* Service agents need a corresponding storefront login mapped to their Service Cloud user record. The Service Cloud Connector requires a mapping between the service agent's user record in Service Cloud and the customer's account record in B2C Commerce. This mapping allows the service agent to access customer and order information from B2C Commerce and create orders on behalf of the customer using the storefront login. Therefore, the Solution Architect should ensure that the service agent's user record has a field that stores the corresponding storefront login of the customer.

\* The Service Cloud Connector only supports Person Accounts as a customer model. Person Accounts are a type of account in Salesforce that combines an account and a contact into a single record. The Service Cloud Connector requires Person Accounts to store customer information from B2C Commerce. Therefore, the Solution Architect should ensure that Person Accounts are enabled and configured in Service Cloud before implementing the Service Cloud Connector.

Option B is incorrect because B2C Commerce does not need to be registered as a remote site for the Service Cloud Connector to work. A remote site is a web service or domain that Salesforce can access from Apex code or Visualforce pages. The Service Cloud Connector does not use Apex code or Visualforce pages to access B2C Commerce, but rather uses REST APIs and OAuth 2.0 authentication. References:

\* [https://help.salesforce.com/s/articleView?id=sf.icx\\_b2c\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.icx_b2c_overview.htm&type=5)

\* [https://help.salesforce.com/s/articleView?id=sf.accounts\\_person.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.accounts_person.htm&type=5)

\* [https://help.salesforce.com/s/articleView?id=sf.remoteaccess\\_define.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.remoteaccess_define.htm&type=5)

### NEW QUESTION # 56

An organization has separate support teams that work with customers based on their tier level. Tier levels are based on the amount of money a customer spends. The organization wants incoming support cases to automatically be routed to the correct team based on their tier level.

Which two options should a Solution Architect configure to accomplish this?

Choose 2 answers

- A. Auto Response Rules
- **B. Queues**
- C. Support Processes
- **D. Assignment Rules**

**Answer: B,D**

Explanation:

A support case is a record that tracks a customer's question, problem, feedback, or request for service. A support case can be created manually by a user or automatically by an email, web form, chat, etc. A support case can be assigned to a user or a queue for further action or resolution. To automatically route incoming support cases to the correct team based on their tier level, a Solution Architect should configure the following:

\* **Assignment Rules:** Assignment rules are rules that define how to assign cases to users or queues based on certain criteria or conditions. Assignment rules can help automate the case assignment process and ensure that cases are routed to the right people or teams based on their skills, availability, workload, etc.

\* **Queues:** Queues are lists of records that need to be worked on by multiple users or teams. Queues can help organize and prioritize workloads and distribute cases among users or teams based on their capacity or expertise.

Option C is incorrect because support processes are processes that define the stages or statuses that a case goes through from creation to closure. Support processes do not affect how cases are assigned to users or queues based on tier level. Option D is incorrect because auto response rules are rules that define how to send automatic email responses to customers when cases are created or updated based on certain criteria or conditions. Auto response rules do not affect how cases are assigned to users or queues based on tier level.

References:

\* [https://help.salesforce.com/s/articleView?id=sf.customize\\_case.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_case.htm&type=5)

\* [https://help.salesforce.com/s/articleView?id=sf.customize\\_supporthome.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_supporthome.htm&type=5)

\* [https://help.salesforce.com/s/articleView?id=sf.queues\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.queues_overview.htm&type=5)

### NEW QUESTION # 57

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