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>> Arch-302 Valid Exam Syllabus <<

## 2026 Arch-302 Valid Exam Syllabus - Realistic New Salesforce Certified B2C Solution Architect Exam Simulator

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### Salesforce Certified B2C Solution Architect Sample Questions (Q42-Q47):

NEW QUESTION # 42

An organization wants to add Service Cloud to their existing Salesforce Org currently hosting Sales Cloud.

They know that an integrated customer service experience is a key component of a successful long-term relationship with their customers. After doing some research they learned that the Service Cloud connector can help start their implementation and they are now ready to proceed.

Which two functionality considerations should they be aware of when introducing the B2C Commerce to Service Cloud Connector into an existing Salesforce Org?

Choose 2 answers

- A. The Service Cloud Connector is distributed as a managed package that can be extended to meet client- specific needs but with core functionality that cannot be altered.
- B. In order to implement the Service Cloud Connector it is necessary to enable Person Accounts, a change which cannot be reverted once implemented.
- C. The Service Cloud Connector provides a collection of Lightning and Visualforce components that display customer and order information within Service Cloud, which needs to be customized and deployed by a developer.
- D. The Service Cloud Connector natively supports accounts and contacts, households, and multi-brand customer models.

**Answer: A,B**

Explanation:

The B2C Commerce to 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. When introducing the Service Cloud Connector into an existing Salesforce Org, the following functionality considerations should be aware of:

\* In order to implement the Service Cloud Connector it is necessary to enable Person Accounts, a change which cannot be reverted once implemented. 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. Enabling Person Accounts is an irreversible change that affects the entire Salesforce Org and may have implications for other features or customizations.

\* The Service Cloud Connector is distributed as a managed package that can be extended to meet client- specific needs but with core functionality that cannot be altered. A managed package is a collection of application components that can be installed from AppExchange or other sources. The Service Cloud Connector is a managed package that provides core functionality for integrating B2C Commerce and Service Cloud. The core functionality cannot be modified or deleted, but it can be extended or customized using Apex code, Visualforce pages, or Lightning components.

Option C is incorrect because the Service Cloud Connector does not natively support accounts and contacts, households, and multi-brand customer models. It only supports person accounts as a customer model by default. Option D is incorrect because the Service Cloud Connector provides a collection of Lightning components that display customer and order information within Service Cloud, which do not need to be customized or deployed by a developer. 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)

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#### NEW QUESTION # 43

A global merchant plans to use B2C Commerce, Service Cloud, and Marketing Cloud to support the shopper experience. They also plan on using Marketing Cloud Connect to integrate Service and Marketing Clouds and the Service Cloud Connector for B2C Commerce. The customers will receive SMS messages through Mobile Connect. One of the key requirements is to enable consent and profile management across the clouds.

Which two recommendations should a Solution Architect make as part of the solution?

Choose 2 answers

- A. Profile changes in B2C Commerce will sync to Service Cloud when person accounts are used
- B. SMS opt-in will sync with Service Cloud when contact ID is the subscriber key in Marketing Cloud
- C. Shopper consent in B2C storefronts will sync to Service Cloud when person accounts are used
- D. Service Cloud profile data can be configured to sync to the Marketing Cloud profile center

**Answer: A,B**

Explanation:

A: SMS opt-in will sync with Service Cloud when contact ID is the subscriber key in Marketing Cloud. This can help enable consent and profile management across the clouds by allowing customers to opt-in or opt-out of SMS messages and reflecting their preferences in both Service Cloud and Marketing Cloud. This can also help comply with industry regulations and best practices for

SMS marketing. C. Profile changes in B2C Commerce will sync to Service Cloud when person accounts are used. This can help enable consent and profile management across the clouds by allowing customers to update their profile information in B2C Commerce and syncing their changes to Service Cloud. This can also help maintain consistent and accurate customer data across different systems and platforms. References:

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

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\* [https://help.salesforce.com/s/articleView?id=sf.b2c\\_commerce\\_integration.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.b2c_commerce_integration.htm&type=5)

#### NEW QUESTION # 44

A customer service team raised a new business requirement that requires a multi-cloud solution design between B2C Commerce, Service Cloud, and Marketing Cloud. A Solution Architect has been hired to lead the design of the multi-cloud solution.

Which two actions should the Solution Architect take to accurately capture requirements and deliver the solution overview?

Choose 2 answers

- A. Conduct discovery workshops to create a user acceptance testing document and invite business owners, each cloud technical architect, and implementation development team
- B. Include the customer service team so that they can provide detailed user stories prior to the discovery workshops.
- C. Conduct discovery workshops and upon completion present the solution back to the design authority or executive stakeholders to validate the solution.
- D. Include functional subject matter experts and technical resources across multiple discovery workshops, grouped by business function to ensure all requirements are captured.

**Answer: C,D**

Explanation:

\* A is correct because including functional subject matter experts and technical resources across multiple discovery workshops, grouped by business function, is a best practice for capturing requirements and ensuring alignment across different stakeholders1.

\* B is correct because conducting discovery workshops and presenting the solution back to the design authority or executive stakeholders is a best practice for validating the solution and obtaining feedback and approval.

\* C is incorrect because conducting discovery workshops to create a user acceptance testing document is not the purpose of discovery workshops. User acceptance testing documents are created after the solution design is finalized and approved2.

\* D is incorrect because including the customer service team to provide detailed user stories prior to the discovery workshops is not necessary. User stories are created during the discovery workshops based on the business requirements and pain points identified by the stakeholders1.

References:

\* 1: <https://trailhead.salesforce.com/content/learn/modules/om-salesforce-order-management/om-discovery-workshops>

\* 2: <https://trailhead.salesforce.com/content/learn/modules/om-salesforce-order-management/om-user-acceptance-testing>

#### NEW QUESTION # 45

A company uses B2C Commerce to capture customer orders and then uses an ETL tool to send the orders to an ERP system for processing. The company also uses Service Cloud and would like to display the processed orders in that system as well, in case their service reps need to refer to an order. However, the order data itself does not need to be copied.

Which tool can a Solution Architect use to meet this requirement?

- A. Batch Data Synchronization
- B. Streaming API
- C. Remote Process Invocation
- D. Salesforce Connect

**Answer: D**

Explanation:

This answer is correct because Salesforce Connect can be used to display external data in Salesforce without copying or storing it. Salesforce Connect uses external objects to access data from an external system via an adapter. This way, the order data from the ERP system can be displayed in Service Cloud as read-only records without consuming additional storage space. References:

[https://help.salesforce.com/s/articleView?id=sf.datacloud\\_connect.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.datacloud_connect.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.datacloud\\_connect.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.datacloud_connect.htm&type=5)

### NEW QUESTION # 46

A B2C Commerce merchant has multiple live sites across different brands and geographies all supported by Service Cloud and Marketing Cloud. Unfortunately, the merchant is having customer service challenges caused by fragmented views of the customer. Customers occasionally use alternate email addresses, make purchases as guests, and contact customer service anonymously. The Success Manager believes that Customer Data Platform (CDP) could help them solve their problem. How should a Solution Architect describe the role of CDP in this context?

- A. CDP cannot be used across multiple brands within a single merchant environment because the customer as human view cannot support different accounts under separate brands.
- B. When CDP is provisioned, B2C Commerce, Service Cloud, and Marketing Cloud will automatically use a common core Customer Profile managed by Customer 360 Data Manager.
- **C. CDP can be used to recognize customers as humans and extend existing records related to that human across connected systems with a consistent Global Party ID.**
- D. CDP can be used to identify multiple records within each separate system representing the same person and assigning them a consistent Global Party ID; additional custom development is then required to relate those IDs between systems.

**Answer: C**

Explanation:

CDP is a feature that allows creating a unified and holistic view of the customer across different systems and channels. CDP can use various identifiers, such as email, phone, or social media, to recognize customers as humans and extend existing records related to that human across connected systems, such as B2C Commerce, Service Cloud, and Marketing Cloud. CDP can also assign a consistent Global Party ID to each human, which can be used as a unique identifier across the systems. References: <https://www.salesforceben.com/the-drip/complete-guide-to-customer-data-platforms-and-salesforce-cdp/>

### NEW QUESTION # 47

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