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## Salesforce Certified B2C Solution Architect Sample Questions (Q118-Q123):

### NEW QUESTION # 118

At Universal Containers, each admin and developer use a separate developer pro sandbox. Configuration and code are then migrated to a partial data sandbox for combination and initial testing. Once approved the configuration and code are then migrated to a full copy sandbox for final load and regression testing before going to production. when should the full copy sandbox be refreshed?

- A. After a new user is added to production.
- B. After each push from the partial data sandbox.
- C. After each major release to production.
- D. After user acceptance testing is complete.

**Answer: C**

Explanation:

This answer is correct because it is a recommended time to refresh the full copy sandbox. Refreshing the full copy sandbox after each major release to production can help ensure that the sandbox has the most updated data and metadata from production, which can facilitate testing and development activities. Refreshing the full copy sandbox too frequently can be costly and time-consuming, as it consumes a lot of storage space and requires data masking or anonymization. References:

[https://help.salesforce.com/s/articleView?id=sf.data\\_sandbox\\_implementation\\_tips.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.data_sandbox_implementation_tips.htm&type=5)

### NEW QUESTION # 119

A multi-brand company uses B2C Commerce, Service Cloud, and Marketing Cloud and is seeking an order management solution. They process 2,000 orders per hour across their brands. The company has one B2C Commerce realm, two Salesforce core orgs, and two Marketing Cloud business units. The company is choosing between these three options for an order management tool:

- \* Build an order management solution in B2C Commerce using order management APIs
  - \* Purchase Salesforce Order Management
  - \* Build a custom order management solution using their own development team
- Which three statements should a Solution Architect use to support using the Salesforce Order Management solution?

Choose 3 answers

- **A. The existing Service Cloud implementation team could extend the Salesforce Order Management product to the existing org.**
- **B. Salesforce Order Management shares the same database with Service Cloud while other solutions need to build additional integration.**
- C. Salesforce Order Management is a productized connector solution between B2C Commerce and Service Cloud; orders will be synchronized from the client B2C Commerce realm to multiple Salesforce Orgs without the need for customization.
- **D. B2C Commerce order management does not support complex or advanced use cases.**
- E. Salesforce Order Management synchronizes orders to and from B2C Commerce, which essentially replaces the Service Cloud Connector.

**Answer: A,B,D**

Explanation:

\* B is correct because B2C Commerce order management does not support complex or advanced use cases such as split shipments, backorders, partial cancellations, or returns<sup>3</sup>. Salesforce Order Management provides these capabilities out of the box or with minimal customization.

\* C is correct because Salesforce Order Management can be installed as a managed package in an existing Service Cloud org, which means that the existing Service Cloud implementation team can leverage their existing skills and knowledge to extend the product to meet the business needs.

\* E is correct because Salesforce Order Management shares the same database with Service Cloud, which eliminates the need for additional integration between the two systems. Other solutions would require building custom integration to synchronize data between different databases.

\* A is incorrect because Salesforce Order Management does not replace the Service Cloud Connector, which is used to synchronize data between Service Cloud and B2C Commerce. Salesforce Order Management integrates with both Service Cloud and B2C Commerce using platform events and REST APIs.

\* D is incorrect because Salesforce Order Management does not support synchronizing orders from one B2C Commerce realm to multiple Salesforce orgs without customization. The standard integration assumes that there is a one-to-one relationship between a B2C Commerce realm and a Salesforce org.

References:

\* 3: <https://documentation.b2c.commercecloud.salesforce.com/DOC1/topic/com.demandware.dochelp/OrderManagement/OrderManagementOverview.html>

\* : [https://help.salesforce.com/s/articleView?id=sf.om\\_order\\_management.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.om_order_management.htm&type=5)

\* : [https://help.salesforce.com/s/articleView?id=sf.om\\_installation.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.om_installation.htm&type=5)

\* : [https://help.salesforce.com/s/articleView?id=sf.om\\_data\\_model.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.om_data_model.htm&type=5)

\* : [https://help.salesforce.com/s/articleView?id=sf.om\\_b2c\\_commerce\\_integration.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.om_b2c_commerce_integration.htm&type=5)

\* : [https://help.salesforce.com/s/articleView?id=sf.om\\_b2c\\_commerce\\_integration\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.om_b2c_commerce_integration_overview.htm&type=5)

### NEW QUESTION # 120

Universal Containers (UC) uses B2C Commerce, Marketing Cloud, and Salesforce OMS for their online sales capabilities. Given recent logistics constraints and challenges, many customers are asking UC for the ability to make their purchases online but pick

them up at a local store or location (BOPIS).

Which consideration should a Solution Architect keep in mind when designing a solution for UC that would allow for this functionality?

- A. Marketing Cloud Mobile Push is required for this solution and must be enabled.
- **B. Manage inventory data inside of B2C Commerce so it is easier to parse by store.**
- C. Manage inventory data inside of Salesforce OMS so it is easier to parse by store.
- D. Manage B2C Commerce geolocation data for stores on an order by order basis.

**Answer: B**

Explanation:

This answer is correct because managing inventory data inside of B2C Commerce makes it easier to parse by store and enable buy online pick up in store (BOPIS) functionality. B2C Commerce can store inventory information for multiple locations and provide real-time availability information to customers and service agents. B2C Commerce can also integrate with Salesforce OMS to manage order fulfillment and payment processing for BOPIS orders. References: [https://help.salesforce.com/s/articleView?id=sf.b2c\\_commerce\\_oms\\_integration.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.b2c_commerce_oms_integration.htm&type=5)

### NEW QUESTION # 121

Refer to the image below:

A brand is planning to re-platform their existing website onto B2C Commerce. As part of the re-platform they will create a new social community portal. They are going to implement B2C Commerce, Experience Cloud, and Salesforce Identity. After reviewing the workflow, which system should a Solution Architect recommend to use as a primary authentication method while attempting to minimize migration of customer profile data?

- **A. Salesforce Core Platform/Identity**
- B. Salesforce Marketing Cloud
- C. Salesforce B2C Commerce
- D. Salesforce CDP

**Answer: A**

Explanation:

This answer is correct because it minimizes the migration of customer profile data by using Salesforce Identity as the primary authentication method. Salesforce Identity can act as an identity provider (IDP) for both B2C Commerce and Experience Cloud, and it can store customer profile data in a single place. This reduces the need to duplicate or sync customer data across multiple systems. References: [https://help.salesforce.com/s/articleView?id=sf.b2c\\_commerce\\_service\\_cloud\\_integration.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.b2c_commerce_service_cloud_integration.htm&type=5)

### NEW QUESTION # 122

A service organization has a long lifecycle for customers that start as a lead and move through opportunity to active and former customer states. The organization wants to use Sales Cloud and Marketing Cloud as their core customer engagement platforms. Which two considerations should a Solution Architect keep in mind when setting up this multi-cloud use case?

Choose 2 answers

- A. Allow both the lead record to generate a contact in Marketing Cloud and the contact record to generate a contact in Marketing Cloud.
- **B. Ensure that when a lead is converted to a contact that the Lead ID is mapped to a custom field on the Contact to be used as the referenced with the Subscriber ID in Marketing Cloud and avoid duplicate records.**
- **C. Set up the contact object with a specific record type 'Lead' that mimics the standard lead object to prevent the duplicate contact from being created in Marketing Cloud.**
- D. Enable the 'Prevent Duplicates for Lead Conversion' setting when configuring Marketing Cloud Connect to prevent converted contacts from generating a duplicate contact.

**Answer: B,C**

Explanation:

\* Option A is correct because setting up the contact object with a specific record type 'Lead' that mimics the standard lead object to prevent the duplicate contact from being created in Marketing Cloud is a valid consideration for setting up this multi-cloud use case.

This way, the service organization can avoid creating duplicate records in Marketing Cloud when leads are converted to contacts in Sales Cloud, as Marketing Cloud will recognize them as the same subscriber based on their record type and subscriber key.

\* Option D is correct because ensuring that when a lead is converted to a contact that the Lead ID is mapped to a custom field on the Contact to be used as the referenced with the Subscriber ID in Marketing Cloud and avoid duplicate records is a valid consideration for setting up this multi-cloud use case. This way, the service organization can avoid creating duplicate records in Marketing Cloud when leads are converted to contacts in Sales Cloud, as Marketing Cloud will recognize them as the same subscriber based on their Lead ID and Subscriber ID.

\* Option B is incorrect because allowing both the lead record to generate a contact in Marketing Cloud and the contact record to generate a contact in Marketing Cloud is not a valid consideration for setting up this multi-cloud use case, as it would create duplicate records in Marketing Cloud when leads are converted to contacts in Sales Cloud, unless they have matching subscriber keys.

\* Option C is incorrect because enabling the 'Prevent Duplicates for Lead Conversion' setting when configuring Marketing Cloud Connect to prevent converted contacts from generating a duplicate contact is not a valid consideration for setting up this multi-cloud use case, as this setting does not prevent duplicates from being created in Marketing Cloud, but rather prevents duplicates from being created in Sales Cloud when leads are converted.

References:

\* [Get Started with B2C Solution Architect Cert Prep - Trailhead]

\* [Certification - B2C Solution Architect - Trailhead]

\* B2C Solution Architect Certification Guide | Salesforce Ben

## NEW QUESTION # 123

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