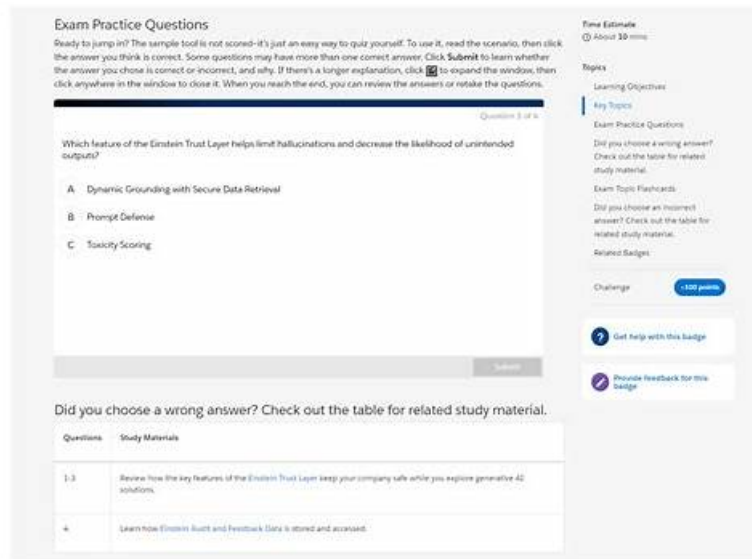# Salesforce Arch-302 Latest Exam Experience & Reliable Arch-302 Study Materials

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Salesforce Certified B2C Solution Architect Sample Questions (Q28-Q33):

NEW QUESTION # 28
A university is considering using Experience Cloud so its students can interact with advisors who have Service Cloud licenses. The university would like to offer the easiest path for existing students to log in while still maintaining security. They have an on-premises Active Directory identity provider and use Google Workspace (formerly known as G Suite) for student email addresses.
What should a Solution Architect recommend?

- A. Implement Aloha template for students to access email with Salesforce Authenticator app.
- B. Implement OAuth 2.0 authentication protocol with Google Workspace as Service Provider.
- C. Implement Social Sign On with OpenId Connect and Google Workspace as Auth Provider.
- D. Implement Active Directory and Salesforce Identity for SAML delegated Single Sign On.

Answer: C

Explanation:

* A is correct because implementing Social Sign On with OpenID Connect and Google Workspace as Auth Provider is a simple and secure way to allow existing students to log in to Experience Cloud using their Google Workspace credentials1. This also eliminates the need for creating and managing separate user accounts in Experience Cloud.
* B is incorrect because implementing Active Directory and Salesforce Identity for SAML delegated Single Sign On would require the university to set up and maintain a SAML identity provider and configure it with Salesforce Identity. This would be more complex and costly than using Social Sign On with Google Workspace2.
* C is incorrect because implementing Aloha template for students to access email with Salesforce Authenticator app would not meet the requirement of using the existing Google Workspace email addresses. Aloha template is a pre-built template for Experience Cloud that provides email functionality, but it does not integrate with Google Workspace3. Salesforce Authenticator app is a mobile app that provides two-factor authentication, but it does not integrate with Google Workspace either.
* D is incorrect because implementing OAuth 2.0 authentication protocol with Google Workspace as Service Provider would not meet the requirement of using the easiest path for existing students to log in. OAuth 2.0 is a protocol that allows users to authorize third-party applications to access their data, but it does not provide authentication or single sign on functionality.
References:
* 1: https://help.salesforce.com/s/articleView?id=sf.networks_auth_provider_openid_connect. htm&type=5
* 2: https://help.salesforce.com/s/articleView?id=sf.identity_provider_saml.htm&type=5
* 3: https://help.salesforce.com/s/articleView?id=sf.networks_templates_aloha.htm&type=5
* : https://help.salesforce.com/s/articleView?id=sf.security_authenticator_app.htm&type=5
* : https://help.salesforce.com/s/articleView?id=sf.remoteaccess_oauth_web_server_flow.htm&type=5

NEW QUESTION # 29

A company wants to give its service agents a current view in Marketing Cloud of which journeys customers are in at any given time, so that agents can provide a more persona! and relevant experience if a customer contacts them.
What approach should a Solution Architect recommend to fulfill this requirement?

- A. Schedule a batch job in Salesforce to query Marketing Cloud for the contact membership status of all contacts in Journeys on a regular basis (for example, once per hour) and write this to the Contact record.
- B. Develop a custom Lightning web component in Salesforce to query Marketing Cloud in real time to get Contact Journey membership.
- C. Add the Journey Membership Lightning component from the Marketing Cloud Connect Managed Package to the Contact Page Layout.
- D. Create a multi-select picklist on the contact record, and use the out-of-the-box Contact Update activities in Journey Builder to add or remove the name of the journey as they enter and exit.

Answer: C

Explanation:
The Journey Membership Lightning component is a pre-built component that displays the journeys that a contact is in and their status in each journey. It can be added to the Contact Page Layout in Service Cloud using the Marketing Cloud Connect Managed Package, which enables integration between Service Cloud and Marketing Cloud. References:
https://help.salesforce.com/s/articleView?id=sf.
mc_co_journey_membership_lightning_component.htm&type=5 https://help.salesforce.com/s/articleView?
id=sf.mc_co_marketing_cloud_connect.htm&type=5

NEW QUESTION # 30

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

Answer: A

Explanation:
A self-service portal is a feature in Service Cloud that allows creating branded websites and portals for customers to access self-service resources, such as knowledge articles, case management, chat, etc. To ensure that the theme of the self-service portal is consistent with the theme of the B2C Commerce storefront, a Solution Architect should do the following:
* Set the value of the Style Sheet URL setting to match the publicly-accessible URL of the style sheet the organization wants to use. The Style Sheet URL setting is a configuration option in Service Cloud that allows specifying a custom style sheet for the self-service portal. The style sheet must be hosted on a publicly-accessible web server and must follow certain guidelines and limitations. By setting the value of the Style Sheet URL setting to match the style sheet used by the B2C Commerce storefront, the Solution Architect can ensure that the self-service portal has the same look and feel as the storefront.
Option B is incorrect because there is no Portal Theme URL setting in Service Cloud. Option C is incorrect because copying any relevant CSS code from the organization's website and pasting it into the pages for the self-service portal in Page Builder is not a recommended or supported way of customizing the theme of the self-service portal. Option D is incorrect because making a copy of the appropriate CSS file from the organization's web server and uploading it to the self-service portal is not possible or advisable. The CSS file must be hosted on a publicly-accessible web server and referenced by the Style Sheet URL setting.
References:
* https://help.salesforce.com/s/articleView?id=sf.networks_overview.htm&type=5
* https://help.salesforce.com/s/articleView?id=sf.selfservice_style_sheet.htm&type=5

NEW QUESTION # 31
A company uses Service Cloud and B2C Commerce and now wants to enable the 'Order on Behalf of functionality on its storefront.
Which two actions should a Solution Architect take to ensure agents can use the 'Order on Behalf of' functionality?
Choose 2 answers

- A. Configure agents to use SSO between B2C Commerce and Service Cloud.
- B. Verify that agents have a user record in Service Cloud and an account created in B2C Commerce.
- C. Apply the "Order on Behalf of permission set to Service Cloud users.
- D. Verify that the permissions for the B2C Commerce account support 'Order on Behalf of'.

Answer: B,D

Explanation:
To enable the 'Order on Behalf of' functionality, the B2C Commerce account must have the 'Order on Behalf of' permission enabled and the 'Customer Service' role assigned. The agents must also have a user record in Service Cloud and an account created in B2C Commerce with the same email address. References:
https://help.salesforce.com/s/articleView?id=sf.b2c_service_cloud_connector_order_on_behalf_of.htm&type=5

NEW QUESTION # 32
A company is In the process of defining the authoritative system for key data entitles 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. B2C Commerce
- B. Experience Cloud
- C. Marketing Cloud
- D. Service Cloud

Answer: C,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 # 33

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