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Salesforce B2C Solution Architect Certification Details	
Exam Code	B2C Solution Architect
Full Exam Name	Salesforce Certified B2C Solution Architect
No. of Questions	60
Online Practice Exam	Salesforce Certified B2C Solution Architect Practice Test
Sample Questions	Salesforce B2C Solution Architect Sample Questions
Passing Score	63%
Time Limit	120 minutes
Exam Fees	- Registration fee: USD 400 - Retake fee: USD 200
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Salesforce B2C-Solution-Architect certification exam is a challenging and rewarding certification for professionals who want to work as B2C solution architects. It validates the skills and knowledge required to design and implement solutions that leverage the full power of the Salesforce B2C Commerce platform. Salesforce Certified B2C Solution Architect certification exam covers a range of topics, including architecture and data modeling, site design and development, integration, and performance optimization. Professionals who earn this certification can demonstrate to their employers and customers that they have the skills and knowledge required to design and implement solutions that meet their business requirements and technical constraints.

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To earn this certification, candidates must pass the Salesforce Certified B2C Solution Architect exam. B2C-Solution-Architect Exam consists of 60 multiple-choice questions and has a time limit of 105 minutes. The questions are based on real-world scenarios and require candidates to apply their knowledge of Salesforce B2C Commerce, Marketing Cloud, and other relevant Salesforce technologies.

Salesforce Certified B2C Solution Architect Sample Questions (Q142-Q147):

NEW QUESTION # 142

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

Answer: C

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 # 143

A marketing team is using Sales Cloud web-to-lead forms to capture leads. The company recently acquired Marketing Cloud and wants to ensure that the data is synchronized to Marketing Cloud without losing data and without creating duplicate contacts. Which consideration should a Solution Architect voice to the marketing team when designing this solution?

- A. Leads can be merged and converted in Marketing Cloud.
- B. The contact delete framework in Marketing Cloud can be used to resolve duplicate contacts and associated billing challenges.
- C. Web-to-lead forms trigger Marketing Cloud journeys without creating leads in Salesforce.
- **D. Leads and contacts are unique records in Marketing Cloud.**

Answer: D

Explanation:

Marketing Cloud treats leads and contacts as separate records, even if they have the same email address. This means that syncing leads from Sales Cloud to Marketing Cloud can create duplicate contacts and increase the contact count and billing. To avoid this, the marketing team should consider using contacts only or converting leads to contacts before syncing them to Marketing Cloud.

References: <https://help.salesforce.com/s>

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

NEW QUESTION # 144

An ecommerce company has one Primary Instance Group with three instances and one Secondary Instance Group with five sandboxes.

They are expanding and adding people in multiple locations to manage the storefront. They would like additional sandboxes to support their expansion efforts into new markets with new templates, scripts, and controllers.

Which approach should a Solution Architect recommend?

- A. Add new sandboxes to the Secondary Instance Group for the current realm.
- B. Add a new realm for each new market to get additional sandboxes for each realm.
- C. Add a Tertiary Instance Group to add sandboxes to the existing realm.
- D. Add new instances to the Primary Instance Group for new sandboxes in each realm.

Answer: A

Explanation:

The Secondary Instance Group is used for sandboxes in B2C Commerce. Adding new sandboxes to this group does not require creating a new realm or adding instances to the Primary Instance Group, which is used for production and staging instances.

Reference: <https://developer.salesforce.com/docs/commerce/b2c-commerce/guide/b2c-developer-sandboxes.html>

NEW QUESTION # 145

An existing Salesforce customer has B2C Commerce, Service Cloud, and Marketing Cloud, but none of their customer data is integrated. Marketing Cloud has around 2 million subscribers using email address as the subscriber key, B2C Commerce has 750,000 registered customers, and Service Cloud only has records for about 50,000 customers who have previously created support cases or contacted customer service.

What is the optimum sequence of events a Solution Architect should follow when integrating customer data across these systems?

- A. Marketing Cloud Subscriber Key Migration, Load Marketing Cloud Subscribers into Service Cloud, Load Service Cloud Contact IDs into Marketing Cloud, Load B2C Commerce customers into Service Cloud, Enable Marketing Cloud Connect
- B. Load B2C Commerce customers into Service Cloud, Load Service Cloud Contact IDs into Marketing Cloud, Marketing Cloud Subscriber Key Migration, Load Marketing Cloud Subscribers into Service Cloud, Enable Marketing Cloud Connect
- C. Marketing Cloud Subscriber Key Migration, Enable Marketing Cloud Connect, Load Marketing Cloud Subscribers into Service Cloud, Load Service Cloud Contact IDs into Marketing Cloud, Load B2C Commerce customers into Service Cloud
- D. Load B2C Commerce customers into Service Cloud, Load Marketing Cloud Subscribers Into Service Cloud, Load Service Cloud Contact IDs into Marketing Cloud, Marketing Cloud Subscriber Key Migration, Enable Marketing Cloud Connect

Answer: D

Explanation:

This sequence of events ensures that all customer data is integrated across the systems and that Marketing Cloud uses Service Cloud Contact IDs as the subscriber key. This allows for a consistent and unified view of the customer across the Salesforce products.

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

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

NEW QUESTION # 146

A company uses Service Cloud and B2C Commerce and now wants to enable the 'Order on Behalf' of functionality on its storefront. The customers using the storefront are Person and Household accounts.

Which three design and architecture considerations should a Solution Architect follow to ensure that the 'Order on Behalf' of functionality works well for all the designated storefront customers?

Choose 3 answers

- A. Verify that agents are Service Cloud and B2C Commerce users with Order on Behalf rights.
- B. Verify that the permissions used are Login_On_Behalf, Login_Agent, and Create_Order_On_Behalf_of business manager functional permissions.
- C. The Order on Behalf of feature in the Service to B2C Commerce Connector only supports person accounts as a customer model by default.
- D. The REST calls between B2C Commerce and Service Cloud do not count towards API governor limits.
- E. Default user is required for anonymous storefront shoppers.

Answer: A,B,C

Explanation:

The Order on Behalf of functionality allows Service Cloud agents to create orders for customers on the B2C Commerce storefront. To enable this functionality, the following design and architecture considerations should be followed:

* Verify that the permissions used are Login_On_Behalf, Login_Agent, and Create_Order_On_Behalf_of business manager

functional permissions. These permissions are required for the Service Cloud Connector user in B2C Commerce to perform the Order on Behalf of actions.

* The Order on Behalf of feature in the Service to B2C Commerce Connector only supports person accounts as a customer model by default. If the customers using the storefront are household accounts, additional customization is required to map the household account ID to the B2C Commerce customer ID.

* Verify that agents are Service Cloud and B2C Commerce users with Order on Behalf rights. Agents need to have both Service Cloud and B2C Commerce user accounts with the appropriate roles and permissions to access the Order on Behalf of feature.

Option C is incorrect because a default user is not required for anonymous storefront shoppers. Option D is incorrect because the REST calls between B2C Commerce and Service Cloud do count towards API governor limits. References:

* https://help.salesforce.com/s/articleView?id=sf.icx_b2c_order_on_behalf_of.htm&type=5

* https://help.salesforce.com/s/articleView?id=sf.icx_b2c_order_on_behalf_of_permissions.htm&type=5

* https://help.salesforce.com/s/articleView?id=sf.icx_b2c_order_on_behalf_of_limitations.htm&type=5

NEW QUESTION # 147

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