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Salesforce Certified B2C Solution Architect Sample Questions (Q41-Q46):

NEW QUESTION # 41

Northern Trail Outfitters (NTO) wants to unify customer data with a single identity for each customer across their eCommerce sites and communities. Communities are treated as an identity provider (IDP) for commerce enabling self-service support for products via knowledge articles, crowd-sourced knowledge, and Chatter.

What data should be maintained within Experience Cloud as the primary system?

- A. Communication preferences
- B. Payment methods
- C. Shipping address
- **D. Core profile data (name, email)**

Answer: D

Explanation:

This answer is correct because core profile data (name, email) should be maintained within Experience Cloud as the primary system when using communities as an identity provider (IDP) for commerce. This ensures that customers have a consistent identity across both platforms and can access self-service support features in communities. References: https://help.salesforce.com/s/articleView?id=sf_b2c_commerce_service_cloud_integration.htm&type=5

b2c_commerce_service_cloud_integration.htm&type=5

NEW QUESTION # 42

Northern Trail Outfitters (NTO) wants to unify customer data with a single identity for each customer across their ecommerce sites and their communities. Communities are treated as an identity provider (IDP) for commerce. The communities also allow self-service support for products via knowledge articles and crowd-sourced Knowledge and Chatter.

For which customer data should Experience Cloud be the system of record?

- A. Wishlist
- B. Address book
- **C. Authentication credentials**
- D. Payment information

Answer: C

Explanation:

* Option A is correct because authentication credentials should be stored and managed by Experience Cloud as the system of record for this customer data. Experience Cloud acts as an identity provider (IDP) for commerce, meaning that it verifies the identity of customers who log in to ecommerce sites using their communities credentials. Experience Cloud can also leverage Salesforce Identity features to provide secure and seamless authentication across multiple Salesforce clouds and external systems.

* Option B is incorrect because address book should not be stored and managed by Experience Cloud as the system of record for this customer data. Address book is mainly used for ecommerce purposes, such as shipping and billing addresses, and it should be stored and managed by B2C Commerce as the system of record. B2C Commerce can also integrate with Experience Cloud to provide a consistent user experience across ecommerce sites and communities.

NEW QUESTION # 43

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

Answer: A,D,E

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.accounts_person.htm&type=5

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

NEW QUESTION # 44

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

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

NEW QUESTION # 45

A company wants to integrate B2C Commerce and Service Cloud with Order Management so that customers who are shopping online can receive support from service agents during returns, exchanges, and payments.

The company wants to send order and transaction information to Service Cloud so that agents have the most up-to-date information when providing service to customers.

What capabilities of a B2C Commerce and Service Cloud integration can a service agent benefit from most?

- A. Service agents leverage the entire case history inside of B2C Commerce.
- **B. Service agents leverage order line items, shipment, and payment information in Service Cloud.**
- C. Service agents leverage products, catalog, and inventory information directly in Service Cloud.
- D. Service agents leverage order cancellation but only with custom development.

Answer: B

Explanation:

This answer is correct because it describes the capabilities of a B2C Commerce and Service Cloud integration with Order Management that can benefit service agents most. By sending order and transaction information to Service Cloud, service agents can

have a complete view of the customer's order history, status, and payment details, which can help them provide better service during returns, exchanges, and payments. References:

https://help.salesforce.com/s/articleView?id=sfb2c_commerce_service_cloud_integration.htm&type=5

NEW QUESTION # 46

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