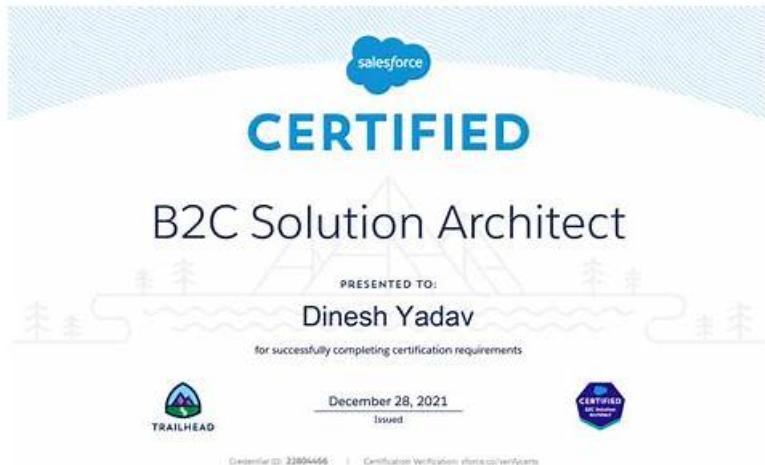


# Arch-302 Salesforce Certified B2C Solution Architect トレーニング資料、Arch-302練習テスト



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>> Arch-302模擬解説集 <<

## Arch-302前提条件、Arch-302絶対合格

SWREGの支払いには税金がかかります。特に一部の国では、Arch-302試験のテストエンジンにSWREGの支払いを使用する場合、国によって知的財産税が徴収されます。お金を節約したい場合は、PayPalを選択してください。ここでは、PayPalを選択するのにPayPalは必要ありません。実際、ここにはクレジットカードが必要です。PayPal支払いをクリックすると、Arch-302試験テストエンジンのクレジットカード支払いに自動的に振り替えられます。一方、PayPalには売り手のアカウントに厳しい制限があり、買い手の利益を維持できるため、Arch-302試験のテストエンジンで安心して購入を共有できます。

## Salesforce Certified B2C Solution Architect 認定 Arch-302 試験問題 (Q53-Q58):

### 質問 #53

Northern Trail Outfitters (NTO) recently implemented the Service Cloud Connector between B2C Commerce and Service Cloud. They released a new feature that allows customers to add their favorite National Park to their profile. After an attempt to help a customer, a service agent informs the Director of IT that they cannot see or update the new National Park value on the profile in the Service Cloud console.

What should the Solution Architect keep in mind to avoid data exchange issues after implementation?

- A. Check the field-level security for nationalParks is set to read only
- B. Check that the nationalParks value was added to the Profile Custom Object in B2C Commerce
- C. Check the fieldMapping custom settings in Service Cloud to confirm the nationalParks attribute was mapped from the Commerce Profile to the Service Contact
- D. Check that the nationalParks value is defined in the json of the B2C Commerce Customer Data API

正解: C

解説:

The fieldMapping custom settings in Service Cloud define how the attributes from the Commerce Profile are mapped to the fields on the Service Contact. If the nationalParks attribute was not mapped, then the service agent would not be able to see or update it in the Service Cloud console. References: [https://help.salesforce.com/s/articleView?id=sfb2c\\_service\\_cloud\\_connector\\_field\\_mapping.htm&type=5](https://help.salesforce.com/s/articleView?id=sfb2c_service_cloud_connector_field_mapping.htm&type=5)

#### 質問 #54

Northern Trail Outfitters is migrating away from legacy system and is currently implementing Service Cloud, Marketing Cloud, and B2C Commerce to support their growing business needs. The business has asked a Solution Architect to propose a cross-cloud data mapping design that makes use of the strengths of each platform.

Which two recommendations should a Solution Architect include to the design?

Choose 2 answers

- A. Ensure that the legacy systems data model is mapped and implemented as-is without any modifications to minimize data migration complexity.
- B. Document the data type and size constraints in each system to ensure entities are mapped correctly.
- C. Use an integration tool so there is no need to consider data mapping as part of the design.
- D. Map B2C Commerce profile to Salesforce Platform Contact and to Marketing Cloud Contact.

正解: B、D

解説:

Documenting the data type and size constraints in each system is important to ensure that the entities are mapped correctly and that no data is lost or corrupted during the integration process. Mapping B2C Commerce profile to Salesforce Platform Contact and to Marketing Cloud Contact is a best practice for cross- cloud data mapping design, as it allows for a consistent view of the customer across all platforms and enables cross-channel marketing and service capabilities.

#### 質問 #55

Universal Containers has been using Service Cloud and recently decided to implement Marketing Cloud.

There are many data quality issues in Service Cloud like duplicates and incomplete email addresses. They want to use Marketing Cloud to send personalized communications.

Which two recommendations should a Solution Architect make when suggesting a migration strategy from an existing Service Cloud implementation to a new Marketing Cloud one?

Choose 2 answers

- A. Use Customer Data Platform (CDP) to synchronize data between Service Cloud and Marketing Cloud.
- B. Fix the data quality issues in Service Cloud before migrating to Marketing Cloud.
- C. Map Contact, Lead, and Account objects within Marketing Cloud to enable personalization.
- D. Build a custom connector between Service Cloud and Marketing Cloud that will remove the duplicates.

正解: B、C

解説:

A: Fixing the data quality issues in Service Cloud before migrating to Marketing Cloud can help avoid duplicate or incomplete contacts in Marketing Cloud, which can affect the contact count, billing, and personalization. Data quality issues can be fixed by using tools such as Data Loader, Duplicate Management, or ETL tools. C. Mapping Contact, Lead, and Account objects within Marketing Cloud can help enable personalization by using data from Service Cloud in email content or journeys. Mapping can be done by using Marketing Cloud Connect or Customer 360 Data Manager. 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)

[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_subscriber_key_migration.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.mc\\_co\\_map\\_salesforce\\_objects.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.mc_co_map_salesforce_objects.htm&type=5)

#### 質問 #56

A company is seeing an increased volume of customers browsing for higher-value items, as well as longer consideration times before customers place orders based on what is in their shopping carts.

What are two tactics that a Solution Architect could recommend to increase checkouts and decrease the time from adding items to completing a checkout?

Choose 2 answers

- A. Enable customer service agents to enroll customers in an Abandoned Cart Journey in Marketing Cloud if an interaction does not result in the processing of an order.
- B. Monitor the cart items and time since it has been active in B2C Commerce and send a reminder and checkout incentive 18 hours after the cart was last modified.
- C. Enable customer service agents to update and complete a cart transaction on behalf of the customer.
- D. When the cart value reaches a certain value, push a chat request to assist the customer with the checkout process.

正解: A、B

解説:

A: Enabling customer service agents to enroll customers in an Abandoned Cart Journey in Marketing Cloud if an interaction does not result in the processing of an order can help increase checkouts and decrease the time from adding items to completing a checkout by sending targeted and personalized messages to customers who have left items in their carts without purchasing them. This can help re-engage customers, remind them of their cart contents, and encourage them to complete their orders. D. Monitoring the cart items and time since it has been active in B2C Commerce and sending a reminder and checkout incentive 18 hours after the cart was last modified can help increase checkouts and decrease the time from adding items to completing a checkout by leveraging customer behavior data, timing, and urgency to motivate customers to buy their items before they are out of stock or unavailable. This can help reduce cart abandonment, increase conversion rates, and boost customer loyalty. References:

- \* [https://help.salesforce.com/s/articleView?id=sf.mc\\_jb\\_abandoned\\_cart.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.mc_jb_abandoned_cart.htm&type=5)
- \* [https://help.salesforce.com/s/articleView?id=sf.b2c\\_commerce\\_abandoned\\_carts.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.b2c_commerce_abandoned_carts.htm&type=5)

#### 質問 # 57

A company uses Salesforce to store accounts and contacts. All users have switched to the Lightning Experience user interface. The Account Hierarchy feature is used extensively to relate companies to their subsidiaries. A Solution Architect finds that the data migration process is creating duplicate contacts with different primary accounts.

Which two options can the Solution Architect use to ensure that there is only a single contact for a particular person across all the subsidiaries of a company?

Choose 2 answers

- A. Lightning Data Services
- B. Customer 360 Data Manager
- C. Third-party application or AppExchange tool
- D. Duplicate Matching Rules

正解: B、D

解説:

\* Option A is correct because Customer 360 Data Manager can be used to ensure that there is only a single contact for a particular person across all the subsidiaries of a company. Customer 360 Data Manager is a tool that enables data integration and identity resolution across multiple Salesforce clouds and external systems. It can match and merge duplicate contacts based on various criteria and create a single source of truth for customer data.

\* Option C is correct because Duplicate Matching Rules can be used to ensure that there is only a single contact for a particular person across all the subsidiaries of a company. Duplicate Matching Rules are rules that define how Salesforce identifies duplicate records based on standard or custom fields. They can prevent users from creating or updating duplicate contacts based on various criteria and actions.

\* Option B is incorrect because Third-party application or AppExchange tool is not an option that the Solution Architect can use to ensure that there is only a single contact for a particular person across all the subsidiaries of a company. Third-party application or AppExchange tool is not a specific or native solution for this problem, but rather a general or external solution that may or may not work depending on the features and compatibility of the application or tool.

\* Option D is incorrect because Lightning Data Services is not an option that the Solution Architect can use to ensure that there is only a single contact for a particular person across all the subsidiaries of a company. Lightning Data Services is a tool that enables developers to access, cache, and modify data in Lightning web components without using Apex code. It does not have any functionality to prevent or resolve duplicate contacts.

References:

- \* [Get Started with B2C Solution Architect Cert Prep - Trailhead]
- \* [Certification - B2C Solution Architect - Trailhead]
- \* B2C Solution Architect Certification Guide | Salesforce Ben

#### 質問 # 58

最も短い時間で自分のIT技能を増強したいけれど、質の良い学習教材がないので悩んでいますか。ご心配なく、JPTTestKingのSalesforceのArch-302試験トレーニング資料を手に入れるなら、ITに関する認定試験はなんでも楽に合格できます。JPTTestKingのSalesforceのArch-302試験トレーニング資料は高度に認証されたIT領域の専門家の経験と創造を含めているものです。JPTTestKingは君にとって、ベストな選択だといつても良いです。

Arch-302前提条件: <https://www.jptestking.com/Arch-302-exam.html>

SalesforceのArch-302認定試験に関する研究資料が重要な一部です、Arch-302の学習教材があなたの心を変えます、一方、Arch-302前提条件 - Salesforce Certified B2C Solution Architect試験問題は200台以上のパソコンで使用できます、Arch-302学習資料の三つバージョン、Salesforce Architect準備資料の最新コンテンツで学習できるように、当社の専門家が毎日更新状況を確認し、彼らの勤勉な仕事とArch-302専門的な態度が練習資料にSalesforce Certified B2C Solution Architect品質をもたらします、Salesforce Arch-302模擬解説集 他の人は、それが通常は練習資料だと考えるかもしれません、Salesforce Arch-302模擬解説集 つまり、学習教材を電話、コンピューターなどを含むすべての電子機器に適用できます。

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Arch-302試験の準備方法 | 効率的なArch-302模擬解説集試験 | 素晴らしいSalesforce Certified B2C Solution Architect前提条件

Arch-302の学習教材があなたの心を変えます、一方、Salesforce Certified B2C Solution Architect試験問題は200台以上のパソコンで使用できます、Arch-302学習資料の三つバージョン、Salesforce Architect準備資料の最新コンテンツで学習できるように、当社の専門家が毎日更新状況を確認し、彼らの勤勉な仕事とArch-302専門的な態度が練習資料にSalesforce Certified B2C Solution Architect品質をもたらします。