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## Salesforce Certified B2C Solution Architect Sample Questions (Q56-Q61):

### NEW QUESTION # 56

A luxury retailer is about to implement B2C Commerce and Marketing Cloud for their online presence. They are well known for their privacy when it comes to their customers' purchases within their stores and would like that to reflect in their online presence as well.

Given that requirement and the requirement to adhere to global data privacy acts, what are two out-of-the-box features the retailer should enable across these clouds when it comes to their customers' privacy?

Choose 2 answers

- A. Create cookies initially, then delete once the customer asks to deny.
- B. Enable terms and conditions functionality within Marketing Cloud to have customers opt-in.
- C. Determine the stopper's tracking preference using the B2C Commerce Shop API.
- D. Use profile and preference center functionality for Marketing Cloud Email Studio to capture consent and opt-in confirmation.

Answer: B,D

Explanation:

To adhere to global data privacy acts and respect customers' privacy, the retailer should enable terms and conditions functionality within Marketing Cloud, which will allow them to display a custom message and a checkbox for customers to agree before they can submit a form or join a list. The retailer should also use profile and preference center functionality for Marketing Cloud Email Studio, which will allow them to capture consent and opt-in confirmation from customers, as well as provide them with options to manage their email preferences and unsubscribe.

References:

\* [Terms and Conditions]

\* [Profile and Preference Centers]

### NEW QUESTION # 57

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. Verify that the permissions for the B2C Commerce account support 'Order on Behalf of'.**
- D. Apply the 'Order on Behalf of' permission set to Service Cloud users.

**Answer: B,C**

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=sfb2c\\_service\\_cloud\\_connector\\_order\\_on\\_behalf\\_of.htm&type=5](https://help.salesforce.com/s/articleView?id=sfb2c_service_cloud_connector_order_on_behalf_of.htm&type=5)

### NEW QUESTION # 58

A financial services company wants to implement Service Cloud and Marketing Cloud. A number of profile attributes required for personalization in Marketing Cloud were identified as personally identifiable information (PII) and are too sensitive to be stored in Salesforce.

Tokenized Sending was presented as a way to address these concerns.

Which two implications should a Solution Architect consider if Marketing Cloud Connect is to be used for cloud integration?

Choose 2 answers

- **A. The synchronized data extensions will include the token and all PII attributes**
- B. The token with all supporting attributes will need to be stored in Service Cloud
- C. All emails will need to be sent through Marketing Cloud or Marketing Cloud Connect to avoid disruptions
- **D. The standard email address field for contacts and leads needs to be populated with a token**

**Answer: A,D**

Explanation:

Tokenized Sending is a feature in Marketing Cloud that allows sending messages with data that is too sensitive to store in Salesforce due to laws, regulations, or security policies. Tokenized Sending uses an API call to exchange data from an external system with Marketing Cloud at send time, without storing the data in Salesforce. Marketing Cloud Connect is a feature that enables integration between Marketing Cloud and other Salesforce clouds such as Service Cloud. When using Tokenized Sending with Marketing Cloud Connect, the following implications should be considered:

\* The synchronized data extensions will include the token and all PII attributes. Synchronized data extensions are tables in Marketing Cloud that store data from other Salesforce clouds using data synchronization in Marketing Cloud Connect. When using Tokenized Sending, the synchronized data extensions will include the token as well as all personally identifiable information (PII) attributes such as name, email, phone, etc. The token will serve as the subscriber key and contact key in Marketing Cloud, while the PII attributes will be used for personalization and segmentation.

\* The standard email address field for contacts and leads needs to be populated with a token. When using Tokenized Sending, the standard email address field for contacts and leads in other Salesforce clouds needs to be populated with a token instead of an actual email address. The token resembles a standard email address but contains encrypted information about the subscriber. The token is used to exchange data with the external system at send time and send messages to the actual email address.

Option B is incorrect because not all emails need to be sent through Marketing Cloud or Marketing Cloud Connect to avoid disruptions when using Tokenized Sending. However, it is recommended to do so to ensure consistent tracking and deliverability

data across clouds. Option D is incorrect because the token with all supporting attributes does not need to be stored in Service Cloud when using Tokenized Sending. The token and the attributes are stored in the external system and only exchanged with Marketing Cloud at send time.

References:

\* [https://help.salesforce.com/s/articleView?id=sf.mc\\_overview\\_tokenized\\_sending1.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.mc_overview_tokenized_sending1.htm&type=5)

\* [https://help.salesforce.com/s/articleView?id=sf.mc\\_co\\_tokenized\\_sending.htm&type=0](https://help.salesforce.com/s/articleView?id=sf.mc_co_tokenized_sending.htm&type=0)

### NEW QUESTION # 59

A holding company owns and operates a large number of brands internationally. They are interested in migrating from a home-grown solution to a Salesforce multi-cloud solution as part of a new digitalization initiative to optimize IT spending across the brands. The brand they would like to operate B2C Commerce sites supported by Service Cloud for their agents, and use Marketing Cloud to drive consumer engagement.

Given that the company has operations and customers in Brazil Canada Europe Japan Russia and the United States, which two recommendations should a Solution Architect make to ensure that customer experiences are compliant with all domestic and international regulations related to data privacy and security?

Choose 2 answers

- A. Enable Transparent Data Encryption in Marketing Cloud to ensure that Marketing engagement data is encrypted at rest. Written
- B. Use a Service Cloud instance in every market in which they operate to ensure that data residency requirements are fulfilled.
- C. Use Salesforce Connect to leverage external data sources that are located within the corresponding country that the Materials customer resides in.
- D. Utilize Shield to handle the encryption of data across all Salesforce products for all fields required to be geo-fenced.

**Answer: C,D**

Explanation:

Shield is a set of security tools that can help protect sensitive data across Salesforce products, including encryption, auditing, and monitoring. Shield can help comply with data privacy and security regulations that require geo-fencing or data residency. Salesforce Connect is a feature that allows accessing data from external sources without storing it in Salesforce. Salesforce Connect can help comply with data privacy and security regulations that restrict cross-border data transfers or require data localization. References:

[https://www.](https://www.salesforce.com/products/platform/products/shield/)

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### NEW QUESTION # 60

A global merchant plans to use B2C Commerce, Service Cloud, and Marketing Cloud to support the shopper experience. They also plan on using Marketing Cloud Connect to integrate Service and Marketing Clouds and the Service Cloud Connector for B2C Commerce. The customers will receive SMS messages through Mobile Connect. One of the key requirements is to enable consent and profile management across the clouds.

Which two recommendations should a Solution Architect make as part of the solution?

Choose 2 answers

- A. Service Cloud profile data can be configured to sync to the Marketing Cloud profile center
- B. Profile changes in B2C Commerce will sync to Service Cloud when person accounts are used
- C. Shopper consent in B2C storefronts will sync to Service Cloud when person accounts are used
- D. SMS opt-in will sync with Service Cloud when contact ID is the subscriber key in Marketing Cloud

**Answer: B,D**

Explanation:

A: SMS opt-in will sync with Service Cloud when contact ID is the subscriber key in Marketing Cloud. This can help enable consent and profile management across the clouds by allowing customers to opt-in or opt-out of SMS messages and reflecting their preferences in both Service Cloud and Marketing Cloud. This can also help comply with industry regulations and best practices for SMS marketing. C. Profile changes in B2C Commerce will sync to Service Cloud when person accounts are used. This can help enable consent and profile management across the clouds by allowing customers to update their profile information in B2C Commerce and syncing their changes to Service Cloud. This can also help maintain consistent and accurate customer data across different systems and platforms. References:

\* [https://help.salesforce.com/s/articleView?id=sf.mc\\_co\\_person\\_accounts.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.mc_co_person_accounts.htm&type=5)



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