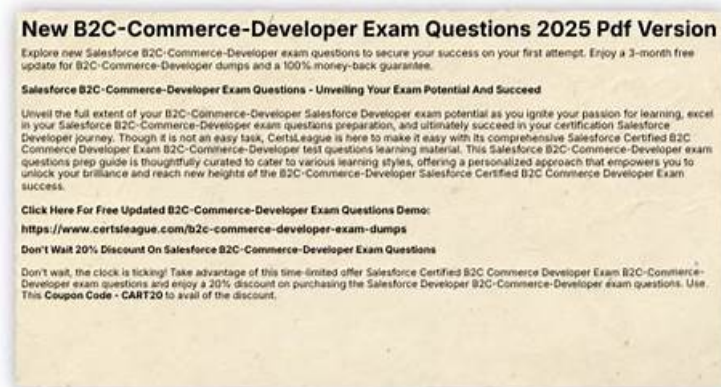# Free PDF Quiz 2025 Salesforce B2C-Solution-Architect–The Best Test Questions Pdf

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Salesforce B2C-Solution-Architect certification is designed for professionals who specialize in the Salesforce B2C Commerce Cloud platform. Salesforce Certified B2C Solution Architect certification validates the knowledge and skills required to design and implement B2C Commerce Cloud solutions that meet business requirements. Salesforce Certified B2C Solution Architect certification exam is intended for architects, developers, and solution designers who are responsible for designing and implementing B2C Commerce Cloud solutions for their clients or organizations.

To be eligible for the Salesforce B2C-Solution-Architect Certification Exam, candidates must have a minimum of two years of experience in designing and implementing Salesforce B2C Commerce solutions. They should be familiar with various features of Salesforce B2C Commerce such as product catalogs, pricing, promotions, and customer service. Candidates should also have a good understanding of web development technologies such as HTML, CSS, and JavaScript.

Salesforce Certified B2C Solution Architect Sample Questions (Q31-Q36):

NEW QUESTION # 31
A company currently provides service to its customers using a call center and spreadsheets, Because of the lack of systems, there is no ability to track how successful agents are. In addition, the ordering system cannot be easily accessed by service agents, costing

valuable time and hurting customer satisfaction.
What should a Solution Architect say to convince the company to shift to a connected B2C Solution approach?

- A. Agents can utilize SSO to launch an 'Order on Behalf of' storefront experience within the B2C Commerce UI.
- B. Agents will have a better interface using Service Cloud and B2C Commerce with Heroku.
- C. Agents will have easy access to customer data to provide a better service experience when customers call in.
- D. Agents' success rates will be better measured after helping the company define ROI KPIs together.

Answer: C

Explanation:
A connected B2C Solution approach is an approach that allows integrating B2C Commerce and Service Cloud to provide a seamless and omnichannel experience for customers across different touchpoints. A connected B2C Solution approach can provide various benefits, such as increased customer satisfaction, loyalty, retention, and revenue. To convince the company to shift to a connected B2C Solution approach, a Solution Architect should say the following:
Agents will have easy access to customer data to provide a better service experience when customers call in. By integrating B2C Commerce and Service Cloud using features such as Service Cloud Connector or Salesforce Order Management, agents will be able to access customer and order information from B2C Commerce directly in Service Console without switching between multiple systems. This will enable agents to answer customer questions more quickly and accurately, resolve issues more efficiently, and offer personalized recommendations or solutions.
Option B is incorrect because agents will not have a better interface using Service Cloud and B2C Commerce with Heroku. Heroku is a platform that allows building, running, and scaling custom web applications using various languages and frameworks. Heroku is not directly related to creating a connected B2C Solution approach, although it can be used to extend or customize the functionality of B2C Commerce or Service Cloud. Option C is incorrect because agents cannot utilize SSO to launch an 'Order on Behalf of' storefront experience within the B2C Commerce UI. SSO is a feature that allows users to log in to multiple applications or systems with the same credentials. SSO does not enable launching an 'Order on Behalf of' storefront experience within the B2C Commerce UI, which is a feature that allows agents to create orders on behalf of customers using the storefront login. To enable this feature, the company needs to use Service Cloud Connector or Salesforce Order Management to integrate B2C Commerce and Service Cloud. Option D is incorrect because agents' success rates will not be better measured after helping the company define ROI KPIs together. Although this is a possible benefit of shifting to a connected B2C Solution approach, it is not the most convincing or compelling one for the company's situation. The company's main pain point is the lack of systems and access to customer and order data, which affects their service quality and customer satisfaction. Therefore, the most convincing argument for shifting to a connected B2C Solution approach is how it can improve the service experience for both agents and customers by providing easy access to customer data. Reference:
https://help.salesforce.com/s/articleView?id=sf.icx_b2c_overview.htm&type=5
https://www.salesforce.com/products/commerce-cloud/ecommerce/order-management/
https://help.salesforce.com/s/articleView?id=sf.sso_about.htm&type=5

NEW QUESTION # 32
A company has Person Account set up on their Sales Cloud and they now want to map subscriber data in Marketing Cloud. What should a Solution Architect recommend?

- A. A Sync Person Account object.
- B. Sync Subscriber object.
- C. Sync Contact object.
- D. Sync Individual object.

Answer: A

Explanation:
Syncing Person Account object can help map subscriber data in Marketing Cloud when the company has Person Account set up on their Sales Cloud. This can enable bi-directional data integration between Sales Cloud and Marketing Cloud for Person Accounts, which are records that combine both Account and Contact information for individuals. Reference:
https://help.salesforce.com/s/articleView?id=sf.mc_co_person_accounts.htm&type=5

NEW QUESTION # 33
Key business stakeholders have asked for a new business requirement that requires a multi-cloud solution design using self-service commerce, a service agent console, and marketing communication. A Solution Architect was brought in to lead the end-to-end solution design and delivery.

Which two actions should the Solution Architect take to accurately capture these requirements' Choose 2 answers

- A. Draft a requirements and process document. Invite key business and technical/design team stakeholders to review and approve.
- B. Design the solution and hand it off to the delivery team to start to build and test it.
- C. Set up DevOps processes and environments in preparation for the discovery workshops.
- D. Include functional and technical experts across discovery workshops to ensure requirements and priorities are captured.

Answer: A,D

Explanation:
These answers are correct because they are actions that a Solution Architect should take to accurately capture the requirements for a multi-cloud solution design. Including functional and technical experts across discovery workshops can help ensure that the requirements and priorities are captured from different perspectives and domains. Drafting a requirements and process document can help document the business needs, expectations, and constraints for the solution design. Inviting key business and technical/design team stakeholders to review and approve the document can help validate the requirements and ensure alignment.
References: https://trailhead.salesforce.com/en/content/learn/modules/solution-design/solution-design-process

NEW QUESTION # 34
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. SMS opt-in will sync with Service Cloud when contact ID is the subscriber key in Marketing Cloud
- 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. Service Cloud profile data can be configured to sync to the Marketing Cloud profile center

Answer: A,B

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_implement_marketing_cloud_connect.htm&type=5
* https://help.salesforce.com/s/articleView?id=sf.b2c_commerce_integration.htm&type=5

NEW QUESTION # 35
Universal Containers is currently using B2C Commerce and Service Cloud for its commerce and service needs. A new CMO has recently Joined and has asked why there is such a strong disconnect between all their marketing systems and their commerce tool. They do not want to force a new marketing too* on all the business units but they do want all of them integrated, with commerce underlying all.
Which recommendation can a Solution Architect make that will work with their existing technology investments'

- A. Recommend CDP to replace their existing marketing tools and maintain a single view into commerce with the Commerce CDP Connector
- B. Recommend Marketing Cloud to integrate with their existing marketing tools and provide a single view into commerce with the B2C Commerce APIs
- C. Recommend CDP to integrate with their existing marketing tools and create individual profiles into commerce with the Commerce COP Connector
- D. Recommend CRM Analytics to integrate with their existing marketing data sources and create a single view of the

customer with the B2C Commerce Connector

Answer: C

Explanation:
Recommending CDP to integrate with their existing marketing tools and create individual profiles into commerce with the Commerce CDP Connector is a recommendation that a Solution Architect can make that will work with their existing technology investments. CDP is a platform that allows companies to unify, segment, activate, and analyze their customer data from multiple sources, including their existing marketing tools. CDP can also integrate with B2C Commerce using the Commerce CDP Connector, which enables bi-directional synchronization of individual profiles and customer groups between CDP and B2C Commerce. This way, the company can have a single view of their customers across all their marketing systems and their commerce tool, and provide personalized and consistent experiences.

NEW QUESTION # 36

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