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Salesforce B2C-Solution-Architect certification is one of the most sought-after certifications in the Salesforce community. It is designed to validate the skills and knowledge of professionals who want to work as B2C solution architects. Salesforce Certified B2C Solution Architect certification exam is intended for solution architects, technical architects, and other professionals who are involved in designing and implementing solutions for customers. The Salesforce Certified B2C Solution Architect certification exam is a challenging exam that requires a solid understanding of the Salesforce B2C Commerce platform.

To be eligible for the Salesforce B2C-Solution-Architect Exam, candidates must have a strong background in B2C commerce and at least two years of experience working on the Salesforce B2C Commerce Cloud platform. They should also have knowledge of the Salesforce platform's various features and functionalities, including customer service, marketing automation, and sales automation. Candidates who pass the exam earn the Salesforce Certified B2C Solution Architect certification, which is valid for two years.

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Our B2C-Solution-Architect test material is known for their good performance and massive learning resources. In general, users pay great attention to product performance. After a long period of development, our B2C-Solution-Architect research materials have a lot of innovation. And we also take the feedback of users who use the Salesforce Certified B2C Solution Architect exam guide materials seriously. Once our researchers find that these recommendations are possible to implement, we will try to refine the details of the B2C-Solution-Architect Quiz guide. Our B2C-Solution-Architect quiz guide has been seeking innovation and continuous development.

Salesforce Certified B2C Solution Architect Sample Questions (Q105-Q110):

NEW QUESTION # 105

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. 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**
- B. 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
- 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 Service Cloud Contact IDs into Marketing Cloud, Marketing Cloud Subscriber Key Migration, Load Marketing Cloud Subscribers into Service Cloud, Enable Marketing Cloud Connect

Answer: A

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.

Reference: 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 # 106

An organization has separate support teams that work with customers based on their tier level. Tier levels are based on the amount of money a customer spends. The organization wants incoming support cases to automatically be routed to the correct team based on their tier level.

Which two options should a Solution Architect configure to accomplish this?

Choose 2 answers

- A. Support Processes
- B. Auto Response Rules
- **C. Assignment Rules**
- **D. Queues**

Answer: C,D

Explanation:

A support case is a record that tracks a customer's question, problem, feedback, or request for service. A support case can be created manually by a user or automatically by an email, web form, chat, etc. A support case can be assigned to a user or a queue for further action or resolution. To automatically route incoming support cases to the correct team based on their tier level, a Solution Architect should configure the following:

Assignment Rules: Assignment rules are rules that define how to assign cases to users or queues based on certain criteria or conditions. Assignment rules can help automate the case assignment process and ensure that cases are routed to the right people or teams based on their skills, availability, workload, etc.

Queues: Queues are lists of records that need to be worked on by multiple users or teams. Queues can help organize and prioritize workloads and distribute cases among users or teams based on their capacity or expertise.

Option C is incorrect because support processes are processes that define the stages or statuses that a case goes through from creation to closure. Support processes do not affect how cases are assigned to users or queues based on tier level. Option D is incorrect because auto response rules are rules that define how to send automatic email responses to customers when cases are created or updated based on certain criteria or conditions. Auto response rules do not affect how cases are assigned to users or queues based on tier level. Reference:

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

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

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

NEW QUESTION # 107

A company is beginning a multi-cloud implementation involving B2C Commerce and Service Cloud. The company wants to trace configuration and code changes as much as possible and ensure basic standards for code quality.

Which three options should a Solution Architect recommend to help the company with this goal?

Choose 3 answers

- A. Static Code Analysis tools
- B. Salesforce DX
- C. CI/CD Pipelines
- D. Smoke testing
- E. GIT Repository

Answer: A,C,E

Explanation:

A GIT repository is a version control system that allows developers to track changes in code and collaborate on projects. A GIT repository can help with tracing configuration and code changes across different environments and branches. Static code analysis tools are software tools that analyze source code or compiled versions of code to find potential errors, bugs, vulnerabilities, or quality issues. Static code analysis tools can help with ensuring basic standards for code quality and security. CI/CD pipelines are automated workflows that enable developers to integrate code changes into a shared repository and deliver them to production environments with speed and reliability. CI/CD pipelines can help with testing, deploying, and monitoring configuration and code changes across different environments. Smoke testing is a type of software testing that verifies the basic functionality of an application or system after deployment. Smoke testing can help with ensuring the stability and performance of configuration and code changes, but it does not trace or enforce them. Salesforce DX is a set of tools and features that enable developers to build applications on the Salesforce Platform using an org development model or a package development model. Salesforce DX can help with managing configuration and code changes across different environments, but it is not specific to multi-cloud implementations. References:

* <https://git-scm.com/book/en/v2/Getting-Started-About-Version-Control>

* <https://www.perforce.com/blog/qac/what-static-code-analysis>

* <https://www.redhat.com/en/topics/devops/what-is-ci-cd>

* <https://www.guru99.com/smoke-testing.html>

* <https://developer.salesforce.com/platform/dx>

NEW QUESTION # 108

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

Answer: B,C,E

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. Reference:

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 # 109

A company contracted with a Salesforce implementation partner. A Solution Architect and a functional architect from the partner firm met with the business and IT stakeholders in the initial business discovery workshop. During that time, the Solution Architect gathered requirements about how the system needs to function in Salesforce with data flowing to downstream systems. The company also provided sketches of a potential user interface they want to see.

Which three actions should the Solution Architect take to ensure the right solution can be delivered?

Choose 3 answers

- A. Design the annotated wireframes of the current user interface and finalize the future state data architectures.
- B. Capture functional specifications that contain business processes and expectations of how they translate to user interface behavior.
- C. Thank the company for providing solution specifications and deliver those to the technical team.
- D. Ask the company to describe system integrations and primary source of records to support business requirements.
- E. Investigate the challenges that the company is experiencing with their existing setup and understand how they expect the future solution to solve those challenges.

Answer: B,D,E

Explanation:

These answers are correct because they are part of the solution design process that a Solution Architect should follow to ensure the right solution can be delivered. Capturing functional specifications, understanding system integrations and data sources, and identifying pain points and expected outcomes are essential steps to design a solution that meets the business needs and expectations. Reference: <https://trailhead.salesforce.com/en/content/learn/modules/solution-design/solution-design-process>

NEW QUESTION # 110

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