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# Question 1

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## Question Type: MultipleChoice

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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

### Options:

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

### Answer:

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C, D

## Question 2

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### Question Type: MultipleChoice

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Northern Trail Outfitters (NTO) has an ERP application where all customer orders are stored. There are millions of older records stored in the ERP application and some customers may have thousands of individual orders. Additionally, some orders contain personally identifiable information (PII) that, due to company policy, can only be stored in ERP. NTO would like the five most recent orders displayed on the account page in Salesforce.

What are three justifications for using Salesforce Connect in this solution?

Choose 3 answers

### Options:

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- A- Accessing external data using workflows and triggers
- B- Need access to all external data in near real-time
- C- Integrating external data without writing custom code
- D- The external data is changing frequently
- E- Need real-time access to a small fraction of external data

### Answer:

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B, C, D

## Question 3

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**Question Type:** MultipleChoice

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An organization chose a multi-cloud solution that is comprised of Service Cloud and B2C Commerce. The organization now wants to ensure that the theme of its self-service portal is consistent with the theme of its B2C Commerce storefront.

How should a Solution Architect ensure that this requirement is met?

### Options:

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- A-** Set the value of the Style Sheet URL setting to match the publicly-accessible URL of the style sheet the organization wants to use.
- B-** Set the value of the Portal Theme URL setting to match the publicly-accessible URL of the style sheet the organization wants to use.
- C-** Copy any relevant .ess code from the organization's website and paste it into the pages for the self-service portal in Page Builder.
- D-** Make a copy of the appropriate .ess file from the organization's web server and upload it to the self-service portal.

### Answer:

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D

## Question 4

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**Question Type:** MultipleChoice

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A company needs to have specific fields encrypted in the user interface on the contact record in Service Cloud as well as on some fields in data extensions that exist only in the Marketing Cloud. The merchant believes that Salesforce Shield Encryption is a suitable solution.

Which two considerations are relevant for the merchant when determining an appropriate solution?

Choose 2 answers

### Options:

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- A-** With Shield, encrypted fields are not visible to the user, but there are no other feature impacts.
- B-** With Shield, encrypted fields cannot be used to filter or sort in Process Builder and Flow Builder.
- C-** Field-Level Encryption is also required on Marketing Cloud to encrypt the custom fields.
- D-** Shield encryption can be done on any standard or custom field on all field types, but cannot be set to encrypt those fields in Marketing Cloud.

### Answer:

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B, D

## Question 5

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### Question Type: MultipleChoice

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A company recently launched their ecommerce sites for three countries: Australia, New Zealand, and Singapore. The company is now looking to set up marketing automations using Marketing Cloud.

Their B2C Commerce is configured with two realms: ANZ and SE Asi

a. Each country has a site within their respective realm: Australia and New Zealand sites are within ANZ and Singapore is within SE Asia.

Which account hierarchy should a Solution Architect recommend for the Marketing Cloud set up?

### Options:

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**A-** Use a separate Marketing Cloud tenant for each site

**B-** Use a separate Marketing Cloud tenant for each realm and map business units to sites within each realm

**C-** Use a single Marketing Cloud tenant and map business units to each site irrespective of the realm

**D-** Use a single Marketing cloud tenant and map business units to each realm

### Answer:

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C

## Question 6

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### Question Type: MultipleChoice

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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

### Options:

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

### Answer:

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A, B

## Question 7

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### Question Type: MultipleChoice

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An organization wants to add Service Cloud to their existing Salesforce Org currently hosting Sales Cloud. They know that an integrated customer service experience is a key component of a successful long-term relationship with their customers. After doing some research they learned that the Service Cloud connector can help start their implementation and they are now ready to proceed.

Which two functionality considerations should they be aware of when introducing the B2C Commerce to Service Cloud Connector into an existing Salesforce Org?

Choose 2 answers

### Options:

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- A-** In order to implement the Service Cloud Connector it is necessary to enable Person Accounts, a change which cannot be reverted once implemented.
- B-** The Service Cloud Connector is distributed as a managed package that can be extended to meet client-specific needs but with core functionality that cannot be altered.
- C-** The Service Cloud Connector natively supports accounts and contacts, households, and multi-brand customer models.
- D-** The Service Cloud Connector provides a collection of Lightning and Visualforce components that display customer and order information within Service Cloud, which needs to be customized and deployed by a developer.



**Answer:**

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B

## Question 8

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**Question Type:** MultipleChoice

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A company plans to build a new B2C Commerce storefront for a popular segment of products that generate high-volume sales. Their team is evaluating whether B2C Commerce is the right platform to build this storefront, and they are specifically concerned about how quotas and limits directly impact the efficiency and stability of solutions built on the platform.

Which two considerations should a Solution Architect keep in mind when considering B2C Commerce Governance and Quotas?

Choose 2 answers

**Options:**

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**A-** Object quotas status is updated with an up to 20-minute delay. Therefore, a Solution Architect must consider this delay when performing calculations related to traffic and limits.

**B-** For sandbox instances, quotas can be softened by exporting them from a production instance and importing them onto a sandbox instance. This approach lets Solution Architects match the development environment to the production environment.

- C-** Unless a site is experiencing performance issues, the Solution Architect can assume that quota violations have not occurred.
- D-** If an enforced quota is exceeded, an exception is thrown, which prevents the current operation from completing. The Solution Architect should design the solution so that the exception can be caught within a customization.

**Answer:**

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A, D

## Question 9

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**Question Type: MultipleChoice**

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A retail company currently uses 62C Commerce and Marketing Cloud to enable a seamless customer experience. They are evaluating tools to better support customer service activities like their call center for online ordering and social customer service.

Which two functionalities should a Solution Architect discuss with the company to explain the value of Service Cloud? Choose 2 answers

**Options:**

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- A-** Ability to create a B2C storefront using Digital Experiences.
- B-** Ability to de-duplicate and create a single customer identity.

- C- Ability to allow the agent to see purchase history to support case management
- D- Ability to have a customer leave a journey when they have an escalated case.

**Answer:**

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B, C

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