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## QUESTION 1

A university is considering using Experience Cloud so its students can interact with advisors who have Service Cloud licenses. The university would like to offer the easiest path for existing students to log in while still maintaining security.

They have an on-premises Active Directory identity provider and use Google Workspace (formerly known as G Suite) for student email addresses.

What should a Solution Architect recommend?

- A. Implement Social Sign On with OpenId Connect and Google Workspace as Auth Provider.
- B. Implement Active Directory and Salesforce Identity for SAML delegated Single Sign On.
- C. Implement Aloha template for students to access email with Salesforce Authenticator app.
- D. Implement OAuth 2.0 authentication protocol with Google Workspace as Service Provider.

Correct Answer: A

A is correct because implementing Social Sign On with OpenID Connect and Google Workspace as Auth Provider is a simple and secure way to allow existing students to log in to Experience Cloud using their Google Workspace credentials<sup>1</sup>. This also eliminates the need for creating and managing separate user accounts in Experience Cloud. B is incorrect because implementing Active Directory and Salesforce Identity for SAML delegated Single Sign On would require the university to set up and maintain a SAML identity provider and configure it with Salesforce Identity. This would be more complex and costly than using Social Sign On with Google Workspace<sup>2</sup>. C is incorrect because implementing Aloha template for students to access email with Salesforce Authenticator app would not meet the requirement of using the existing Google Workspace email addresses. Aloha template is a pre-built template for Experience Cloud that provides email functionality, but it does not integrate with Google Workspace<sup>3</sup>. Salesforce Authenticator app is a mobile app that provides two-factor authentication, but it does not integrate with Google Workspace either. D is incorrect because implementing OAuth 2.0 authentication protocol with Google Workspace as Service Provider would not meet the requirement of using the easiest path for existing students to log in. OAuth 2.0 is a protocol that allows users to authorize third-party applications to access their data, but it does not provide authentication or single sign on functionality.

References:

1: [https://help.salesforce.com/s/articleView?id=sf.networks\\_auth\\_provider\\_openid\\_connect.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.networks_auth_provider_openid_connect.htm&type=5)

2: [https://help.salesforce.com/s/articleView?id=sf.identity\\_provider\\_saml.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.identity_provider_saml.htm&type=5)

3: [https://help.salesforce.com/s/articleView?id=sf.networks\\_templates\\_aloha.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.networks_templates_aloha.htm&type=5)

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[https://help.salesforce.com/s/articleView?id=sf.security\\_authenticator\\_app.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.security_authenticator_app.htm&type=5)

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## QUESTION 2



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

- 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.

Correct Answer: AD

B2C Commerce Governance and Quotas are a set of rules and limits that apply to B2C Commerce instances to ensure the efficiency and stability of solutions built on the platform. The following considerations should be kept in mind when considering B2C Commerce Governance and Quotas: 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. Object quotas are limits on the number of objects that can be created or stored in B2C Commerce, such as products, categories, customers, orders, etc. The object quotas status shows the current usage and remaining capacity of each object quota. However, the status is not updated in real time, but with an up to 20-minute delay. This means that the Solution Architect should account for this delay when estimating the traffic and limits for each object quota. 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. Enforced quotas are quotas that are strictly enforced by B2C Commerce and cannot be exceeded or changed by customers. Examples of enforced quotas are API calls per hour, script execution time, cache size, etc. If an enforced quota is exceeded, B2C Commerce throws an exception that stops the current operation from completing. This can result in errors or failures in the storefront or backend processes. The Solution Architect should design the solution so that the exception can be caught within a customization and handled gracefully. Option B is incorrect because sandbox quotas cannot be softened by exporting them from a production instance and importing them onto a sandbox instance. Sandbox quotas are fixed and cannot be changed by customers. Option C is incorrect because the Solution Architect cannot assume that quota violations have not occurred unless a site is experiencing performance issues. Quota violations can occur without affecting the site performance, but they can still cause errors or failures in certain operations or processes.

References: <https://documentation.b2c.commercecloud.salesforce.com/DOC1/topic/com.demandware.dochelp/Governance/GovernanceOverview.html>  
<https://documentation.b2c.commercecloud.salesforce.com/DOC1/topic/com.demandware.dochelp/Governance/ObjectQuotas.html>  
<https://documentation.b2c.commercecloud.salesforce.com/DOC1/topic/com.demandware.dochelp/Governance/EnforcedQuotas.html>

### QUESTION 3

Universal Containers (UC) is sending Invoice data from an external ERP system into their Salesforce org. Management



is worried about data storage in their org, and after some analyses, they have identified the ERP Invoice records responsible for over 40% of the data storage. Their current business process does not require a Salesforce user to edit these records, so they can be read-only.

What recommendation should a Solution Architect make in order to reduce the storage size in Salesforce and still be able to access the ERP Invoice records in Salesforce?

- A. Use Change Data Capture to sync Invoice records
- B. Build a custom solution to view the ERP Invoice records in Salesforce
- C. Use Platform Events to sync Invoice record changes
- D. Use Salesforce Connect/External Objects (with custom Apex adapters)

Correct Answer: D

This answer is correct because it is a way to reduce the storage size in Salesforce and still be able to access the ERP Invoice records in Salesforce. Salesforce Connect/External Objects can be used to display external data in Salesforce without copying or storing it. Custom Apex adapters can be used to connect to any external system that has a web service API, such as an ERP system.

References: [https://help.salesforce.com/s/articleView?id=sf.datacloud\\_connect.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.datacloud_connect.htm&type=5)  
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#### QUESTION 4

Northern Trail Outfitters (NTO) wants to use Marketing Cloud to implement an Abandoned Cart Solution Workflow so that personalized messages are sent to shoppers who add items to their cart but abandon the B2C Commerce storefront.

Which two options should a Solution Architect recommended to meet this requirement? Choose 2 answers

- A. Configure streaming updates for catalog importing, implement the Collect Tracking Code, and leverage Journey Builder to trigger an abandoned cart message.
- B. Configure B2C Commerce catalog, product, order, and customer data feeds; implement Marketing Cloud collect.js and trigger an abandoned cart message through Journey Builder.
- C. Configure streaming updates for catalog importing, implement Google Analytics tracking, and leverage Journey Builder to trigger an abandoned cart message.
- D. Configure B2C Commerce catalog, product, inventory, and customer data feeds; implement Marketing Cloud collect.js and trigger an abandoned cart message through Journey Builder.

Correct Answer: AB

Both options A and B are valid ways to implement an Abandoned Cart Solution Workflow using B2C Commerce and Marketing Cloud. Option A uses streaming updates for catalog importing, which allows for near real-time updates of product information in Marketing Cloud. Option B uses data feeds that are transferred via SFTP and imported via Automation Studio, which allows for more control over the data format and frequency. Both options use collect.js or Collect Tracking Code to monitor shopper behavior on the B2C Commerce site and share it with Marketing Cloud. Both options also use Journey Builder to trigger personalized messages based on abandoned cart events. Option C is not valid because Google Analytics tracking is not part of the solution. Option D is not valid because inventory data is not required for the solution. References: [https://help.salesforce.com/s/articleView?id=sf.icx\\_b2c\\_abandonedcart\\_req\\_workf](https://help.salesforce.com/s/articleView?id=sf.icx_b2c_abandonedcart_req_workf)



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## QUESTION 5

During discovery conversations an organization notes that they want to create a custom survey around their customer's preferences to help improve product recommendations, marketing journeys, and customer service upsell opportunities. They want to house the survey responses in their Salesforce ecosystem so they can run reports. They plan on having two teams manage the survey and change questions twice a year.

Which three questions should a Solution Architect ask to ensure they understand the requirements well enough to design an appropriate multi-cloud solution?

Choose 3 answers

- A. Will the teams need the ability to change designs?
- B. Does the team need front-end development capabilities?
- C. How many survey responses would you anticipate in a peak 24-hour period?
- D. Will you ever have more than nine possible answers for a survey question?
- E. How often do you update surveys?

Correct Answer: ACE

Option A is correct because the ability to change designs may affect the choice of survey tools and platforms, as well as the level of customization and maintenance required.

Option C is correct because the volume of survey responses may impact the performance, scalability, and reliability of the survey solution, as well as the data storage and integration requirements.

Option E is correct because the frequency of updating surveys may influence the design and governance of the survey solution, as well as the change management and testing processes.

Option B is incorrect because front-end development capabilities are not relevant to the survey requirements, but rather to the implementation details and skills of the team.

Option D is incorrect because the number of possible answers for a survey question is not a critical factor for designing a multi-cloud solution, but rather a minor detail that can be easily accommodated by most survey tools.

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