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QUESTION 1

A company currently uses B2C Commerce and Service Cloud for one of its storefronts. They are now considering implementing the \\'Order on Behalf of flow. Which consideration must a Solution Architect keep in mind while implementing the \\'Order on Behalf of flow?

A. The Service Cloud Connector is not available for guests or anonymous storefront shoppers. Use Order on Behalf with registered B2C Commerce customer accounts.

B. The Service Cloud Connector enables data synchronization through SOAP services using Service Cloud and B2C Commerce. REST services are not available for such data synchronization needs.

C. The Service Cloud Connector does not require B2C Commerce to be registered as a remote site as long as the Service Cloud org and B2C Commerce realm are in the same geographic region.

D. The Service Cloud Connector can work with any valid Service Cloud user. There is no specific need for an Integration User with administrative rights.

Correct Answer: A

A is correct because the Service Cloud Connector only works with registered B2C Commerce customer accounts and does not support guests or anonymous storefront shoppers. The connector uses the customer ID to link the Service Cloud contact with the B2C Commerce customer profile. B is incorrect because the Service Cloud Connector supports both SOAP and REST services for data synchronization between Service Cloud and B2C Commerce. C is incorrect because the Service Cloud Connector requires B2C Commerce to be registered as a remote site in Service Cloud regardless of the geographic region. This is to allow outbound messages from Service Cloud to B2C Commerce. D is incorrect because the Service Cloud Connector requires a dedicated Integration User with administrative rights in both Service Cloud and B2C Commerce. This user is used to authenticate and authorize the data synchronization between the two systems. References: https://documentation.b2c.commercecloud.salesforce.com/DOC1/topic/com.demandware. dochelp/ServiceCloud/ServiceCloudConnectorOverview.html https://documentation.b2c.commercecloud.salesforce.com /DOC1/topic/com.demandware.dochelp/ServiceCloud/ServiceCloudConnectorDataSynchronization.html https://docume ntation.b2c.commercecloud.salesforce.com/DOC1/topic/com.demandware.dochelp/ServiceCloud/ServiceCloudConnect orSetup.html https://documentation.b2c.commercecloud.salesforce.com/DOC1/topic/com.demandware.dochelp/Service Cloud/ServiceCloudConnectorUserSetup.html

QUESTION 2

A telecommunications company is implementing Service Cloud and Experience Cloud with a goal to have a single view of their customers. Current system limitations have resulted in many duplicate and incomplete customer records with inadequate data quality in the millions of records. They want this issue remediated when migrating the data to Service Cloud and Experience Cloud.

Which two activities and tools should a Solution Architect recommend to address these concerns when planning the data migration activity and assure it is completed in a timely manner?

Choose 2 answers

A. Q Duplicate Management in Salesforce can be used to identify and manage duplicate records.

B. Use an ETL tool with a staging database in order to run data cleansing tools to obtain a clean data set.

C. Iteratively test smaller loads against a developer or partial copy sandbox and the full load against a full copy sandbox.

D. Iteratively test smaller loads against a developer sandbox and the full load against a partial copy sandbox.

Correct Answer: BC

B. An ETL (Extract, Transform, Load) tool is a software that can help extract data from multiple sources, transform it according to business rules, and load it into a target destination, such as Salesforce. An ETL tool can also help run data cleansing tools, such as deduplication, validation, standardization, and enrichment, to obtain a clean data set before migrating it to Salesforce. C. Iteratively testing smaller loads against a developer or partial copy sandbox and the full load against a full copy sandbox can help ensure the data migration is successful and error-free. A developer or partial copy sandbox can be used for testing the data quality, mapping, and transformation rules, while a full copy sandbox can be used for testing the performance, scalability, and integrity of the data migration. References: https://trailhead.salesforce.com/en/content/learn/modules/data-management-basics/data-management-basics-migrate https://help.salesforce.com/s/articleView?id=sf.data_sandbox_create.htmandtype=5

QUESTION 3

Which two considerations should the Solution Architect keep in mind while designing the solution for OOBO? Choose 2 answers

A. Every REST call between B2C Commerce and Service Cloud counts towards API governor limits.

B. The OOBO shopping experience requires that Salesforce service agent users authenticate against the B2C Commerce environment before creating the shopping session.

C. Middleware, like Mulesoft, must be used to ensure the security and uptime of the integration between B2C Commerce and Service Cloud.

D. The Service Agent cannot order on behalf of the customer if the customer is offline.

Correct Answer: AB

The REST calls between B2C Commerce and Service Cloud are subject to API governor limits, which can affect the performance and availability of the integration. The service agent users need to have B2C Commerce permissions and access keys to log in and place orders on behalf of registered storefront shoppers.

QUESTION 4

Northern Trail Outfitters (NTO) is implementing B2C Commerce and Service Cloud as part of an IT transformation project focused on improving the customer experience across all channels. As part of the Service Cloud implementation, there will also be a service portal implemented using Experience Cloud so that customers can better self-serve for the most common use cases. NTO customers are also heavily engaged on social services, so anything that can help them use their existing social accounts to log in will be essential to a great customer experience.

Which two things should a Solution Architect recommend to cover NTOs identity needs?

Choose 2 answers

A. Define a user registration handler to support user provisioning and authentication via social services like Google and Facebook.

B. Leverage Salesforce Identity as the identity provider to centralize authentication for both Experience Cloud and B2C Commerce in one place.

C. Leverage B2C Commerce as the identity provider for both Storefront and the Service Portal.

D. Use Salesforce CDP, which automatically syncs profiles and authentication information across systems.

Correct Answer: AB

Identity is a feature that allows managing user authentication and access across different applications and systems. Identity can be either internal or external to Salesforce, depending on where the user credentials are stored and verified. To cover NTOs identity needs, a Solution Architect should recommend the following: Define a user registration handler to support user provisioning and authentication via social services like Google and Facebook. A user registration handler is a class in Apex code that defines the logic for creating and updating user accounts based on information from an external identity provider. A user registration handler can support user provisioning and authentication via social services like Google and Facebook, by using OAuth 2.0 protocols and OpenID Connect standards to exchange user information and tokens between Salesforce and the social services. Leverage Salesforce Identity as the identity provider to centralize authentication for both Experience Cloud and B2C Commerce in one place. Salesforce Identity is a product that allows using Salesforce as an identity provider for other applications and systems. Salesforce Identity can centralize authentication for both Experience Cloud and B2C Commerce in one place, by using single sign-on (SSO) protocols and standards to enable users to log in to both applications with the same credentials. Option C is incorrect because leveraging B2C Commerce as the identity provider for both Storefront and the Service Portal is not possible or advisable. B2C Commerce does not support acting as an identity provider for other applications or systems, as it does not support SSO protocols or standards. Option D is incorrect because using Salesforce CDP, which automatically syncs profiles and authentication information across systems, is not a valid or available option. Salesforce CDP is a product that allows creating unified customer profiles from various data sources, but it does not sync or manage authentication information across systems.

References: https://help.salesforce.com/s/articleView?id=sf.identity_overview.htmandtype=5
https://help.salesforce.com/s/articleView?id=sf.identity_provider.htmandtype=5
https://help.salesforce.com/s/articleView?id=sf.sso_about.htmandtype=5 https://developer.salesforce.com/docs/atlas.en-us.apexcode.meta/apexcode/apex_interface_Auth_RegistrationHandler.htm

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QUESTION 5

Universal Containers is about to expand from their existing product efforts around watches into creating smart watches. These watches are intended to integrate with the users smart phone but also gather and collect health data from the watch and the phone. Universal Containers has never had to manage or work with health related data and are concerned about how to go further while still keeping their users trust.

What is a next step a Solution Architect should suggest to provide UC the kind of understanding they are looking for"?

Choose 1 answers

A. Run a Journey Mapping Workshop to understand the users\\' interactions with the system

B. Does the team need front-end development capabilities?

C. Run a Consequence Scanning Workshop to understand the impact of the work

D. Run a Requirements Gathering Workshop to start creating the build requirements

E. Speak with a Legal Expert in regards to HIPPA and PHI Data

Correct Answer: C

This answer is correct because it is a next step that a Solution Architect should suggest to provide UC the kind of understanding they are looking for regarding how to manage or work with health related data while still keeping their

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users trust. A Consequence Scanning Workshop is a method that helps identify potential positive and negative consequences of a product or service on people, society, and environment. It can help UC anticipate the impact of their work on their users\' trust and privacy, and design solutions that mitigate risks and maximize benefits.

References: https://www.salesforce.com/blog/how-relationship-design-works/

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