

SALESFORCE B2B COMMERCE ADMINISTRATOR PRACTICE EXAM (SAMPLE) STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

VISIT US ONLINE FOR
THE FULL VERSION STUDY GUIDE

<https://salesforceb2bcommerceadmin.examzify.com>



Copyright © 2026 by Examzify - A Kaluba Technologies Inc. product.

ALL RIGHTS RESERVED.

No part of this book may be reproduced or transferred in any form or by any means, graphic, electronic, or mechanical, including photocopying, recording, web distribution, taping, or by any information storage retrieval system, without the written permission of the author.

Notice: Examzify makes every reasonable effort to obtain accurate, complete, and timely information about this product from reliable sources.

SAMPLE

Table of Contents

Copyright	1
Table of Contents	2
Introduction	3
How to Use This Guide	4
Questions	5
Answers	8
Explanations	10
Next Steps	16

SAMPLE

Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

SAMPLE

- 1. What is the importance of responsive design in B2B Commerce?**
 - A. Ensures compatibility with third-party applications
 - B. Enhances functioning across different devices
 - C. Improves SEO rankings
 - D. Makes the platform easier to develop
- 2. What type of entity is characterized as being approved for use in CRM collections?**
 - A. Unapproved Listings
 - B. Archived Entities
 - C. Global Entities
 - D. Pending Approvals
- 3. What is a factor that must be considered while designing a B2B storefront?**
 - A. Secure payment methods
 - B. Legal disclaimers
 - C. Authenticated access requirements
 - D. Mobile compatibility
- 4. What is the role of the "Cart" in B2B Commerce?**
 - A. To finalize transactions quickly
 - B. To represent products a user intends to purchase
 - C. To act as a promotional tool for discounts
 - D. To store user account information
- 5. What step must be taken before the Administrator can view orders?**
 - A. Enable Multi-Factor Authentication
 - B. Adjust User Roles
 - C. Set Read Only Field Level Security on the Sales Store field order
 - D. Authorize External Access

- 6. What is the role of price books in Salesforce B2B Commerce?**
- A. Price books manage advertising strategies and promotions
 - B. Price books manage different pricing strategies and structures for various customer segments or regions
 - C. Price books are used only for product inventory counts
 - D. Price books focus solely on discounts and promotional offers
- 7. Which scenario typically applies to B2B sales transactions?**
- A. Instant purchase without review
 - B. Limited product entitlements
 - C. Business agreements determining pricing
 - D. No need for customer authentication
- 8. Which navigation option would you find on the store's main page?**
- A. Product
 - B. Order History
 - C. Payment Options
 - D. Customer Feedback
- 9. How do business rules influence pricing in B2B Commerce?**
- A. They establish strict pricing guidelines
 - B. They dynamically adjust pricing based on specific factors
 - C. They are used for tracking user interactions
 - D. They determine product availability
- 10. What powers the checkout experience in B2B Commerce?**
- A. Payment Processing Systems
 - B. Flows
 - C. Checkout APIs
 - D. Customer Engagement Tools

Answers

SAMPLE

1. B
2. C
3. C
4. B
5. C
6. B
7. C
8. A
9. B
10. B

SAMPLE

Explanations

SAMPLE

1. What is the importance of responsive design in B2B Commerce?

- A. Ensures compatibility with third-party applications
- B. Enhances functioning across different devices**
- C. Improves SEO rankings
- D. Makes the platform easier to develop

Responsive design plays a crucial role in B2B Commerce by enhancing the functionality across different devices. In a landscape where users engage with online commerce through various platforms such as desktops, tablets, and smartphones, a responsive design ensures that the layout and elements of a website adapt seamlessly to the screen size and resolution. This adaptability leads to a better user experience, making it easier for customers to browse products, complete transactions, and access important information regardless of the device they are using. By providing a consistent and optimized experience, responsive design can lead to higher engagement rates, improved customer satisfaction, and ultimately more conversions. In a B2B context, where decision-makers may often be using mobile devices while on the go, having a responsive site can be pivotal in facilitating quick and efficient purchasing decisions. While compatibility with third-party applications, SEO rankings, and development ease are all important aspects of web development, they do not directly address the critical need for users to have a smooth and functional experience across varying devices, which is primarily what responsive design aims to achieve.

2. What type of entity is characterized as being approved for use in CRM collections?

- A. Unapproved Listings
- B. Archived Entities
- C. Global Entities**
- D. Pending Approvals

The correct choice identifies Global Entities as the type of entity that is approved for use in CRM collections. Global Entities typically refer to standardized or universally accepted data structures within an organization that can be utilized across various departments and systems. They often encompass core data elements that enhance consistency and facilitate reporting, ensuring that the information used in the CRM collections is reliable and actionable. Global Entities are crucial in maintaining data integrity throughout the CRM system, as they provide a framework for data management and accessibility. By being universally recognized and approved, these entities support collaboration and data sharing among different teams, maximizing the effectiveness of CRM activities. In contrast, the other options represent different statuses or categories of data that are not necessarily approved for use in CRM collections. Unapproved Listings may indicate entities that have not yet undergone review or validation. Archived Entities typically refer to data that is no longer actively used but is retained for historical purposes, thus not applicable for current CRM functions. Pending Approvals suggest that certain data is still under consideration or review, which means it cannot be utilized until it has received the necessary approvals. Each of these categories reflects a different stage or condition of data that would limit their applicability in CRM practices.

3. What is a factor that must be considered while designing a B2B storefront?

- A. Secure payment methods
- B. Legal disclaimers
- C. Authenticated access requirements**
- D. Mobile compatibility

When designing a B2B storefront, one of the critical factors to consider is authenticated access requirements. This aspect is essential because B2B transactions often involve sensitive information and substantial financial exchanges. Businesses usually want to control who can access their storefront to protect their proprietary data and ensure that only authorized users can view pricing, place orders, or access specific functionalities tailored to their business needs. Implementing authenticated access helps to create a secure environment where businesses can confidently manage their transactions. This includes establishing user permissions based on roles, which can vary significantly between different users within a company. By requiring authentication, you ensure that the storefront is meeting the security and compliance needs typical in B2B environments. While other factors like secure payment methods, legal disclaimers, and mobile compatibility are indeed important in the overall design, they are not as foundational to the structural integrity and operational security of the B2B storefront. Without proper authentication, the risks associated with unauthorized access can overshadow the effectiveness of these other features.

4. What is the role of the "Cart" in B2B Commerce?

- A. To finalize transactions quickly
- B. To represent products a user intends to purchase**
- C. To act as a promotional tool for discounts
- D. To store user account information

The role of the "Cart" in B2B Commerce is primarily to represent the products a user intends to purchase. It serves as a temporary holding area for items selected by the user before they proceed to the checkout process. The cart allows users to review, modify, or remove items as they consider their purchase. This function is crucial in B2B environments where purchasing decisions may involve multiple stakeholders, and users may need to compile a complete order before finalizing their transaction. While other options may relate to aspects of the purchasing process, they do not capture the fundamental purpose of the cart in this context. The cart helps facilitate the user's shopping experience by allowing them to manage their intended purchases efficiently.

5. What step must be taken before the Administrator can view orders?

- A. Enable Multi-Factor Authentication
- B. Adjust User Roles
- C. Set Read Only Field Level Security on the Sales Store field order**
- D. Authorize External Access

To view orders in the Salesforce B2B Commerce platform, it is essential to ensure that the appropriate permissions and access settings are correctly configured for the user. Setting Read Only Field Level Security on the Sales Store field order is a critical step in this process. Field Level Security controls access to specific fields on an object, allowing administrators to specify whether users can view or edit those fields. By configuring the Sales Store field order with Read Only access, you ensure that users can view the order details without the risk of unauthorized modifications. This is particularly important in a commerce setting where accuracy and data integrity are paramount for processing orders. Properly setting this security feature facilitates compliance with data privacy regulations and internal governance policies while ensuring the administrator can effectively access necessary order data. The other options, while potentially relevant in broader security or access contexts, do not specifically address the necessity of ensuring visibility of order records. For instance, enabling Multi-Factor Authentication is related to security but does not inherently grant access to view orders. Similarly, while adjusting user roles can impact access levels, it is the field-level security specifically that directly governs visibility to the order details. Authorizing external access pertains to allowing external systems or users access but does not directly relate to order visibility for internal

6. What is the role of price books in Salesforce B2B Commerce?

- A. Price books manage advertising strategies and promotions
- B. Price books manage different pricing strategies and structures for various customer segments or regions**
- C. Price books are used only for product inventory counts
- D. Price books focus solely on discounts and promotional offers

Price books play a crucial role in Salesforce B2B Commerce by managing different pricing strategies and structures tailored to various customer segments or regions. This flexibility allows businesses to set distinct prices for different customers based on criteria such as their location, customer group, or purchasing history. By using price books, companies can effectively implement pricing models that reflect market conditions or strategic decisions, ensuring that they remain competitive and meet the unique needs of different segments within their customer base. The versatility of price books enables them to accommodate special pricing scenarios, such as volume discounts or regional pricing variations, which are essential in a B2B context where negotiations and different customer relationships greatly influence pricing. This capability is crucial for businesses aiming to optimize sales and improve customer satisfaction through personalized pricing arrangements.

7. Which scenario typically applies to B2B sales transactions?

- A. Instant purchase without review
- B. Limited product entitlements
- C. Business agreements determining pricing**
- D. No need for customer authentication

In B2B sales transactions, scenarios often involve complex agreements between businesses, which typically include negotiated pricing, terms, and conditions. These business agreements are crucial as they establish a framework for the transaction, ensuring that both parties have a clear understanding of the prices, discounts, and other relevant terms that apply to the sale. In contrast to B2C (business-to-consumer) transactions, which may allow for quick and impulsive purchases, B2B transactions generally require more deliberation and formal agreements due to the larger sums of money involved and the need for compliance with contractual obligations. Therefore, the aspect of business agreements determining pricing reflects the nature of B2B transactions, where customized arrangements based on the relationship between the two businesses are made and can vary significantly from one transaction to another based on factors such as volume, loyalty, and negotiation outcomes.

8. Which navigation option would you find on the store's main page?

- A. Product**
- B. Order History
- C. Payment Options
- D. Customer Feedback

The navigation option that you would typically find on the store's main page is related to Products. In a B2B Commerce environment, the primary focus of the main page is to highlight the catalog of products available for purchase. This allows customers to easily browse through various categories, search for specific items, and access detailed information about the products offered. Product listings are essential for driving sales and engaging customers, as they serve as the starting point for the purchasing journey. Customers expect to see product options prominently featured to streamline their shopping experience, making it easy to add items to their cart and proceed to checkout. In contrast, options like Order History, Payment Options, and Customer Feedback are typically found in the customer account area or as part of the post-purchase experience, rather than being focal points on the main page. These functions are more about order management and customer service, which are secondary to the initial product discovery process that takes place on the main page.

9. How do business rules influence pricing in B2B Commerce?

- A. They establish strict pricing guidelines
- B. They dynamically adjust pricing based on specific factors**
- C. They are used for tracking user interactions
- D. They determine product availability

Business rules play a crucial role in the pricing strategies of B2B Commerce by enabling dynamic pricing adjustments. This is particularly important in a business-to-business environment where pricing can vary based on multiple factors such as customer segments, quantity purchased, contract terms, or market conditions. By utilizing business rules, companies can create automated mechanisms that adapt prices in real-time, ensuring they remain competitive and relevant to each unique transaction. For example, if a customer is buying in bulk, the system can automatically apply a discount or adjust the pricing based on previously agreed-upon terms. This flexibility not only helps businesses optimize their pricing strategies but also enhances customer satisfaction by providing tailored pricing solutions that reflect the specific needs and circumstances of clients. This dynamic pricing capability is essential for B2B companies, as it allows them to respond quickly to changes in demand or supply, making the pricing process more fluid and aligned with overall business objectives.

10. What powers the checkout experience in B2B Commerce?

A. Payment Processing Systems

B. Flows

C. Checkout APIs

D. Customer Engagement Tools

The checkout experience in B2B Commerce is primarily powered by flows, which are a core component of Salesforce's automation and orchestration tools. Flows allow administrators to design and implement custom processes that guide users through the checkout experience step by step. They can define the sequence of actions required during checkout, such as collecting shipping information, validating addresses, and applying discounts or promotions. By leveraging flows, businesses can create tailored experiences that meet specific needs, enhancing customer satisfaction and streamlining the checkout process. This flexibility is crucial for accommodating complex B2B transactions, where the requirements often vary significantly from standard retail scenarios. In contrast, other components mentioned, such as payment processing systems, actually handle the financial transaction aspect, and while checkout APIs are essential for integrating various services within the checkout, they do not specifically design the user experience. Customer engagement tools focus on interactions and relationship management rather than the transactional flow of the checkout process. Thus, flows play a vital role in defining and managing the customer journey through checkout in B2B Commerce.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://salesforceb2bcommerceadmin.examzify.com>

We wish you the very best on your exam journey. You've got this!

SAMPLE