



Salesforce

Exam Questions Experience-Cloud-Consultant

Salesforce Certified Experience Cloud Consultant (SU21)

NEW QUESTION 1

Northern Trail Outfitters (NTO) offers a new product that is different in North America, EMEA, and Asia Pacific regions, Pages have been created and publish for this product. The site manager has applied criteria to ensure visibility for these product are applied as per the requirement for each region. NTO further wants to control the users who see a specific page of this product settings its visibility.

Which three visibility options available in Experience Cloud? Choose 3 answers

- A. Audience
- B. None
- C. Default
- D. Personal
- E. Visible

Answer: ABC

NEW QUESTION 2

Northern Trail outfitters (NTO) aims to provide personalization by encouraging its individual customers to self-register in its B2C Experience site. NTO is not looking to create a placeholder account.

NTO Experience consultant has set up self-registration in its Login and Registration pages. NTO's site manager has configured the Allow external users to self-register" option. NTO uses Customer Community Plus Licenses.

Which two steps are needed to complete self-registration in NTO's Experience site? Choose 2 answers

- A. Ensure that the Account field is empty in the registration section.
- B. Contact Salesforce Customer Support to enable Communities Self Registration Controller.
- C. Ensure that the Contact field is empty in the registration section.
- D. Contact Sales customer Support to enable Person Accounts.

Answer: AD

NEW QUESTION 3

Which step does the system administrator have to take to create a partner user?

- A. Create a partner queue, and add users to it.
- B. Select Enable Partner User from the Contact Detail page.
- C. Assign the Gold Partner permission to the user.
- D. Add the user to the All Partner Portal Users public group.

Answer: B

NEW QUESTION 4

Cloud Kicks (CK) has built a site using Salesforce Experience Builder. The CTO of CK wants to give customers the ability to log in to the site using their Google credentials. CK also wants to access customers' basic Google profile data when they log in so the company can serve content that matches customers' interests. How should the Experience Cloud consultant implement this?

- A. Set up a login flow for communities that accepts the customers' Google credentials and matches with the credentials stored on the user records in Salesforce.
- B. Create a custom self-registration page and a custom login page by using Visualforce and Apex controllers.
- C. Create an Authentication Provider by choosing Google as the provider type and add relevant parameters to access the customers' basic profile data.
- D. Create a custom login page using Lightning components and use the Google REST API to access customers' basic profile data.

Answer: C

NEW QUESTION 5

Cloud Kicks (CK) uses SSO (Single Sign-on) for its customer portal. The customer portal is built on the Customer Service template which uses LDS (Lightning Design System) and has public pages that use Lightning Web Components. CK has also set up the Salesforce Content Delivery Network (CDN) for its domain, which CK is planning to change.

- A. Changing the Salesforce CDN overwrites LDS defaults.
- B. Changing the Salesforce CDN affects SAML SSO settings for all custom URLs in that domain.
- C. Changing the Salesforce CDN impacts the AppExchange packages in the org that use Documents object.
- D. Changing the Salesforce CDN impacts definitions of all Lightning Web Components used in public pages.

Answer: B

NEW QUESTION 6

Northern trail Outfitters has created a microsite digital experience for its Gold-Level VIP customers. The digital experience is not yet active.

The community manager would like to send welcome emails on a specific day, which include a promotion for participating in the community.

In which order should the community manager perform activation steps?

- A. Add available profiles and permission sets to the Admin Workspace, enable Contacts as community users, set welcome emails to Enabled, and set the community to Active.
- B. Set the Community to Active, and available profiles and permission sets to the Admin Workspace, enable Contacts as community users, and set welcome emails to Enabled.
- C. Publish the community, which will send out the welcome emails.
- D. Set the community to Active, and available profiles and permission sets to the Admin Workspace, and create a process to send the welcome emails.

Answer: A

NEW QUESTION 7

Ursa Major Solar (UM5) is planning to build a portal for its partners. Among other things, UMS will be distributing leads to its partners in the portal. Which standard component can UMS leverage if it elects to use Partner Central template?

- A. Lead Distribution
- B. Lead Inbox
- C. Lead Selector
- D. Lead Flow

Answer: B

NEW QUESTION 8

Which three items are reportable by a site administrator through Google Analytics for Experience Cloud sites? Choose 3 answers

- A. Page View by Salesforce Object
- B. Search Activity
- C. User Login History Option
- D. Number of Case Created by user
- E. Contact Support page Activity

Answer: ABE

NEW QUESTION 9

What is required when creating portal users through Just-Time (JIT) provisioning?

- A. FederationIdentifier
- B. Organization_id
- C. FirstName
- D. User.Role

Answer: B

NEW QUESTION 10

Partners at Universal Containers (UC) have given feedback that it takes too long for administrators to create new users or reset passwords for partner employees. What should be done to help UC with user management?

- A. Recommend partners share user credentials.
- B. Delegate external user administration.
- C. Implement a limit on new users and password resets.
- D. Create a new user form that automatically triggers a process to create a user.

Answer: D

NEW QUESTION 10

Universal Containers (UC) wants to build a product registration site to allow guest users to register a product. The functionality will involve a multi-step flow. How should UC enable the guest user to run the flow?

- A. Assign a single screen to multi-step flow and give the guest user access via page layout.
- B. Save the flow with the "System Context Without Sharing—Access All Data" option.
- C. Set the "Enable Lightning Flows for Guest User" toggle option to ON in Setup.
- D. Convert multi-step flow into individual flows and give the guest user access to each flow separately.

Answer: A

NEW QUESTION 12

Which component can be embedded into an Experience Cloud site to start conversations with customers using the channels they prefer?

- A. Channel Menu
- B. Chat
- C. Service Your Way
- D. Service Console

Answer: A

NEW QUESTION 13

DreamHouse Realty (DR) has active participation of home owners and prospective buyers in its Experience Cloud site that uses Chatter. Recently, DR observed a significant number of comments being marked as spam. OR's Salesforce and Security teams did further analysis and identified the posts made by the spammers. OR's Management team has decided to remove all the spammers' posts and comments from the Experience Cloud site. What should the Experience Cloud consultant recommend to remove them?

- A. Utilize the Insights reports by creating and using a custom action to remove all the spammers' posts and comments.
- B. Submit a high-priority case with Salesforce Support to remove all of the spammers' posts and comments. The site will be under maintenance state until resolution.
- C. Experience Cloud site managers, moderators, and admms work together to remove all the spammers' posts and comments manually.
- D. Enable Experience Cloud Einstein features to remove all the spammers' posts and comments as a background action.

Answer: A

NEW QUESTION 16

Ursa Major Solar (UMS) is using the Customer Account Portal template and would like to differentiate the options available on the navigation menu based on the profile of the authenticated user visiting their customer portal.

Which Experience Cloud functionality should UMS use to accomplish this?

- A. Sharing Rules
- B. CSS Overrides
- C. Permission Sets
- D. Audience Targeting

Answer: D

NEW QUESTION 21

Ursa Major Solar is utilizing audience targeting for specific components in its portal. Which two considerations regarding audience targeting are true? Calculator Choose 2 answers

- A. You can't assign audiences to the components in the template header and footer sections.
- B. Available domains are created in the Administration workspace and associated with a community through a custom URL.
- C. You can't assign record-based criteria to a component or branding set.
- D. You can only have three audiences.

Answer: AC

NEW QUESTION 23

Zephyrus Relocation Services (ZRS) plans to build a portal for its partners. The portal needs to show company information and brand details on the Account Management page.

Which templates should ZRS consider to build the portal? Choose 2 answers

- A. Help Center
- B. Partner Central
- C. Customer service
- D. Build Your Own

Answer: BC

NEW QUESTION 27

Universal Containers (UC) is building a new self-service site for its large global customer base. Customers will be posting questions, viewing Knowledge articles, downloading warranties, opening tickets, and registering their recent purchases. Purchases are stored in a custom object. UC has decided to use Customer Service template for the experience and Customer Community Plus license for the customers.

Which limitation could cause a potential issue for UC?

- A. Customer Service template does not allow downloading documents out-of-the-box.
- B. Customer Service template does not allow record pages for custom objects out-of-the-box.
- C. Customer Community Plus license does not allow access to custom objects.
- D. Customer Community Plus license allows only up to 2 million users per org.

Answer: D

NEW QUESTION 29

Cloud Kicks has recently rolled out a new Experience Cloud site for its customers. The site has been activated and the contacts have been enabled as customer users. However, none of the users received their login credentials in an email.

What caused this issue?

- A. The sender's email address was changed while it was pending verification.
- B. The welcome emails were not enabled for the site.
- C. The sender's email address was changed and not verified.
- D. The roles were not enabled for the users.

Answer: B

NEW QUESTION 30

An administrator for Cloud Kicks wants to create a new partner user for an existing site.

Which step does the administrator need to perform right before providing user details and saving the user record?

- A. Click "Manage Partner User" on the Contact detail page, then click "Enable Customer User".
- B. Click "Manage Partner User" on the Account detail page, then click "Enable Partner User".
- C. Click "New" on the User Setup page in Lightning Experience.
- D. Click "Manage External User" on the Contact detail page, then click "Enable Partner User".

Answer: D

NEW QUESTION 34

Northern Trail Outfitters (NTO) is building a digital experience for its independent researchers who will be collaborating with NTO's staff on their research-related

submissions.

Which user visibility setting needs to be enabled at a minimum?

- A. None
- B. Site User Visibility
- C. Guest User Visibility
- D. Portal User Visibility

Answer: D

NEW QUESTION 38

Cloud Kicks (CK) is using audience targeting to display pages and components to certain users based on their assigned audience. The New York City account contain multiple departments; all of which belong to that account. One of the page virtualization of the Home page of CK's Experience Cloud site a assigned to the New York City audience. CK also has a Rich Content Editor component within this Home page that is assigned inly to the Legal Department audience. Who will be able to see the Rich Content Editor component?

- A. New York City audience members with the Legal Department sharing set
- B. Members that are part of both the New York City audience and the Legal Department audience
- C. All Cloud Kicks Experience Cloud site members
- D. All New York City audience members.

Answer: B

NEW QUESTION 42

Ursa Major Solar would like to use three Record Detail components on a page to display object details for the Account, Case, and Opportunity objects for the user who is logged in to the company's portal. When they drop the components on the page, they are not getting the desired results. What is causing this issue?

- A. The Record Detail component populates the recordID associated with the object for the page template, so this component will not work for this use case.
- B. The Record Detail component populates the record associated with the object for the page template so this component will only work on the Home page template
- C. The Record Detail component is a custom component and was not configured correctly
- D. The Record Detail component will only show record details for the Case object.

Answer: A

NEW QUESTION 44

By defining roles, permission sets, or profiles, Knowledge article visibility can be controlled by using which functionality?

- A. Data Category Visibility
- B. Content Management
- C. Automatic Topic Assignment
- D. Org-Wide Defaults

Answer: A

NEW QUESTION 49

What is a prerequisite for creating a user that has a Partner Community license?

- A. Select "Enable as Partner" in the Experience Workspace.
- B. Ensure that the partner user has the " Enabled as partner" permission set.
- C. The "Enable as Partner" action must be present on the Account page layout.
- D. The Enable as Partner" action must be present on the User page layout.

Answer: C

NEW QUESTION 53

Universal Containers has Contact and Account objects set to Public Read Only for internal users, but an Experience Cloud users is not able to view Contacts and accounts.

How should you fix this issue?

- A. The external sharing model should be updated so that the Account object is private but the Contact object remains public only
- B. Sharing rules should be configured open each object to give Read Only access to experience Cloud users.
- C. The existing sharing model should be updated to so that the Contact and Account Objects are private, and sharing rules should be configured on each individual object to give Public Read Only access to Experience Cloud users.
- D. The internal sharing model should be updated so that the Contact and Account objects are Public read Only.

Answer: C

NEW QUESTION 54

Universal Containers (UC) works with regional partners to sell localized products. UC Is actively accepting new partner applications in certain regions. Partners can only apply using uCs referral program, and the application form in certain regions can potentially contain a varying degree of sensitive information. The list of existing partners must not be shared with the general public.

What should the Experience Cloud consultant recommend?

- A. Create an app for the Internal business development team and allow them to generate token-based referral links for existing partners In their region.
- B. Create a public site for existing partners and allow them to generate token-based referral links for prospect partners.

- C. Create a public site for prospect partners, show them a nondisclosure agreement, and allow them to fill out an application form on the site.
- D. Create an authenticated digital experience for partners and allow them to refer other partners in their region.

Answer: D

NEW QUESTION 58

Ursa Major Solar would like the navigation menu in the customer portal to be vertical. Which two options make this possible?
Choose 2 answers

- A. Edit the default navigation
- B. Download an app from AppExchange
- C. Fix the header's Position.
- D. Write custom code

Answer: BD

NEW QUESTION 62

Universal Containers is looking to onboard three new partners to the community.

- * Each partner have a branded experience containing their colors and logo.
- * Gold and silver partners should have access to the Leads inbox component, but Bronze partners should not.
- * Bronze partners should not have access to the Leas tab. How should an administrator solve for these requirements?

- A. Create branding sets, audience targeting, and navigation menu targeting.
- B. Create branding sets, audience targeting and a custom Navigation menu component.
- C. Create a separate community for each partner with audience targeting.
- D. Create branding sets, a separate page variation for each partner, and a custom Navigation Menu component.

Answer: A

NEW QUESTION 67

Northern Trail Outfitters (NTO) offers a new product that is different in North America, EMEA, and Asia Pacific regions. Pages have been created and published for this product. The site manager has applied criteria to ensure that visibility for these product pages are applied as per the requirements for each region. NTO further wants to control the users who see a specific page of this product by setting its visibility.

Which three visibility options are available in Experience Cloud? Choose 3 answers

- A. None
- B. Visible
- C. Personal
- D. Default
- E. Audience

Answer: ADE

NEW QUESTION 69

Cloud Kicks (CK) is launching a new public marketing site. The company expects a large volume of traffic and wants to ensure its site performs well. CK also wants repeat visitors to have the fastest browsing experience possible.

What should CK do to get the best performing site?

- A. Schedule Apex jobs to push content to users' browser caches.
- B. Use Next Best Action to predict what content to serve to the user's browser.
- C. Disable Visualforce to make all pages switch to Lightning.
- D. Enable and configure the Content Delivery Network so that public content is cached.

Answer: D

NEW QUESTION 74

Cloud Kicks (CK) is planning to build a social intranet site as well as an HR help site for its employees using Experience Cloud. Most employees either work in sales or service and currently use Salesforce.

Which user license should be recommended for CK's employees to access Experience Cloud sites?

- A. Salesforce Authenticated Site
- B. Salesforce Unlimited
- C. Customer Community
- D. Platform Portal

Answer: C

NEW QUESTION 77

Universal Containers has recently launched a site for its retailers. Retailers are able to collaborate with other retailers around topics; however, retail managers aren't able to see records owned by their peers and subordinates.

What should be done to resolve the issue?

- A. Retail managers need to be put in the executive role in the Role Hierarchy.
- B. Retail managers need to be given Super User access.
- C. A Sharing Rule needs to be created.
- D. A Sharing Set needs to be created.

Answer: B

NEW QUESTION 82

universal Containers UC maintains multiple customer-facing sites, but only one profile for all customer users. Ho customer has access to more than one site. which two steps should the UC admin take to grant access to each customer? Choose 2 answers

- A. Select a permission set for a given site.
- B. Edit the applicable user profile.
- C. Create a permission set.
- D. Select the profile for a given site.

Answer: AC

NEW QUESTION 86

Universal Containers has recently launched a site for its retailers. Retailers able to collaborates with other retailers around topic; however, retail managers aren't able to see records owned by their peers and subordinates. What should be done to resolve the issue?

- A. Retail managers need to be given super User access.
- B. Retail managers needs to be put in the execute role in the Role Hierarchy
- C. A Sharing Set needs to be created.
- D. A sharing Rule needs t be created.

Answer: C

NEW QUESTION 90

Which step denotes the completion of an Experience Cloud site setup?

- A. Setting up SSO
- B. Activating the site
- C. Assigning roes to users
- D. Assigning profiles to users

Answer: B

NEW QUESTION 95

A consultant needs to leverage ExperienceBundle for a deployment but is unable to view it. What is the most likely cause for this issue?

- A. The experience has not yet been published.
- B. A change set containing the Network needs to be deployed.
- C. The "Enable ExperienceBundle Metadata API" setting needs to be checked.
- D. A custom Experience template needs to be created.

Answer: C

NEW QUESTION 98

Get Cloud Consultant (GCC) is implementing a Salesforce- based solution for a global coffee brand. The coffee company works with agrp research and coffee growers from around the work. These researcher will submit their recommendation in the system which will go through an approval process before reaching coffee growers who will ultimately use those recommendation during cultivation.

The Design team estimates the need for at least 20 custom objects given that the coffee company plans to use Salesforce to also manage incentives. Compensations, distribution, and projections.

Which user license Should GCC recommend for the researchers?

- A. Customer Community
- B. External Apps
- C. Partner Community Plus
- D. Customer Community Plus

Answer: B

NEW QUESTION 103

Cloud Kicks (CK) wants to create a public site to recruit potential volunteers. Volunteennng events are stored in a custom VolunteeringEvent object. How can CK give guest users access to a custom object?

- A. Through guest user roles
- B. Through guest user Sharing Sets
- C. Through guest user organization-wide defaults (OWD)
- D. Through guest user Sharing Rules

Answer: D

NEW QUESTION 104

Insightopia's Experience Cloud site went live on the first day of the last month. The launch has been very successful, and the number of community members has reached the first milestone of 10,000. The Experience Cloud site manager wants to implement gamification methods to increase engagement and adoption.

What should be the recommended approach for implementing gamification?

- A. Use the Missions feature to assign badges to members automatically.
- B. Use the Einstein game mechanics feature for implementing gamification.
- C. Build flows to implement gamification for community members.
- D. Organize a community event to get ideas for implementing gamification.

Answer: A

NEW QUESTION 108

Universal Containers is implementing a customer community.

What sharing mechanism should be used to allow customers to view their own cases even after those cases are assigned to a support agent?

- A. OWD and Apex Sharing
- B. Sharing Set
- C. Case co-ownership using Super User access
- D. Sharing Map and custom permission set

Answer: B

NEW QUESTION 109

How can records owned by Customer Community users be shared with internal users?

- A. Create a Sharing Set that includes a Customer Community profile and create a Share Group for the Sharing Set.
- B. Create an owner-based sharing rule to share records owned by a Customer Community role with all internal users.
- C. Create a Share Group for a Customer Community profile that is not associated with a Sharing Set.
- D. Use the standard is Owned By External User checkbox on records to create a criteria-based sharing rule to share records owned by Customer Community users with all internal users.

Answer: C

NEW QUESTION 110

The Salesforce Administrator at Ursa Major Solar is trying to create a partner user for their Partner Community that was built using Salesforce Experience Builder. However, the admin is not able to create it from the contact record.

What could be two reason causing this issue? Choose 2 answers

- A. The Salesforce Administrator is not assigned a role in Salesforce.
- B. The Salesforce Administrator is not a member of the Partner Community
- C. The account record associated with the contact record is not enabled as a partner.
- D. The Salesforce administrator is not marked as a delegated administrator on the partner account.

Answer: AC

NEW QUESTION 112

Ursa Major Solar (UMS) recently went through a major rebranding effort that resulted in a new company logo along with new brand colors. UMS wants to update brand colors across all of its sites. The sites are built with Lightning templates.

Which tool should the Experience Cloud consultant recommend to make these changes?

- A. ExperienceBundle
- B. Experience Cloud Script Master
- C. Site Builder
- D. Lightning Builder

Answer: A

NEW QUESTION 114

Bloomington Caregivers (BC) intends to launch a company-wide project to create personalized experiences for its providers, vendors installers, and patients. BC's business processes and workflow flow industry standards and common practices, mostly driven by compliance and regulatory mandates.

What should BC closely into during the evaluation phase?

- A. Lightning Bolt solutions
- B. Community Connect
- C. Digital Experience framework
- D. SDLC (Software Developer Life Cycle) for Experiences

Answer: D

NEW QUESTION 115

Universal Containers (UC) has a B2C customer department that uses person accounts to track and manage all B2C customers. UC has set up a B2C site using Salesforce Experience Cloud. The VP of B2C business wants to enable self-registration on the portal so customers can create their own user accounts.

What should the Experience Cloud consultant at UC recommend so that the new users self-registering on the B2C site are captured as person accounts in Salesforce?

- A. Create a custom self-registration page and Apex handler that creates a person account for each user self-registering on the portal.
- B. Use the standard self-registration configuration under Experience Workspace and leave the default Account field empty.
- C. Restrict the Account record type access to Person Account record type only for the Site Guest User, so any account created is by default a person account.

Answer: B

NEW QUESTION 120

Universal Containers (UC) would like to create a site for its existing customers. The site will contain articles, manuals, and FAQs. The site will also contain access to UC's Contracts object specific to each customer and the ability for customers to update their billing information, requiring them to log in to the site to access any information.

Which template should UC select when building its site?

- A. Customer Service
- B. Customer Account Portal
- C. Partner Central
- D. Help Center

Answer: D

NEW QUESTION 125

Ursa Major Solar is creating an employee experience portal.

Using audience targeting, how should the Experience designer set it up so that different pages in the portal appear to different departments and roles within those departments?

- A. By using Location criteria and specifying which IP address applies to each department and domain
- B. By using Profile criteria and selecting the Service profile
- C. By using Domain criteria and creating custom domains for each department or role to access the portal
- D. By using User criteria and selecting appropriate user fields on CRM objects

Answer: D

NEW QUESTION 127

How can Sharing Sets be used to share records with Customer Community users?

- A. Create one Sharing Set and add the objects to share in the Sharing Set.
- B. Create one Sharing Set, select the 'All Objects' options for the Sharing Set, and add the Customer Community profiles to the Sharing Set.
- C. Create one Sharing Set and use a Sharing Rule to share records with users in the Sharing Set.
- D. Create one Set per object and add the Customer Community profiles to each Sharing Set.

Answer: A

NEW QUESTION 129

Northern Trail Outfitters (NIO) is considering how to manage its accounts for the B2B portion of its business. NIO uses person accounts for its B2C business, and business accounts with related contacts for its B2B business. NTO has several B2B customer accounts that are very large. These accounts have child accounts that represent departments and opportunities at the department level that will need to be visible to users at the parent account level. NTO has Customer Community Plus licenses.

How should NTO manage its accounts in its Partner Community?

- A. Extend the Standard Role Hierarchy setting departments as child accounts.
- B. Enable the External Account Hierarchy setting departments as child accounts.
- C. Use the Business Accounts and Contacts with Sharing Sets to grant additional record access as needed.
- D. Since NTO has person accounts, it cannot use the External Account Hierarchy and will need to use groups and sharing rules to grant the required record access.

Answer: D

NEW QUESTION 131

The Experience Cloud site manager of Cloud Kicks has enabled reputation for its community members. As per the recommendation given by the Experience Cloud consultant, a decision was made to use the out of the box features.

Which two things happen automatically when the site manager enables automation? Choose 2 answers

- A. Customer portal members gain the ability to provide badges to other members.
- B. Inactive and active members are assigned default reputation points.
- C. Chatter influence is removed from the Contribution section on the Profile page.
- D. Default point system and set of reputation levels become available.

Answer: CD

NEW QUESTION 135

What are two ways a question can be escalated to a case? Choose 2 answers

- A. Manually by a moderator selecting "Escalate to Case" in the Feed
- B. Manually by users commenting "Escalate"
- C. Automatically via Case Assignment Rules
- D. Automatically via process Builder by meeting specified criteria

Answer: AD

NEW QUESTION 138

Northern Trail Outfitters (NTO) reports that 50% of calls to its support line are for repeatable issues. Using standard out-of-the-box functionality, in which ways can NTO decrease its call volume using an Experiences site?

Choose 3 answers

- A. Create an FAQ Knowledge article.
- B. Deploy a chatbox to address common questions.
- C. Enable Chatter Questions to encourage peer-to-self-service
- D. Create a public "announcement only" group for moderators to address common questions.
- E. Create an FAQ rich text component on the Home page.

Answer: ABC

NEW QUESTION 139

Northern Trail Outfitters would like to display a different Hero component on the Home page for United States and EMEA. How should an administrator accomplish this?

- A. Create a page variation for EMEA, configure the Theme, and include a different Hero component.
- B. Create a page variation for EMEA, configure the flexible page layout, and include a different Hero component.
- C. Use the same page variation for EMEA and include multiple targeted HTML components.
- D. Use the same page variation for EMEA, include multiple Hero components, and target each , component.

Answer: D

NEW QUESTION 140

Get Cloudy Consulting has decided to set up and create an Experience Cloud site where customers can create service tickets or chat live with agents. What is the first step the system administrator should take to create the site?

- A. Update organization-wide settings.
- B. Enable Search Engine Optimization (SEO).
- C. Enable Digital Experiences.
- D. Configure the default login.

Answer: C

NEW QUESTION 141

What are three goals Ursa Major Solar can accomplish with experience Cloud moderation functionality? Choose 3 answers

- A. Allow members to remove other member from the Experience site if desired.
- B. Track Flagging and moderation activity within the Experience site.
- C. Allow members to flag posts comments files, and messages that are inappropriate or spam.
- D. Designer specific users as moderators so that they can closely monitor the size.
- E. Give members Audience Targeting permissions within the Experience site.

Answer: BCD

NEW QUESTION 146

Which three permissions are included for a delegated administrator? Choose 3 answers

- A. Create and edit external user records.
- B. Manage object access for external users.
- C. Add external users to multiple accounts.
- D. Generate new passwords for external users.
- E. Manage permissions sets for external users on their account.

Answer: ADE

NEW QUESTION 147

Zephyrus Relocation (ZRS) plans to launch a public site. ZRS would like to leverage a topic catalog so that site users can see all the organized topics in one place and easily navigate to any topic or subtopic.

Which step is required to set up a topic catalog?

- A. Create at least one subtopic and add the More Topic ink link when editing the navigation menu.
- B. Create at least one topic along with its subtopic.
- C. Enable Topic Hierarchy and create at least one topic with two subtopics.
- D. Create at least one topic and add the More Topics,,,, ;link editing the navigation menu.

Answer: A

NEW QUESTION 149

Northern Trail Outfitters has a network of resellers who are Partner Community users. One of the resellers has requested that their parent company get View access to cases created by their child companies.

Which functionality will meet the requirement best?

- A. Manually share cases.
- B. Move users who need case access to a higher level in the Role Hierarchy.
- C. Configure an External Account Hierarchy.
- D. Create a Sharing Set for the Account.

Answer: C

NEW QUESTION 151

Ursa Major Solar (UM5) is evaluating Salesforce Partner Relationship Management (PRM) to help improve its current channel sales performance. In which two ways can Salesforce PRM help UMS accelerate channel sales? Choose 2 answers

- A. Enable partner lead routing
- B. Automate partner entitlement assignment in Channel Sales teams
- C. Extend automated quoting capabilities to partners
- D. Use partner tiering in channel sales hierarchy

Answer: AC

NEW QUESTION 156

A consultant is setting up an experience for a client in a new org. The client insists on using standard profiles for external users. Which step is required in order to use standard profiles in an experience?

- A. Allow using standard external profiles for self-registration, user creation, and logging" must be enabled.
- B. Create a permission set with " Allow standard external profiles' check assign to all external users.
- C. Ensure the standard profile have Allow using standard external profiles for self-registration, user creation, and login' set to True.
- D. Customer Community Plus Login Experience license need to be used.

Answer: A

NEW QUESTION 161

Ursa Major Solar (UMS) will be creating a partner portal to distributing leads to partners. Partners will also be able to create their own leads in the portal UMS has decided to use Partner Central template.

Which three should UMS take at a minimum In order to meet the requirement?

- A. Create a Lead Process for Lead Distribution
- B. Create a Lead Queue for Lead Distribution.
- C. Enable Allow External Creation" in Digital Experience settings
- D. Configure Lead creation Leadon low Distribution inside PRM Workspace.

Answer: BCD

NEW QUESTION 166

Ursa Major Solar (UMS) has a discussion thread on its Experience Cloud site for customers to provide feedback on the company's latest product release. To help ensure new members understand what the discussion thread is meant for and to monitor their first posts, UMS would like to approve the first post of any new member who has joined within 7 days or less.

What is needed to configure this?

- A. Create a moderation rule with the appropriate content criteria.
- B. Create a Community moderator with Delete permissions.
- C. Create a Community moderator with Approval permissions.
- D. Create a moderation rule with the appropriate member criteria.

Answer: D

NEW QUESTION 171

Dreamscape Flowers recently launched three Experience Cloud sites for North America, Europe, and Asia Pacific regions. The Community managers have installed the Salesforce Communities Management package and are getting useful insights on adoption and engagement.

During the Community managers' weekly meeting, the Community manager for Europe mentioned that the preconfigured Insights reports cannot be used for their Experience Cloud site.

What is the reason for this issue?

- A. The Community manager for Europe does not have System Administrator privileges.
- B. The preconfigured Insights reports need to be modified to meet GDPR requirements.
- C. The Experience Cloud site for Europe is not using Chatter which is needed to use the preconfigured Insights reports.
- D. The Experience Cloud site for Europe has more than a million users.

Answer: C

NEW QUESTION 175

Universal Containers has implemented Chat, but agents are complaining that they have to capture several pieces of information before being able to service the customer.

What should an administrator do to capture information upfront on the Experience site?

- A. Create a flow for customers to fill out before initiating Chat.
- B. Enable Chat for only authenticated users and pass the user's information on hidden fields.
- C. Deploy a unique chat per topic.
- D. Create a pre-chat form to fill out before initiating Chat.

Answer: D

NEW QUESTION 180

Universal Containers (CU) is looking to create a site that supports channel sales, leads distribution, and deal registration.

Which template should UC select?

- A. Customer Account Portal
- B. Help Center
- C. Partner Central
- D. Build Your Own

Answer: C

NEW QUESTION 183

What are three best practices when configuring self-registration for an Experience Cloud site? Choose 3 answers

- A. Assign a cloned standard site profile as the default for self-registration.
- B. Use a restrictive default profile to begin with.
- C. Create a separate profile for your self-service site and your partner portal.
- D. Assign the standard site profile as the default for self-registration.
- E. Use the same profile for your self-service site and your partner portal.

Answer: ABC

NEW QUESTION 187

Northern Trail Outfitters wants to add a background image to a record list of products in its digital experience. How should an administrator accomplish this?

- A. Use an HTML component
- B. Create CMS items.
- C. Use a Flexible page layout.
- D. Build a custom Lightning component.

Answer: C

NEW QUESTION 188

Ursa Major Solar created a public knowledge base where both authenticated customers and unauthenticated guest users can view Known articles as a self-service option to troubleshoot issues.

When creating a Knowledge article, which checkbox should be selected so that all users can view the articles?

- A. Visible to Partner
- B. Visible to Customer
- C. Visible to Public Knowledge Base
- D. Visible to Anyone

Answer: C

NEW QUESTION 192

Ursa Major Solar (UMS) has seen exponential growth in recent years. The Incoming call volume to the support center has gone up exponentially as well, and is now reaching unmanageable levels.

What should UMS consider to help the situation?

- A. Create a peer-to-peer forum using Self Service template.
- B. Create a self service community using Customer Service template.
- C. Create a smart queue router using Service Cloud template.
- D. Create virtual support agents using Chat Bot template.

Answer: B

NEW QUESTION 195

DreamHouse Reality (DR) is switching to a franchise-based business model in order to grow its market share. Franchises as well as properly appraised at DR, will have immediate access to a real estate opportunity in their area as soon as it crosses a threshold.

What should the Experience Cloud consultant recommend for record sharing?

- A. Apex sharing
- B. Sharing Set
- C. Account Hierarchy
- D. Sharing Rule

Answer: D

NEW QUESTION 199

Universal Containers (UC) is building a digital experience for its customers that supports custom case management and commerce solutions. These custom solutions each require more than 10 unmanaged custom objects that would be utilized by customers.

Which two license types have single SKUs that would support this requirement for UC customers? Choose 2 answers

- A. Channel Account
- B. Customer Community Plus
- C. Commerce Portal
- D. External Apps

Answer: CD

NEW QUESTION 204

The system administrator at Dreamhouse Realty (DR) is giving Experience Builder access to two colleagues who will be responsible for creating and managing new microsites. One contributor needs to create and customize the site, but not publish it. The other colleague is tasked with adding contributors and publishing the final site.

Which Experience Builder roles should the system administrator grant?

- A. Builder and Experience Admin
- B. Experience Admin and Publisher
- C. Viewer and Publisher
- D. Publisher and Builder

Answer: A

NEW QUESTION 209

Ursa Major Solar (UMS) would like to render a header and footer from an external content management system into its customer portal.

Which feature should UMS use to accomplish this?

- A. Developer Console
- B. Compact Header Properties
- C. Rich Content Editor
- D. CMS Connect

Answer: D

NEW QUESTION 210

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