Experience-Cloud-Consultant Dumps

Salesforce Certified Experience Cloud Consultant (SU21)

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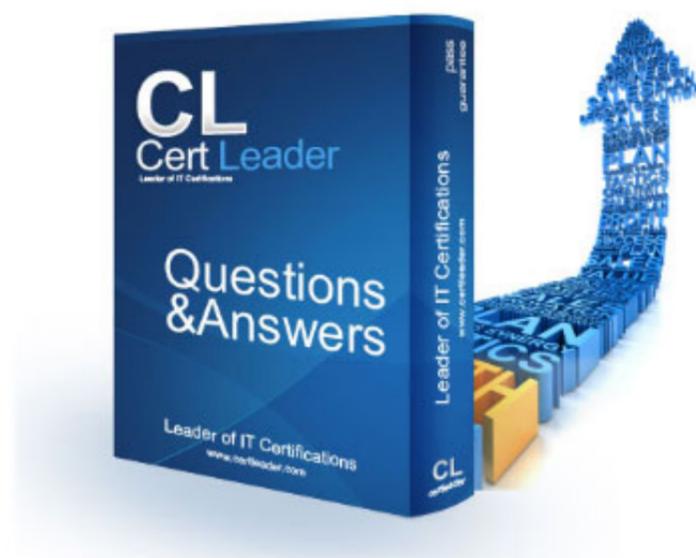
NEW QUESTION 1

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 2

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 3

Universal Containers' (UC) Salesforce org uses SAML 550 with a third-party identity provider for internal user authentication. UC now wants to extend this capability for Experience Cloud site users as well.

What should the UC administrator ensure in order to successfully implement SAML 550 for the Experience Cloud site?

A. Register the Experience Cloud site as an Identity Provider in SAML settings.
B. Create a Visualforce page that receives and validates the SAML assertion.
C. Use the site login URL as an endpoint where SAML assertion is made.
D. Create a Connected App with custom attributes before configuring SAML settings.

Answer: C

NEW QUESTION 4

Northern Trail Outfitter is looking to implement a public Knowledge base. The company has 1, 000 articles stored in an external systems.

Some of the articles are more than 2 years old.

What should a consultant recommend to optimize the public knowledge base?

A. Manually add the top performing articles to Salesforce and select Authenticated Sites as the Channel.
B. Bulk-import all articles to Salesforce and achieve duplicate and outdated articles.
C. Manually add the top performing articles to Salesforce and select the Public Knowledge Base channel.
D. Bulk-import the top performing articles to Salesforce and select the public knowledge base channel.

Answer: B

NEW QUESTION 5

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 6

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 7

An Experience site is built in an Unlimited org. Some of the pages within the site are exposed to guest users. How many page views are allowed per month?

A. 1 million
B. 5 million
C. 100,000

D. 500,000

Answer: A

NEW QUESTION 8
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 9
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 10
Universal Containers (UC) is a conglomerate with various lines of business operating worldwide. UC helps finance crop research, provides insurance services to coffee growers, and manufactures specialized coffee machines and other products. UC also has a franchise unit to help grow its franchise business worldwide. UC is planning to build multiple portals and sites to support its various lines of business.
What two points should UC keep in mind when selecting a template for these sites and portals? Choose 2 answers

A. Industry-specific Lightning Bolt solutions are available today but not template
B. Pencil & Paper
C. Insurance Agent Portal template becomes available once Financial Services Cloud is correctly set up in an org.
D. Industry-specific templates are available today but not Lightning Bolt solutions.
E. Industry-specific templates as well as Lightning Bolt solutions are available today.

Answer: BD

NEW QUESTION 10
DreamHouse Realty recently created a site for potential buyers. The content is organized using topics. Where can site users go to find out how current and popular a topic is?

A. Trending Topics Channel
B. Collaboration Dashboard
C. Topic's detail page
D. Content Management Report

Answer: A

NEW QUESTION 13
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 16
Ursa Major Solar (UMS) wants to differentiate between the leads created by partners and the leads created by its own Sales team. All lead records are shared with partners: however, some of the information captured by the Sales team on the lead record should not be shared with partners.
Which two steps should UMS take at a minimum in order to meet the requirement? Choose 2 answers

A. Create Lead Record Types for Lead Distribution.
B. Enable "Lead Sharing" in Digital Experience settings.
C. Create a separate channel for partners in PRM Workspaces.
D. Create Page Layouts far Lead Distribution.

Answer: AD

NEW QUESTION 19

The Experience Cloud manager has been asked to ensure that a Knowledge article Is visible to Internal Salesforce users, unauthenticated visitors to the site, and third-party authenticated users.

Which two settings need to be configured on the draft article before it is published? Choose 2 answers

A. Visible to Partner
B. Visible in Public Knowledge Base
C. Visible to Employee
D. Visible to Guest User

Answer: AD

NEW QUESTION 23

Ursa Major Solar has a customer portal where both customers and employees can log in to view information about the company. The marketing team has created a special design of their lago and company branding for their Platinum customers, and would like the user interface in the portal to reflect that special design when a Platinum Calculator customer is logged in.

Which functionality should the Experience Cloud manager use to achieve this?

A. Themes
B. Templates
C. CMS Connect a
D. Branding Sets

Answer: D

NEW QUESTION 27

Universal Containers (UC) maintains multiple customer experiences, but only one profile for No customer has access to more than one experience

Which two steps should the UC admin taka to grant access to each customer? Choose 2 answers

A. Create a permission Set
B. Select a permission pot for a given experience
C. Select the profile for a given experience
D. Edit the applicable user profile

Answer: AB

NEW QUESTION 29

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 on 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 31

What are three valid topic types? Choose 3 answers

A. Featured Topic
B. Content Topic
C. Trending Topic
D. Navigational Topic
E. Standard Topic

Answer: ABD

NEW QUESTION 33

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 36

Universal Containers is looking to build a new self-service site. Users will post questions, read Knowledge articles, and view case reports, users will not be registering deals or participating in any other sales activity.

Which external user license meets these requirements?

A. Authenticated Service Site User
B. External Community Plus
C. External Identity
D. Customer Community Plus

Answer: D

NEW QUESTION 41
Which two statements regarding data categories are true? Choose 2 answers

A. Child roles cannot see more data categories than their parent rol
B. If the parent role's visibility changes, the child role's category visibility is reset to its parent's category visibility.
C. Customer Portal users and partner portal users inherit data category visibility settings of the roleassigned to their account (owner) managers by default.
D. When a category is made visible to a user through custom settings or is made visible by default, its child and parent categories are not included.
E. Translated articles will not follow the master article data categor
F. Therefore, translated articles can be assigned to a different data category.

Answer: AB

NEW QUESTION 43
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 44
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 47
The system administrator at Get Cloudy Consulting is trying to import Customer Portal users to the newly created Experience Cloud. However, the import failed. What could be two reasons for this failure? Choose 2 answers

A. The portal role record has not been created.
B. The portal profile record has not been created.
C. User records are missin
D. Penal & Pep ore
E. Contact records have not been created.

Answer: AD

NEW QUESTION 50
What are two Salesforce recommendations for setting up partner roles in large orgs? Choose 2 answers

A. Create partner roles in the same branch in your Role Hierarchy.
B. Create partner roles in a separate branch in your Role Hierarchy.
C. Grant partner users access to the partner account using a Sharing Rule,
D. Reduce the number of roles to one to improve system performance.

Answer: BC

NEW QUESTION 51
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 56
The Salesforce Administrator at Universal Containers (UC) has set up topics. UC is going through a rebranding phase and wants to simplify topics but keep articles that have been assigned to the topics.
How should the Salesforce Administrator accomplish this?

A. Mark old topics as Inactive and assign articles to the new active topics.
B. Merge similar topics in Content Management.
C. Delete existing topics and assign articles to newly created topics.
D. Keep existing topics and reassign articles to newly created topics.

Answer: B

NEW QUESTION 59
Bloomington Caregivers (BC) wants to share Covid-19 related information with all site visitors, including unauthenticated users.
Which three things should BC in mind about unauthenticated or guest user access? Choose 3 answers

A. Guest user external organization-wide default are always set to Private.
B. Guest user can't access records via manual sharing
C. Guest user can't records via manual existing records
D. Guest user can't be members of public groups or queues.
E. Guest user external organization-wide defaults are always set to Public.

Answer: ABD

NEW QUESTION 60
A manager at Ursa Major Solar is responsible for creating and editing only the community users for the Partner Community they have recently set up using Experience Cloud. However, the manager is able to make organizational changes to the user records of the internal users as web.
What could be the possible issue here?

A. The manager has been given the Manage Profiles and Permission Sets permission.
B. The manager has been given the Manage Customer Users permission.
C. The manager has been given the Manage User permission.
D. The manager has been given the Manage External Users permission.

Answer: A

NEW QUESTION 62
DreamHouse Realty (DR) plans to expand its business by offering insurance products ta home buyers. DR will use its network of independent agents to manage claims in their region. Agents will need to work with DR on settlement and adjustment approvals.
What should the Experience Cloud consultant recommend?

A. Create a peer-to-peer forum for agents and share the URL with employees.
B. Create a digital experience for agents and share the URL with employees.
C. Create a digital experience for agents and an app for employees.
D. Create a self-service community for agents and an app for employees.

Answer: C

NEW QUESTION 67
Northern Trail Outfitters has configured chat so customers can quickly get answers to their questions by chatting with an agent while browsing the Experience site.
How should an administrator embed the chat window in an Experience site?

A. Add the Embedded Service component to Builder pages.
B. Create a custom component using the Embedded Service API.
C. Configure the Embedded Service connector.
D. Create an Embedded Service quick action.

Answer: A

NEW QUESTION 68
In which two ways can Opportunities with a Community User be shared? Choose 2 answers Calculator

A. Add a Partner Community profile to a Sharing Set and add Opportunities as an object in the Sharing Set.
B. Add a Customer Community Plus profile to a Sharing Set and add Opportunities as an object in the Sharing Set.
C. Create an owner-based sharing rule with a Customer Community User.
D. Create a criteria-based sharing rule with a Partner Community role.

Answer: AD

NEW QUESTION 69
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 73
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 74
Universal Containers (UC) updates its Salesforce CMS content often to meet the needs of its customers. The site builder wants to use a template with out-of-the-box components that dynamically update the CMS content on its Experience Cloud site.
Which template should the site builder use?

A. Build Your Own (Aura)
B. Customer Service
C. Salesforce Tabs + Visualforce
D. Build Your Own (LWR)

Answer: B

NEW QUESTION 79
Dreamscape Flowers (DF) has a community for its flower growers. DF now wants to create communities for its franchisee network as well as direct B2C customers as part of a company-wide digital transformation. Other subsidiaries of DF are also undergoing digital transformation and are interested in setting up similar communities based on DF's approach.
In what two ways can Lightning Bolt help DF accomplish this? Choose 2 answers

A. Lightning Bolts can be distributed and reused.
B. Lightning Bolts can help reduce implementation time.
C. Lightning Bolts can help minimize licensing and provisioning cost.
D. Lightning Bolts can help organize, manage, and reuse digital content.

Answer: BC

NEW QUESTION 83
Dreamscape Flowers needs to create a digital experience that meets the following requirements:
* It allows for collaboration between customer and partner users.
* Self-service for customer users is available.
* Partner users create or resolve cases for their customers and need to see case data on a dashboard.
* Partner users do not manage Leads, Opportunities, or Campaigns. Which license type should a Salesforce Admin use for these partner users?

A. Customer Community
B. Customer Community Plus
C. Employee Community
D. Partner Community

Answer: B

NEW QUESTION 84
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 87
Cloud Kicks (CK) is planning to launch a public site. The site will contain a variety of digital content, including static content as well as dynamic content. CK is planning to use Content Delivery Network (CDN).
Which statement is true about using CDN with Experience Cloud?

A. CDN can help consistency attaching content timestamps as key-value pairs to both static and dynamic content.
B. CDN can help availability by allowing remote cloning for dynamic resources.
C. CDN can help performance by caching public resources.
D. CDN can help reliability by allowing local cloning for static resources.

Answer: A

NEW QUESTION 91
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 95
Dreamscape Flowers (DF) is planning to use Salesforce Partner Relationship Management (PRM) to manage partner lifecycle. DF is aware that Salesforce PRM can help with channel sales, lead distribution, and co-marketing with partners.
Which other three features come standard with Salesforce PRM that DF can leverage without any code customization?
Choose 3 answers

A. Partner Value Score Matrix
B. Case Escalation
C. AI-Powered Knowledge Base
D. Partner Incentivization Map
E. Chat

Answer: ACE

NEW QUESTION 98
Universal Containers (CU) has been using Salesforce to manage its sales and service processes. UC also an Experience Cloud site to interact with its customers. UC has now acquired Cloud Kicks (CK) Retail to grow its business, CK also uses Salesforce and a self-service site built on the experience Cloud to allow its customers to log support requests. UC now wants its customers to be able to use CK's self-service site so they can have a more integrated experience.
What should an Experience Cloud consultant recommend so that UC's can log in to CK;s site?

A. Create separate user account for UC customer in CK's Experience Cloud site, since SSO cannot be established between two Experience Cloud sites.
B. Use a third-party identity provider to establish SSO between the two Experience Cloud sites, since Salesforce can only be used as a service provider.
C. Establish SSO between the two Experience Cloud sites by using one org as an identity provider and the other org as a service.
D. Create custom Apex handlers using login method from site class to sign in users from one community to the other.

Answer: C

NEW QUESTION 100
AW Computing wants to create a site that gives customers access to Knowledge articles and peer-to-peer conversations, with the aim of decreasing the number of calls to its support organization.
What should AW Computing do to accomplish this goal?

A. Give access to its internal orgs using Chatter groups
B. Open its Slack implementation to all customers
C. Create a site with the Customer Service template
D. Create a site with the Marketing Microsite template

Answer: C

NEW QUESTION 103
Cloud Kicks (CK) advises its diverse set of clients on how to use Experience Cloud. With new regulations taking effect, many of CK's clients want an easy and cost effective way to set up a site and gather their customers' communication preferences.
Mow should CK help compile these preferences?

A. Create a Lightning Bolt solution that already includes all the preferences.
B. Create a Lightning Bolt solution with a template and a login flow to gather the preferences.
C. Use the standard Preferences Chatbot to gather the preferences.
D. Build a Service Console to gather the preferences.

Answer: B

NEW QUESTION 105
Universal Containers (UC) works with a large retainer network. UC wants these retailers to start registering deal and work with UC to convert them into sales.
Which user license should the Experience Cloud consultant recommend?

A. Partner Community Plus
B. Partner Community
C. Platform Portal
D. Commerce Portal

Answer: B

NEW QUESTION 108
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 112
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 116
hat 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 121
Ursa Major Solar would like content from Salesforce CMS to be queried when users search for keywords in its customer portal.
Which setting must be turned on in order for Global Search .n Experience Builder to query content m Salesforce CMS?

A. Community must be activated.
B. Sharing Rules must be set to Read/Write.
C. Search must be enabled for the selected CMS Channel.
D. Gather Customer Insights Data must be selected.

Answer: C

NEW QUESTION 125
Cloud Kicks (CK) is planning to introduce a User Acceptance Testing (UAT) process to ensure quality. UAT will take place In Partial and Full sandboxes. OC has also set up the Salesforce content Delivery Network (CDN) for its domain in production environment.
What should CK keep in mind about salesforce CDN?

A. Salesforce CDN is only supported in Full sandbox environments.
B. Salesforce CDN is not supported in sandbox environments.
C. Salesforce CDH is only supported in Developer sandbox environments
D. Salesforce CDN is supported in all sandbox environment

Answer: B

NEW QUESTION 128
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