

Salesforce.Certified Experience Cloud Consultant.vMay-2024.by.Loan.120q

Number: Certified Experience Cloud Consultan
Passing Score: 800
Time Limit: 120
File Version: 56.0

Exam Code: Certified Experience Cloud Consultan

Exam Name: Salesforce Certified Experience Cloud Consultant



Exam A

QUESTION 1

The mission of No More Homelessness (NMH) is to help every homeless person in the best possible manner through its Experience Cloud site. NMH's site manager wants to set up search engine optimization (SEO) to ensure NMH's public Experience Cloud site is visible to search engines.

Which two practices does the site manager need to do to ensure SEO is implemented successfully?

Choose 2 answers

- A. Check whether a custom robots.txt file to control indexing has been created.
- B. Check whether the Experience site is public and activated. Pencil & Paper
- C. Check whether the SEO Institute has provided the approval for the site with end date.
- D. Check whether manual sitemap refresh happens on the last day of every month.

Correct Answer: A, B

Section:

QUESTION 2

What does a system administrator need to do when creating Experience Cloud users?

- A. Add user to an account as a contact record.
- B. Add user to an account as a user record.
- C. Click the "Log In to Site as User" button.
- D. Assign Partner Community Plus license to the user.



Correct Answer: A

Section:

QUESTION 3

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

Correct Answer: D

Section:

QUESTION 4

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.

Correct Answer: A, D

Section:

QUESTION 5

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

Correct Answer: B

Section:

QUESTION 6

Ursa Major Solar (UMS) noticed that guest users are unable to see images on its customer portal.

Which setting should UMS enable in order for guest users to see the images?

- A. "Enable Image Connect for guest users" in the Administration Workspace
- B. "Let guest users view asset files and CMS content available to the community" in the Administration Workspace
- C. "Allow guest users to self register" in the Administration Workspace
- D. The 'Jepson' theme in the Builder Workspace

Correct Answer: B

Section:

QUESTION 7

Cloud Kicks (CK) is about to launch a public site and is expecting very high traffic in certain regions. CK will be using Content Delivery Network (CDN).

What should CK consider during the go-live phase to prevent usability issues?

- A. CK should provision and activate CDN in those regions where traffic is high.
- B. CK should provision CDN in those regions where traffic is high and activate CDN where traffic is low.
- C. CK should provision and activate CDN in those regions where traffic is low
- D. CK should provision CDN in those regions where traffic is low and activate CDN where traffic is high.

Correct Answer: C

Section:



QUESTION 8

What accurately sequences the necessary steps to create a partner user from an enabled partner account?

- A. 1) Edit the user record to assign the correct role/profile. 2) View the partner account contact. 3) Select Manage External User. 4) Select Enable Partner User. 5) Save.
- B. 1) View the partner account contact. 2) Select Manage External User. 3) Select Enable Partner Account. 4) Edit the user record to assign the correct role and profile. 5) Save.
- C. 1) View the partner account contact. 2) Select Manage External User. 3) Select Enable Partner User. 4) Edit the user record to assign the correct role/profile. 5) Save.
- D. 1) Edit the user record to assign the correct role/profile. 2) View the partner account contact. 3) Select Manage External User. 4) Select Enable Partner Account. 5) Save.

Correct Answer: C

Section:

QUESTION 9

A consultant recently finished gathering requirements for a Cloud Kicks (CK) project that will launch five new Customer Experience Cloud sites worldwide, all on a brand new Salesforce org. The purpose of these sites is to generate buzz around new CK models and crowdsource new ideas for the RAD department. The consultant knows Multiple Books that they need to enable moderation and rate limit rules as part of their planning and must meet the following requirements:

- * Each site must have three unique content moderation rules that flag specific keywords.
- * Each site must have four unique rate rules that govern posting limits.
- * All authenticated users must be able to post on demand.

What should the consultant consider doing before beginning work on these sites?

- A. Ensure that both the notify and freeze actions for all site rate rules are implemented.
- B. Notify the stakeholders that the number of content moderation rules, but not rate rules, exceeds the org limit.
- C. Notify the stakeholders that the number of rate rules, but not content moderation rules, exceeds the org limit.
- D. Notify the stakeholders that the number of both moderation and rate rules exceeds the org limit.

Correct Answer: D

Section:

QUESTION 10

Ursa Major Solar would like to make an external user an Experience Site Moderator.

What are two of the several moderation permissions available to assign an external user in order for them to be an effective Experience Site Moderator?

Choose 2 answers

- A. Access Experience Management
- B. Access Sharing Sets
- C. Manage Setup
- D. Manage Experiences

Correct Answer: A, D

Section:

QUESTION 11

DreamHouse Realty is planning to launch a digital experience for its partners where they will be able to pick a Lead from shared leads and start working toward getting the lead converted into an Opportunity.

Which two steps are part of setting up Lead Sharing or Lead Distribution for partners?

Choose 2 answers

- A. Enable "Allow External Lead Sharing" in Digital Experience settings.

- B. Create Page Layouts for Lead Distribution.
- C. Configure Lead Creation and Lead Distribution inside PRM Workspace.
- D. Create Assignment Rules for Lead Distribution.

Correct Answer: B, D

Section:

QUESTION 12

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.

Correct Answer: D

Section:

QUESTION 13

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

Correct Answer: D

Section:

QUESTION 14

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".

Correct Answer: D

Section:

QUESTION 15

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

Correct Answer: D

Section:

QUESTION 16

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.

Correct Answer: A, C

Section:

QUESTION 17

Ursa Major Solar (UMS) is automating its business processes using Salesforce. UMS wants its Platinum partners to be able to approve installation projects and deals. In which two ways can UMS accomplish this? Choose 2 answers

- A. Assign external users as approvers on records and create a digital experience for those users.
- B. Assign external users as the co-owners on records and create a digital experience for those users.
- C. Add external users directly to approval queues and create a digital experience for those users.
- D. Assign external users Super User access on records and create a digital experience for those users,

Correct Answer: A, C

Section:

QUESTION 18

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.

Correct Answer: A

Section:

QUESTION 19

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.

Correct Answer: C

Section:

QUESTION 20

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

Correct Answer: C

Section:

QUESTION 21

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 logo 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

Correct Answer: D

Section:

QUESTION 22

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

- A. Child roles cannot see more data categories than their parent role. If the parent role's visibility changes, the child role's category visibility is reset to its parent's category visibility.
- B. Customer Portal users and partner portal users inherit data category visibility settings of the role assigned to their account (owner) managers by default.
- C. 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.
- D. Translated articles will not follow the master article data category. Therefore, translated articles can be assigned to a different data category.

Correct Answer: A, B

Section:

QUESTION 23

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

Correct Answer: C

Section:

QUESTION 24

Northern Trail Outfitters (NTO) would like to create a public Knowledge base for the general public to be able to view articles, manuals, and FAQs. Which template should NTO select when building its site?

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

Correct Answer: C

Section:

QUESTION 25

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

Correct Answer: A

Section:

QUESTION 26

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.

Correct Answer: A, B, C



Section:

QUESTION 27

No More Homelessness (NMH) and DreamHouse Realty (DR) are working to provide free housing to low-income seniors. Social workers at NMH need to access records owned by realtors at DR. What should the Experience Cloud consultant recommend for record sharing?

- A. Role Hierarchy
- B. Sharing Set
- C. Sharing Rule
- D. Super User

Correct Answer: C

Section:

QUESTION 28

Northern Trail Outfitters (NTO) is evaluating Experience Cloud for creating an onboarding app for new hires. Which two things should NTO consider when creating the onboarding app? Calculator Choose 2 answers

- A. Experience Cloud cannot be used for employee apps.
- B. Not all Chatter posts inside Chatter groups within the employee app will be available in the main org.
- C. Employee apps are only available in Unlimited Edition.
- D. Chatter posts related to a record will be available in the employee app as well as the main org.

Correct Answer: C, D

Section:



QUESTION 29

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.

Correct Answer: C, D

Section:

QUESTION 30

Cloud Kicks has packaged its Customer Support Community. The community includes navigation menu items that link to standard and custom objects. Which two points should the Experience Cloud consultant consider when reviewing the package? Choose 2 answers

- A. Custom list views for custom objects are not included as dependencies.
- B. Custom list views for custom objects are included as dependencies.
- C. Custom list views for standard objects are not included as dependencies.
- D. Custom list views for standard objects are included as dependencies.

Correct Answer: B, C

Section:

QUESTION 31

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

Correct Answer: A, C, E

Section:

QUESTION 32

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.



Correct Answer: C

Section:

QUESTION 33

What are three valid topic types? Choose 3 answers

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

Correct Answer: A, B, D

Section:

QUESTION 34

Universal Containers is planning to build a community where customers will be able to view Knowledge articles and chat live with a support agent.

What should the administrator use to configure the chat functionality?

- A. Experience Builder and Chatter

- B. Service Console and Service Channel
- C. Chat Agent Guided Setup Flow and Service Console
- D. Service Channel and Chatter

Correct Answer: C

Section:

QUESTION 35

Ursa Major Solar would like its Experience Cloud site's guest users to benefit from the suggestions that come from autocomplete on search terms. How should the administrator configure this?

- A. Use the Developer Console to add code to allow for autocomplete functionality.
- B. In Salesforce Setup, type 'support settings' in the quick find box. Under the Autocomplete header, select the objects to appear in autocomplete for guest users.
- C. In the Search component property editor, open the Autocomplete section and click desired objects to appear in autocomplete. Select 'publicly available'.
- D. In the Hero component property editor, open the Search Results section and click desired objects to appear in autocomplete. Select 'publicly available'.

Correct Answer: C

Section:

QUESTION 36

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.



Correct Answer: B, C

Section:

QUESTION 37

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

Correct Answer: D

Section:

QUESTION 38

Get Cloudy Consulting wants to leverage Experience Bundle for making updates to its community.

What are the two key features of experienceBundle?

Choose 2 answers

- A. ExperienceBundle allows us to programmatically edit any community but using Experience Builder.
- B. ExperienceBundle enables Creating experiencing across orgs.
- C. ExperimentBundle provides editable community metadata in a human-readable format.
- D. ExperienceBundle provides editable community metadata in a human-readable format.

Correct Answer: A, C

Section:

QUESTION 39

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

Correct Answer: B, C

Section:

QUESTION 40

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.

Correct Answer: C

Section:

QUESTION 41

Dreamscape Flowers (DF) is a well-known global with a large network of partners in various regions DF currently has a number of manual process with varied complexity. Some of these processes involve lifecycle management that DF is looking to automate as part of a broad digital transformation initiative.

In what three ways can Salesforce Partnership Management (PRM) help DF?

Choose 3 answers

- A. Automating partner onboarding process
- B. Helping partners manage their payments and file taxes
- C. Providing reports and dashboards access to partners
- D. Preventing channel conflict

Correct Answer: A, C, D

Section:



QUESTION 42

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

Correct Answer: A, B, C

Section:

QUESTION 43

Dreamscape flowers is looking to launch a public site for its current customers and prospects.

Which three actions are performed automatically when a site is created Expense Cloud?

Choose 3 answers

- A. Creation of a guest role
- B. Creation of moderation criteria that are applied only to guest users
- C. Creation of a guest profile
- D. Creation of sharing mechanisms that are available only to guest users
- E. Creation of a guest user record

Correct Answer: C, D, E

Section:

QUESTION 44

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.

Correct Answer: A

Section:

QUESTION 45

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 Leads 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.

Correct Answer: A

Section:

QUESTION 46

Dreamscape Flowers (DF) is evaluating Salesforce Partner Relationship Management (RPM) to help improve its current channel sales performance.

In what two ways can Salesforce PRM help DF accelerate channel sales?

Choose 2 answers

- A. By automating partner entitlement assignment in Channel sales teams
- B. BY automating partner tiering in Channel sales hierarchy
- C. By automating partner lead routing
- D. By automating quoting with Salesforce CPQ

Correct Answer: C, D

Section:

QUESTION 47

Ursa Major Solar (UMS) would like to display a collection of news articles it has added to a workspace in Salesforce via a CMS Collection in its customer portal.

Where should UMS create the CMS collection before configuring the CMS Collection component in Experience Builder?

- A. Administrator in Workspaces
- B. Content Management in Workspaces
- C. Community Setting
- D. Branding Sets

Correct Answer: B

Section:

QUESTION 48

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.

Correct Answer: B

Section:

QUESTION 49

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.

Correct Answer: B, C, D

Section:

QUESTION 50

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.

Correct Answer: C

Section:

QUESTION 51

Which component inform support agents working in the Service Console what actions a customer has taken on an Experience site?

- A. Experience Tracker
- B. Customer Insights
- C. Community View
- D. Einstein Customer

Correct Answer: B

Section:

QUESTION 52

Cloud Kicks (CK) wants to organize content on its site so that users can easily search and brows for information. Which three features should CK use to accomplish this goal?

- A. Navigational Topics
- B. Content Topics
- C. Content Graph
- D. Featured Topic
- E. Navigation Tree

Correct Answer: A, B, D

Section:



QUESTION 53

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.

Correct Answer: A

Section:

QUESTION 54

Get Cloudy Consulting wants to leverage Metadata API for migrating changes between environments. What are the three key features of Metadata API? Metadata API might require manual migration for changes that involve unsupported settings and features.

- A. Metadata API is ideal when multiple work streams are involved.
- B. Metadata API can be used programmatically as well as declaratively.
- C. Metadata API is ideal for when the changes are complex.
- D. Metadata API supports migrating all Communities settings and features.

Correct Answer: A, B, D

Section:

**QUESTION 55**

A consultant is in the process of designing the sharing and visibility model for Cloud (CK) new hiking site built on experience Cloud. The consultant knows that CK plans to use the Customer Community License type. What limitations should the consultant consider related to sharing and visibility for this license type?

- A. All site users that require access to certain records for certain objects have the proper Sharing set.
- B. Any site users that require access to specific records have the proper Sharing Rule.
- C. All site users that require access to all records across all objects have the proper Sharing Set.
- D. All site users have the appropriate role assigned.

Correct Answer: C

Section:

QUESTION 56

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

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

Correct Answer: B

Section:

QUESTION 57

Universal Container (UC) has a business model that involves B2C as well B2B customers. A group of B2B customers has recently signed a contract with UC that would allow them to start working with the UC Support team in resolving low-severity B2C customer issues.

How should UC use Experience Cloud to accomplish this goal?

- A. Create a digital experience for B2C customers and B2B customers, and use the internal CRM app for employees.
- B. Create a single digital experience for B2C customers, B2B customers, and employees.
- C. Create a digital experience for B2B customers, a partner portal for B2B customers, and use the internal CRM org for employees.
- D. Create a digital experience for B2C customer and employees, and another one for B2B customers and employees.

Correct Answer: B

Section:

QUESTION 58

Ursa Major Solar would like its authenticated external users to be able to search for Quote and Contract objects but not Opportunity or Asset objects.

Which two standard features allow an administrator to accomplish that?

Choose 2 answers

- A. Remove Opportunity and Asset from the Title Menu component in the property editor.
- B. Remove Opportunity and Asset from the navigation Menu component in the property editor.
- C. Remove Opportunity and Asset from the object list in the Global Search Result component property editor.
- D. Remove Opportunity and Asset from the Autocomplete object list in the Search component property editor.

Correct Answer: C, D

Section:

QUESTION 59

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 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

Correct Answer: D

Section:

QUESTION 60

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.

Correct Answer: A, B, C

Section:

QUESTION 61

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

Correct Answer: A, D

Section:

QUESTION 62

Cloud Kicks (CK) has a Partner Community with an External Account hierarch. The Number of Partner Roles is set to two with the roles defined as Partner Manager and partner user.

If CK has a Partner user at a child account that creates a case, who will have access?

- A. The Partner user who created the case those in the Partner Manager role above them, and those in the Partner manager role in the Partner account
- B. The Partner user who created the case, their peers in the Partner user role, those in the Partner manager role above them, those in the Partner user role in the partner account, and those in the partner Manager role in the parent account.
- C. The partner user who created the case, their peers in the partner user role, those in the partner Manager role above them, and those in the Partner Manager role in the parent account.
- D. The partner User who created the case, those in the partner Manger role above them, those in the Partner user role in the parent account, and those in the partner manager role in the parent account.

Correct Answer: B

Section:

QUESTION 63

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.

Correct Answer: A

Section:

QUESTION 64

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

Correct Answer: D

Section:

QUESTION 65

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.

Correct Answer: C

Section:

QUESTION 66

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.

Correct Answer: A, C

Section:

QUESTION 67

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 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 when editing the navigation menu.



Correct Answer: A

Section:

QUESTION 68

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

Correct Answer: A, B, E

Section:

QUESTION 69

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.



Correct Answer: A, B, D

Section:

QUESTION 70

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.

Correct Answer: C

Section:

QUESTION 71

Which three fields are required creating Experience Cloud users using Data Loader?

Choose 3 answers

- A. Profile Id
- B. First Name
- C. Role Id
- D. Profile Name
- E. Currency

Correct Answer: A, B, C

Section:

QUESTION 72

Universal Containers has recently launched a site for its retailers. Retailers able to collaborate 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 need to be put in the execute role in the Role Hierarchy
- C. A Sharing Set needs to be created.
- D. A sharing Rule needs to be created.

Correct Answer: C

Section:

QUESTION 73

Universal Containers (UC) wants to create a do-it-yourself site for its existing and prospective customers. The site will contain articles, blog manuals, and FAQs. Users will be able to ask questions and answer other users' questions on the site.

Which two Experience Cloud features should UC focus on as it starts building out the site?

Choose 2 answers

- A. Public Site Connect
- B. Document Library Model (DLM)
- C. Guest user and public access settings
- D. Content Delivery Network

Correct Answer: C, D

Section:

QUESTION 74

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

Correct Answer: C

Section:

QUESTION 75

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 site.
- E. Give members Audience Targeting permissions within the Experience site.

Correct Answer: B, C, D

Section:

QUESTION 76

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.

Correct Answer: A, D

Section:

**QUESTION 77**

Cloud Kicks wants to allow site users to tag site content with custom tags or member-created topics.

Which two permissions must be enabled for site users in Setup to accomplish this?

Choose 2 answers

- A. Create Topics
- B. Assign Topics
- C. Tags Allowed
- D. Member Can Access Topics

Correct Answer: A, B

Section:

QUESTION 78

Ursa Major Solar (UMS) is building a portal for its premium B2B customers, Customer will be able to access their account information, open cases, download NDAs, and create dashboards

Which user license allows UMS to meet these requirements?

- A. Customer Community
- B. Channel Account
- C. Commerce Portal

D. Platform Portal

Correct Answer: B

Section:

QUESTION 79

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

Correct Answer: C

Section:

QUESTION 80

Get Cloudy Consulting is implementing an equity management solution for one of its financial clients. The solution will enable the external independent financial researchers to collaborate with internal portfolio control staff in a private Chatter group.

What should the Experience Cloud consultant recommend to meet the requirements for both personas?

- A. Give external researchers and internal staff access to the main org.
- B. Create a portal for external researchers and give internal staff access to the portal.
- C. Create a portal for external researchers and give internal staff access to the main org.
- D. Create a portal for external researchers and create an app for internal staff.



Correct Answer: C

Section:

QUESTION 81

Universal Containers (UC) has hired UX designers to help improve brand recognition and has a new style guide it needs to implement to unify branding across all of its Experience sites. What should UC do to accomplish this?

- A. Create a custom theme to apply to all Experience sites.
- B. Reference a shared Bootstrap CSS file in all of the sites.
- C. Create a custom template to apply to all Experience sites.
- D. Send the style guide to Experience managers to implement.

Correct Answer: D

Section:

QUESTION 82

Bloomington Caregivers (BC) has created a customer Experience site using Experience Cloud that gives customers the ability to pay this, manage appointments, and open cases with support. BC also has a partner Experience site on Experience Cloud. The company's leadership has now decided to extend access to the customer Experience site to its partners and internal Salesforce users so they can collaborate more effectively.

What is the recommended way to add partners and internal users to the customer Experience site?

- A. Create business accounts for partners and internal users, enable the accounts as customers, and then create users under these accounts by creating contacts.

- B. Configure SSO between the partner site and customer site so partners get access. Also configure SSO between internal org and the customer site so internal users get access to the customer site.
- C. Add the existing partner profiles and internal user profiles to the customer Experience site; this will automatically give users access to the customer site.
- D. Enable the partner accounts and the internal accounts as customers; the users under these accounts will then automatically get access to the customer site.

Correct Answer: C

Section:

QUESTION 83

Ursa Major Solar (UMS) has business and person accounts in its Salesforce org. UMS has partner portals created for its Silver partners, DreamHouse Realty (DR) and Cloud Kicks (CK). UMS's Experience team is creating users for its partners. DR and CK users do not require access to opportunities, leads, and campaigns.

What are the two considerations for creating partner users and granting access?

Choose 2 answers

- A. Only business accounts can be created as partner users
- B. Assign Partner Community license to partner users.
- C. Assign Customer Community Plus license to partner users.
- D. Only person accounts can be created as partner users.

Correct Answer: B, C

Section:

QUESTION 84

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.

Correct Answer: A

Section:

QUESTION 85

Cloud Kicks (CK) wants to create a public site to recruit potential volunteers. Volunteering 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

Correct Answer: D

Section:

QUESTION 86

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

Correct Answer: A
Section:

QUESTION 87

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

Correct Answer: B
Section:

QUESTION 88

DreamHouse Realty (DR) plans to invite individuals from several new companies to its Broker Portal and would like to differentiate the user experience for each company. Which three options should the DR system administrator use to personalize the look and feel of the portal for each new brokerage? Choose 3 answers

- A. Branding Sets
- B. Audience Sets
- C. Page Variations
- D. Audience Targeting
- E. Partner User Roles

Correct Answer: A, C, D
Section:

QUESTION 89

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.

Correct Answer: B
Section:

QUESTION 90

DreamHouse Realty (DR) is designing a digital experience for its global real estate team. The realtors will need access to Knowledge, reports and dashboards, and Leads coming in from the website. Leads are converted to Opportunities by an internal DR deal desk.

Which license type meets this requirement?

- A. Customer Community Plus
- B. Customer Community
- C. Partner Community
- D. Channel Account

Correct Answer: C

Section:

QUESTION 91

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.

Correct Answer: D

Section:

**QUESTION 92**

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

Correct Answer: A

Section:

QUESTION 93

Ursa Major Solar (UM5) works with local installation companies. The installers need to collaborate with their co-workers as well as with UMS staff.

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

- A. Portal User Visibility
- B. Site User Visibility
- C. Guest User Visibility
- D. Community User Visibility

Correct Answer: B

Section:

QUESTION 94

The Universal Containers Experience Cloud admin needs to move a site from one production org to another production org that it is not directly connected to. What is the recommended choice for moving the site from one org to the other?

- A. Deployment via Metadata API
- B. Publication via Experience Builder
- C. Deployment via Change Set
- D. Lightning Bolt Export and Installation

Correct Answer: D

Section:

QUESTION 95

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

Correct Answer: A

Section:

QUESTION 96

Ursa Major Solar would like to expose the custom object SolarPanels to its customer portal. This particular object contains 150 fields, and a majority of the fields are technical codes and internal information. How should the administrator limit the fields available in the customer portal?

- A. Utilize CSS overrides to hide unwanted fields.
- B. Create a page variation for the customer portal to hide unwanted fields.
- C. Use Field-Level Security to remove access to the unwanted fields.
- D. Utilize the Developer Console with coding to hide unwanted fields.

Correct Answer: C

Section:

QUESTION 97

Ursa Major Solar wants to give customers the ability to add authorized users to view usage, billing, and payment history. Which permission should be granted to customers to add authorized users?

- A. Delegated External User Administrator
- B. View and Manage Users
- C. Modify All for Usage, Billing, and Payment History
- D. View Content in Portals



Correct Answer: A

Section:

QUESTION 98

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.

Correct Answer: C

Section:

QUESTION 99

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.



Correct Answer: D

Section:

QUESTION 100

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)

Correct Answer: D

Section:

QUESTION 101

Cloud Kicks (CK) wants to use its existing single sign-on (SSO) Identity Provider with its new Experience Cloud site.

CK wants to use the Just-in-Time Provisioning feature for Experience Cloud.

Which value is required in the user type?

- A. Standard

- B. Username
- C. Entity ID
- D. Federation ID

Correct Answer: D

Section:

QUESTION 102

Cloud Kicks (CK) is in the process of updating and retiring multiple Experience Cloud sites on its one org. What should CK consider before taking action as it inactivates and brings on new sites?

- A. Each org can have up to 100 Experience Cloud sites; preview sites don't count toward that limit.
- B. Each org can have up to 100 Experience Cloud sites; preview sites count toward that limit but inactive sites do not.
- C. Each org can have up to 100 Experience Cloud sites; active, preview, and inactive sites all count toward that limit.
- D. Each org can have up to 100 Experience Cloud sites as long as they are active.

Correct Answer: C

Section:

QUESTION 103

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



Correct Answer: C

Section:

QUESTION 104

Northern Trail Outfitters (NTO) is punning to create an HR help desk for Its employees. IT recommends using Experience Cloud to build the HR help desk app Whet should NTO consider when building the MR help desk app?

- A. HR user profiles is only available in Enterprise and Performance Editions with HR permission set license.
- B. MR user profile is only available in Employee Cloud with Employee permission set license.
- C. The HR help desk app can centralize Chatter from all related active Experience Cloud sites in the org.
- D. The HR help desk app can centralize knowledge and self service in to one experience site.

Correct Answer: C

Section:

QUESTION 105

Cloud Kicks has noticed its new Experience Cloud site is taking a long time to load. Which tool should the system administrator use to troubleshoot the problem?

- A. Salesforce Community Page Optimizer
- B. Lightning Page Maximizer
- C. Experience Cloud Performance Profiler
- D. Cloud Network Optimization Bolt

Correct Answer: A

Section:

QUESTION 106

Which three topic types can be used in an Aura site?

Choose 3 answers

- A. Content Topic
- B. Standard Topic
- C. Featured Topic
- D. Navigational Topic
- E. Deleted Topic

Correct Answer: A, C, D

Section:

QUESTION 107

Which two Community licenses allow records to be shared with a criteria-based sharing rule?

Choose 2 answers

- A. Partner Community
- B. Customer Community
- C. Customer Community Plus
- D. Customer Portal

Correct Answer: A, C

Section:

QUESTION 108

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 is considering using the Customer Service template for the site and External Apps license for the customers.

Which limitation could cause a potential issue for UC?

- A. External Apps license does NOT allow self-registration.
- B. External Apps license does NOT allow access to custom objects.
- C. External Apps license does NOT allow access to cases.
- D. External Apps license does NOT download documents out-of-the-box.

Correct Answer: A

Section:

QUESTION 109



Ursa Majer Solar (UMS) would like authenticated Experience Site users to see cases, quotes, contracts, and Knowledge articles appear in search results, but the Search Results component is only returning Knowledge articles. How should UMS configure its search results to yield the desired results?

- A. In Salesforce Setup, under the Experience Site users' profile, adjust the system permissions to allow for multiple objects in search results.
- B. On the Search page, switch the Search Results component with Global Search Results and select the appropriate objects in the property editor.
- C. On the Search page, select the appropriate objects in the property editor for the Search Results component.
- D. On the Home page, in the property editor for the Hero component, adjust the Hero Type to 'Call to Action' instead of 'Search'.

Correct Answer: D

Section:

QUESTION 110

Northern Trail Outfitters has an Experience Cloud site using the Customer Service template. They have noticed that many questions take a long time to receive a response or go completely unanswered. Which functionality would allow questions to get internal visibility?

- A. Enable Escalate to Case.
- B. Limit the number of questions posted per day.
- C. Tell users to submit a case for unanswered questions.
- D. Create moderators for each topic.

Correct Answer: A

Section:

QUESTION 111

Ursa Majer Solar (UMS) wants to give its partners the content, data, and tools they need to sell more solar panels. Which three Partner Relationship Management features should the system administrator utilize on UMS's site? Choose 3 answers

- A. Content Flagging
- B. Service Console
- C. Deal Registration
- D. Lead Distribution
- E. Market Development Fund

Correct Answer: C, D, E

Section:

QUESTION 112

What is the most efficient way that a Salesforce Admin can create a single Experience Cloud Site user from a Contact?

- A. Enable the Account as a Customer Account so all Contacts in that Account become Customer users.
- B. Email the Contact a link to the Self-Registration page for the site.
- C. Use Data Loader to add the Contact in Salesforce as a Customer user.
- D. Enable the Contact in Salesforce as a Customer user.

Correct Answer: D

Section:

QUESTION 113

The administrator of the Universal Containers customer site has been making changes in a sandbox and needs to push the changes to production. The administrator is comfortable with point and click changes but is not comfortable with managing code or more technical items.

How should the administrator ensure the changes make it accurately to production?

- A. Use the ExperienceDeploy API to push the site to production.
- B. Use Dataloader to migrate the site from sandbox to production.
- C. Rebuild the site from scratch in production.
- D. Create a change set, upload it to production, and deploy the change set.

Correct Answer: D

Section:

QUESTION 114

Cloud Kicks (CK) has a subscription model to send new sneakers to customers every month. Customers log in to the CK site, where they can manage their accounts, manage and create cases, and submit refund claims. CK also provides access to articles from its Knowledge base.

Which template should CK use to give customers the access they need?

- A. Build Your Own
- B. Microsite
- C. Help Center
- D. Account Portal

Correct Answer: D

Section:

**QUESTION 115**

The system administrator at Cloud Kicks (CK) has deactivated their Experience Cloud site to do some maintenance and cleanup.

How should the administrator ensure that CK customers do NOT receive a welcome email when the site is once again active?

- A. Use the new Service Not Available (SNA) feature.
- B. Use Data Loader to remove all members' email addresses.
- C. Disable the Send welcome email checkbox for the site.
- D. Remove all profiles from the site's membership and add them again after the site is activated.

Correct Answer: C

Section:

QUESTION 116

Cloud Kicks (CK) wants potential customers to use self-registration to sign up and gain access to its new site. CK uses Person Accounts for its customers.

How should the CK system administrator configure self-registration?

- A. Leave the Account field blank.
- B. Create a trigger on User to convert the Contact to a Person Account.
- C. Set the profile to the standard Person Account profile.
- D. Create a flow to convert the Contact to a Person Account.

Correct Answer: C

Section:

QUESTION 117

AW Computing is using the Build Your Own (LWR) template to create a site for its customers. The site will showcase blog posts written by AW Computing thought leaders. Which component should the site creator use to dynamically populate the site with blog posts as new ones are added?

- A. CMS Connect (JSON)
- B. CMS - Single
- C. Grid component with CMS Collections
- D. Grid component with list.views

Correct Answer: C

Section:

QUESTION 118

No More Homelessness (NMH) recently launched a public site. The Support team has received feedback that some of the articles aren't showing up in the search results for unauthenticated or guest users. How can NMH ensure that articles are shared with all guest users?

- A. Select 'Visible in Public Knowledge Base' at the article level.
- B. Create a custom permission set for Public access.
- C. Select 'Public' organization-wide default for the article type at the org level.
- D. Create a custom profile for Public access.

Correct Answer: C

Section:

QUESTION 119

Universal Containers (UC) is implementing a community for its retailers. How can UC give retail store managers access to the records owned by their peers and subordinates?

- A. Put retail managers in a manager role.
- B. Set OWD to public, and manage access via Apex Sharing.
- C. Email retail managers best practices on how to manually share data.
- D. Give retail managers Super User access.

Correct Answer: D

Section:

QUESTION 120

Ursa Major Solar (UMS) is using the Customer Account Portal template where both customers and employees can log in to view information about the company. UMS would like the Home page to showcase internal resources at the top for its employees, and would like self-help resources to be available for logged-in customers. UMS wants to exclude employee resources from the layout of the Home page when customers are logged in. Which functionality should UMS utilize to showcase the Home page in different ways?

- A. Case Feeds
- B. Page Variations
- C. Sharing Sets



D. Developer Console

Correct Answer: B

Section:

