

Exam Questions Experience-Cloud-Consultant

Salesforce Certified Experience Cloud Consultant (SU21)

<https://www.2passeasy.com/dumps/Experience-Cloud-Consultant/>



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

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. What should NTO consider when building the HR help desk app?

- A. HR user profiles are 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.

Answer: C

NEW QUESTION 3

Ursa Major Solar (UMS) is planning to build a portal for its partners. Among other things, UMS will be distributing leads to its partners in the portal.

Which standard component can UMS leverage if it elects to use Partner Central template?

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

Answer: B

NEW QUESTION 4

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 Communicates settings and features.

Answer: ABD

NEW QUESTION 5

Partners at Universal Containers (UC) have given feedback that it takes too long for administrators to create new users or reset passwords for partner employees.

What should be done to help UC with user management?

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

Answer: D

NEW QUESTION 6

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

Which Experience Cloud functionality should UMS use to accomplish this?

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

Answer: D

NEW QUESTION 7

Which three considerations should be made when using Criteria-Based Audiences? Choose 3 answers

- A. Components in the template header and footer sections cannot be assigned to an audience.

- B. Salesforce must be contacted if you need to use the domain criteria in sandbox or Developer Edition orgs.
- C. Up to 2,000 audiences can be created.
- D. Domain criteria are not available in sandbox or Developer Edition orgs.
- E. Record Type criteria cannot be assigned to a component.

Answer: ADE

NEW QUESTION 8

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 9

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 10

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

Answer: A

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 14

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

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

Answer: A

NEW QUESTION 18

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.

Answer: AC

NEW QUESTION 21

Universal Containers (UC) wants to create a do-it-yourself site for its existing and prospective customers. The site will contain articles, belong 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

Answer: CD

NEW QUESTION 24

Bloomington Caregivers (BC) wants to streamline back-end processes and workflows for its employees. BC recently learned about lightning Bolt solutions for employees at a world tour event.

Where should BC look for potential Lightning Bolt solutions?

- A. Salesforce AppExchange
- B. Salesforce Accelerator Directory
- C. Salesforce Accelerator Catalog
- D. Salesforce Connect

Answer: C

NEW QUESTION 27

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

What should CK do to get the best performing site?

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

Answer: D

NEW QUESTION 30

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

Answer: B

NEW QUESTION 35

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

What should be done to resolve the issue?

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

Answer: C

NEW QUESTION 40

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.

Answer: C

NEW QUESTION 44

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

Answer: B

NEW QUESTION 49

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

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

Answer: C

NEW QUESTION 52

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 56

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 57

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 62

Universal Containers (UC) maintains multiple customer experiences, but only one profile for all customer users. No customer has access to more than one experience. Which two steps should the UC admin take to grant access to each customer? Choose 2 answers

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

Answer: AB

NEW QUESTION 66

Universal Containers (UC) has a B2C customer department that uses person accounts to track and manage all B2C customers. UC has set up a B2C site using Salesforce Experience Cloud. The VP of B2C business wants to enable self-registration on the portal so customers can create their own user accounts. What should the Experience Cloud consultant at UC recommend so that the new users self-registering on the B2C site are captured as person accounts in Salesforce?

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

Answer: B

NEW QUESTION 68

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) has a B2C customer department that uses person accounts to track and manage all B2C customers. UC has set up a B2C site using Salesforce Experience Cloud. The VP of B2C business wants to enable self-registration on the portal so customers can create their own user accounts. What should the Experience Cloud consultant at UC recommend so that the new users self-registering on the B2C site are captured as person accounts in Salesforce?

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

Answer: D

NEW QUESTION 77

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

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

Answer: AD

NEW QUESTION 79

Cloud Kicks (CK) wants to organize content on its site so that users can easily search and browse 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

Answer: ABD

NEW QUESTION 81

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

Answer: C

NEW QUESTION 85

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 87

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 88

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.

Answer: BCD

NEW QUESTION 90

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 92

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 96

A consultant is setting up an experience for a client in a new org. The client insists on using standard profiles for external users.

Which step is required in order to use standard profiles in an experience?

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

Answer: A

NEW QUESTION 98

Insightopia is planning to create a high-performance site for its partners. The Home page will feature multiple custom component that will provide insights and trends along with near real-time updates.\Which template should Insightopia consider for its site?

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

Answer: C

NEW QUESTION 100

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

Answer: CDE

NEW QUESTION 102

DreamHouse Reality (DR) is looking to enter the insurance business. After discussing with business advisor. DR has decided to use independent agents to manage claims.

Which two feature are available for DR to implement a solution involving insurance agent persona? Choose 2 answers

- A. Financial Services Community permission set license
- B. Insurance Agent Portal Lightning template
- C. Financial Services Lightning template
- D. Insurance agent permission set license

Answer: AB

NEW QUESTION 104

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 106

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 mam 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.

Answer: C

NEW QUESTION 107

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

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

Answer: ABC

NEW QUESTION 108

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

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

Answer: C

NEW QUESTION 112

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

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

- A. Visible to Partner
- B. Visible to Customer

- C. Visible to Public Knowledge Base
- D. Visible to Anyone

Answer: C

NEW QUESTION 116

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

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

Answer: B

NEW QUESTION 119

Recently, Ursa Major Solar (UMS) decided it no longer wants to utilize Data Categories to control article visibility for its customer portal. UMS's users will need to be logged in to the portal in order to view any Knowledge articles.
Outside of Data Categories, what is another way UMS can control Knowledge article visibility?

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

Answer: A

NEW QUESTION 122

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

Answer: D

NEW QUESTION 127

Ursa Major Solar (UMS) would like to render a header and footer from an external content management system into its customer portal.
Which feature should UMS use to accomplish this?

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

Answer: D

NEW QUESTION 128

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