Exam Questions Experience-Cloud-Consultant

Salesforce Certified Experience Cloud Consultant (SU21)

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NEW QUESTION 1
Northern Trail Qutfitters would like to display a different Hero component on the Home page for United States and EMEA.
How should an administrator accomplish this?

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

Answer: D

NEW QUESTION 2
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 3
The Salesforce Administrator at Ursa Major Solar is trying to create a partner user for their Partner Community that was built using Salesforce Experience Builder.
However, the admin is not able to create it from the contact record.
What could be two reason causing this issue? Choose 2 answers

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

Answer: AC

NEW QUESTION 4
The Experience Cloud site manager of Cloud Kicks has enabled reputation for its community members, As per the recommendation given by the Experience Cloud consultant, a decision was made to use the out of the box features.
Which two things happen automatically when the site manager enables automation? Choose 2 answers

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

Answer: CD

NEW QUESTION 5
To which three objects can the Partner Super User access be applied? Choose 3 answers

A. Opportunities
B. Accounts
C. Cases
D. Custom Objects
E. Campaigns

Answer: ACD

NEW QUESTION 6
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 C

Answer: B

NEW QUESTION 7
Ursa Major Solar would like to use three Record Detail components on a page to display object details for the Account, Case, and Opportunity objects for the user who is logged in to the company's portal. When they drop the components on the page, they are not getting the desired results.
What is causing this issue?

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

Answer: A

NEW QUESTION 8
Universal Containers (CU) has been using Salesforce to manage its sales and service processes. UC also an Experience Cloud site to interact with its customers. UC has now acquired Cloud Kicks (CK) Retail to grow its business, CK also uses Salesforce and a self-service site built on the experience Cloud to allow its customers to log support requests. UC now wants its customers to be able to use CK's self-service site so they can have a more integrated experience.
What should an Experience Cloud consultant recommend so that UC's can log in to CK;s site?

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

Answer: C

NEW QUESTION 9
What are two Salesforce recommendations for setting up partner roles in large orgs? Choose 2 answers

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

Answer: BC

NEW QUESTION 10
Universal Containers (UC) has a customer portal so that customers can manage their shipping. UC has several sharing rules in place and leverages the External Account Hierarchy to assist with data access. One of UC's large customers, Cloud Kicks, has recently acquired Northern Trail Outfitters. Sales wants to merge these two accounts, but they are getting an error.
What could be the cause of the error?

A. Accounts with active Experience Cloud users cannot be merged with another accoun
B. Pencil & Paper
C. The user trying to merge the accounts does not have the Merge Portal Roles permission.
D. The user trying to merge the accounts does not have the System Administrator profile.
E. Accounts used in an External Account Hierarchy cannot be merged with another account.

Answer: D

NEW QUESTION 10
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 14
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.

Answer: CD

NEW 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

Answer: D

NEW QUESTION 19
A consultant is asked to set up a new experience using the Customer service template. The articles from an existing knowledge base must be exposed in the new site.
What are the two ways the consultant should associate the articles with topics? Choose 2 answers

A. Select the appropriate topics on the Knowledge tab within Lightning Experience.
B. Allow guest users to tag displayed articles with relevant topics on a public page.
C. Establish automatic topic assignment of topics to specified data categories within WorkSpaces.
D. Manually add one or more topics to each article within Workspaces.

Answer: CD

NEW QUESTION 22
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.

Answer: B

NEW QUESTION 24
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. ExperinceBundle 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 25
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 lo
D. SRS ES?
E. CK should provision CDN in those regions where traffic is low and activate CDN where traffic is high.

Answer: C

NEW QUESTION 28
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

Answer: ABD

NEW QUESTION 31
In which two ways can Opportunities with a Community User be shared? Choose 2 answers Calculator

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

Answer: AD

NEW QUESTION 32

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.

Answer: CD

NEW QUESTION 37
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.
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 41
Cloud Kicks (CK) uses SSO (Single Sign-on) for its customer portal. The customer portal is built on the Customer Service template which uses LDS (Lightning Design System) and has public pages that use Lightning Web Components. CK gas also set up the Salesforce Content Delivery Network (CDN) for its domain, which CK is planning to change.

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

Answer: B

NEW QUESTION 46
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 50
Ursa Major Solar (UMS) wants to differentiate between the leads created by partners and the leads created by its own Sales team. All lead records are shared with partners: however, some of the information captured by the Sales team on the lead record should not be shared with partners.
Which two steps should UMS take at a minimum in order to meet the requirement? Choose 2 answers

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

Answer: AD

NEW QUESTION 55
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

Answer: ACD

NEW QUESTION 60
What is a prerequisite for creating a user that has a Partner Community license?

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

Answer: C

NEW QUESTION 62
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 65
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.

Answer: A

NEW QUESTION 68
Get Cloud Consultant (GCC) is implementing a Salesforce- based solution for a global coffee brand. The coffee company works with agrp research and coffee growers from around the work. These researcher will submit their recommendation in the system which will go through an approval process before reaching coffee growers who will ultimately use those recommendation during cultivation.
The Design team estimates the need for at least 20 custom objects given that the coffee company plans to use Salesforce to also manage incentives.
Compensations, distribution, and projections.
Which user license Should GCC recommend for the researchers?

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

Answer: B

NEW QUESTION 73
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/profil
B. ee2) View the partner account contac
C. Single Book3) Select Manage External User.4) Select Enable Partner User.5) Save.
D. 1) View the partner account contact.2) Select Manage External Use
E. Multiple Books3) Select Enable Partner Account.4) Edit the user record to assign the correct role and profile.5) Save.
F. 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.
G. 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.

Answer: C

NEW QUESTION 78
Bloomington Caregivers (BC) intends to launch a company-wide project to create personalized experiences for its providers, vendors installers, and patients. BC's business processes and workflow flow industry standards and common practices, mostly driven by compliance and regulatory mandates.
What should BC closely into during the evaluation phase?

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

Answer: C

NEW QUESTION 81
Zephyrus Relocation Services (ZRS) plans to build a portal for its partners. The portal needs to show company information and brand details on the Account Management page.
Which templates should ZRS consider to build the portal? Choose 2 answers

A. Help Center
B. Partner Central
C. Customer service

D. Build Your Own

Answer: BC

NEW QUESTION 84
Universal Containers' (UC) Salesforce org uses SAML 550 with a third-party identity provider for internal user authentication. UC now wants to extend this capability for Experience Cloud site users as well.
What should the UC administrator ensure in order to successfully implement SAML 550 for the Experience Cloud site?

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

Answer: C

NEW QUESTION 87
Universal Containers (UC) is building a digital experience for its customers that supports custom case management and commerce solutions. These custom solutions each require more than 10 unmanaged custom objects that would be utilized by customers.
Which two license types have single SKUs that would support this requirement for UC customers? Choose 2 answers

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

Answer: CD

NEW QUESTION 92
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 94
No Moré Homelessness (NMH) is about to create a public site for volunteers where they will be able to sign up for volunteering opportunities at local events. Each registration will result in a record being created for a custom Event Registration object.
Which three considerations should NMH keep in mind for records created by guest users? Choose 3 answers

A. Queues cannot be assigned as owners of records created by guest users.
B. When possible, one should create and assign queues as owners of records created by quest users.
C. Setting the default owner for records created by guests is an option in Experience Cloud sites.
D. Default owner does not need Read/Write access to view the records created by guest users.
E. Any active user in an org can be assigned as the default owner of records created by guest users.

Answer: BCE

NEW QUESTION 99
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 100
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

Answer: AD

NEW QUESTION 105
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