Salesforce

Exam Questions Experience-Cloud-Consultant

Salesforce Certified Experience Cloud Consultant (SU21)

NEW QUESTION 1
Northern Trail Outfitters (NTO) offers a new product that is different in North America, EMEA, and Asia Pacific regions, Pages have been created and publish for this product. The site manager has applied criteria to ensure visibility for these product are applied as per the requirement for each region. NTO further wants to control the users who see a specific page of this product settings its visibility.
Which three visibility options available in Experience Cloud? Choose 3 answers

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

Answer: ABC

NEW QUESTION 2
Which step does the system administrator have to take to create a partner user?

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

Answer: B

NEW QUESTION 3
Universal Containers' (UC) Salesforce org uses SAML 550 with a third-party identity provider for internal user authentication. UC now wants to extend this capability for Experience Cloud site users as well.
What should the UC administrator ensure in order to successfully implement SAML 550 for the Experience Cloud site?

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

Answer: C

NEW QUESTION 4
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,

Answer: AC

NEW QUESTION 5
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.

Answer: C

NEW QUESTION 6
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 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 has Contact and Account objects set to Public Read Only for internal users, but an Experience Cloud users is not able to view Contacts and accounts.
How should you fix this issue?

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

Answer: C

NEW QUESTION 9
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 Expence 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 acces
C. Also configure SSO between internal org and the customer site so internal users get access to the customer site.
D. Add the existing partner profiles and internal user profiles to the customer Experience site; this will automatically give usersaccess to the customer site.
E. Enable the partner accounts and the internal accounts as customers; the users under these accounts will then automatically gam access to the customer site.

Answer: C

NEW QUESTION 10
Northern Trail Outfitters (NTO) offers a new product that is different in North America. EMEA, and Asia Pacific regions. Pages have been created and published for this product. The site manager has applied criteria to ensure that visibility for these product pages are applied as per the requirements for each region. NTO further wants to control the users who see a specific page of this product by setting its visibility.
Which three visibility options are available in Experience Cloud? Choose 3 answers

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

Answer: ADE

NEW QUESTION 10
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 14
Ursa Major Solar (UMS) noticed that quest users are unable to see images on its customer portal. Which setting should UMS enable in order for quest 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 19
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 22
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 27
Which step denotes the completion of an Experience Cloud site setup?

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

Answer: B

NEW QUESTION 31
Northern Trail Outfitters (NTO) is planning to create an HR desk for its employees. The Technology team recommend using Experience Cloud to build the HR help desk app.
What should NTO consider when building the HR desk app?

A. HR user profile is only available in Employee Cloud with Employee permission set license.
B. In order to protect employee privacy, the HR help desk app should be created in a different org than the main org.
C. In order to leverage organizational structure, the HR help app must be created in the main org.
D. HR user profile is only available in Enterprise and Performance Editions with HR permission set license.

Answer: C

NEW QUESTION 34
Cloud Kicks (CK) wants to create a public site to recruit potential volunteers. Volunteenng events are stored in a custom VolunteeringEvent object.
How can CK give guest users access to a custom object?

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

Answer: D

NEW QUESTION 35
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 36
Universal Containers is implementing a customer community.
What sharing mechanism should be used to allow customers to view their own cases even after those cases are assigned to a support agent?

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

Answer: B

NEW QUESTION 38
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 43
Northern Trail Outfitters (NIO) is considering how to manage its accounts for the B2B portion of its business. NIO uses person accounts for its B2C business, and business accounts with related contacts for its B2B business. NTO has several B2B customer accounts that are very large. These accounts have child accounts that represent departments and opportunities at the department level that will need to be visible to users at the parent account level. NTO has Customer Community Plus licenses.
How should NTO manage its accounts in its Partner Community?

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

Answer: D

NEW QUESTION 45
Which three permissions are included for a delegated administrator? Choose 3 answers

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

Answer: ADE

NEW QUESTION 46
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

Answer: ABC

NEW QUESTION 47
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
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 51
Northern Trail Qutfitters has a network of resellers who are Partner Community users. One of the resellers has requested that their parent company get View access to cases created by their child companies.
Which functionality will meet the requirement best?

A. Manually share cases.

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

Answer: C

NEW QUESTION 53
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 57
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 61
Universal Containers has implemented Chat, but agents are complaining that they have to capture several pieces of information before being able to service the customer.
What should an administrator do to capture information upfront on the Experience site?

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

Answer: D

NEW QUESTION 63
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 66
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 71
DreamHouse Realty (DR) recently created a site for potential buyers. DR has a rich knowledge base organized in data categories and now plans to make those Knowledge articles available to site users.
Which two steps does DR need to take in order to ensure that new articles show up in the site on an ongoing basis without manual intervention?
Choose 2 answers

A. Map articles to Content Topics.
B. Map topics to data categories.
C. Enable "Share on Sites" setting.
D. Enable "Automate Topic Assignment" setting.

Answer: BD

NEW QUESTION 76
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 77
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