Experience-Cloud-Consultant Dumps

Salesforce Certified Experience Cloud Consultant (SU21)

https://www.certleader.com/Experience-Cloud-Consultant-dumps.html

NEW QUESTION 1
Northern Trail outfitters (NTO) aims to provide personalization by encouraging its individual customers to self-register in its B2C Experience site. NTO is not looking to create a placeholder account.
NTO Experience consultant has set up self-registration in its Login and Registration pages. NTO's site manager has configured the Allow external users to self-register'' option. NTO uses Customer Community Plus Licenses.
Which two steps are needed to complete self-registration in NTO's Experience site? Choose 2 answers

A. Ensure that the Account field is empty in the registration section.
B. Contact Salesforce Customer Support to enable Communities Self Registration Controller.
C. Ensure that the Contact field is empty in the registration section.
D. Contact Sales customer Support to enable Person Accounts.

Answer: AD

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

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

Answer: B

NEW QUESTION 3
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. Mow 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.

Answer: C

NEW QUESTION 4
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 5
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.

Answer: BD

NEW QUESTION 6
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

Answer: B

NEW QUESTION 7
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

Answer: ABE

NEW QUESTION 8
Universal Containers (UC) wants to build a product registration site to allow guest users to register a product.
The functionality will involve a multi-step flow.
How should UC enable the guest user to run the flow?

A. Assign a single screen to multi-step flow and give the guest user access via page layout.
B. Save the flow with the "System Context Without Sharing—Access All Data" option.
C. Set the "Enable Lightning Flows for Guest User" toggle option to ON in Setup.
D. Convert multi-step flow into individual flows and give the guest user access to each flow separately.

Answer: A

NEW QUESTION 9
Which component can be embedded into an Experience Cloud site to start conversations with customers using the channels they prefer?

A. Channel Menu
B. Chat
C. Service Your Way
D. Service Console

Answer: A

NEW QUESTION 10
DreamHouse Realty (DR) has active participation of home owners and prospective buyers in its Experience Cloud site that uses Chatter. Recently, DR observed a significant number of comments being marked as spam. OR's Salesforce and Security teams did further analysis and identified the posts made by the spammers. OR's Management team has decided to remove all the spammers' posts and comments from the Experience Cloud site.
What should the Experience Cloud consultant recommend to remove them?

A. Utilize the Insights reports by creating and using a custom action to remove all the spammers' posts and comments.
B. Submit a high-priority case with Salesforce Support to remove all of the spammers' posts and comments.The site will be under maintenance state until resolution.
C. Experience Cloud site managers, moderators, and admms work together to remove all the spammers' posts and comments manually.
D. Enable Experience Cloud Einstein features to remove all the spammers" posts and comments as a background action.

Answer: A

NEW QUESTION 10
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 11
A consultant for Cloud Kicks (CK) is asked to build a site for CK customers. As part of this site, a custom object will be used to manage customer subscriptions. These subscriptions will need to leverage advanced sharing rules to ensure that only appropriate customers can see these subscriptions.
Which two user license types should be granted to customers to support this sharing requirement? Choose 2 answers

A. Partner Community User
B. Customer Community Login User
C. Customer Community User
D. Customer Community Plus Login User

Answer: BD

NEW QUESTION 14
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 15
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 a 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. Calculator
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.

Answer: D

NEW QUESTION 17
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 20
An administrator for Cloud Kicks wants to create a new partner user for an existing site.
Which step does the administrator need to perform right before providing user details and saving the user record?

A. Click "Manage Partner User" on the Contact detail page, then click "Enable Customer User".
B. Click "Manage Partner User" on the Account detail page, then click "Enable Partner User".
C. Click "New" on the User Setup page in Lightning Experience.
D. Click "Manage External User" on the Contact detail page, then click "Enable Partner User".

Answer: D

NEW QUESTION 22
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 26
Cloud Kicks (CK) is using audience targeting to display pages and components to certain users based on their assigned audience. The New York City account contain multiple departments; all of which belong to that account. One of the page virtualization of the Home page of CK's Experience Cloud site a assigned to the New York City audience. CK also has a Rich Content Editor component within this Home page that is assigned inly to the Legal Department audience.
Who will be able to see the Rich Content Editor component?

A. New York City audience members with the Legal Department sharing set
B. Members that are part of both the New York City audience and the Legal Department audience
C. All Cloud Kicks Experience Cloud site members
D. All New York City audience members.

Answer: B

NEW 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.

Answer: CD

NEW QUESTION 32
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 34
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 35
The Experience Cloud manager has been asked to ensure that a Knowledge article Is visible to Internal Salesforce users, unauthenticated visitors to the site, and third-party authenticated users.
Which two settings need to be configured on the draft article before it is published? Choose 2 answers

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

Answer: AD

NEW QUESTION 39
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

Answer: D

NEW QUESTION 43
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 44
Universal Containers (UC) works with regional partners to sell localized products. UC Is actively accepting new partner applications in certain regions. Partners can only apply using uCs referral program, and the application form in certain regions can potentially contain a varying degree of sensitive information. The list of existing partners must not be shared with the general public.
What should the Experience Cloud consultant recommend?

A. Create an app for the Internal business development team and allow them to generate token-based referral links for existing partners In their region.
B. Create a public site for existing partners and allow them to generate token-based referral links for prospect partners.
C. Create a public site for prospect partners, show them a nondisclosure agreement, and allow them to fill out on application form on the site.
D. Create an authenticated digital experience for partners and allow them to refer other partners in their region.

Answer: D

NEW QUESTION 49
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 53
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 58
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 61
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.

Answer: BC

NEW QUESTION 66
What are three valid topic types? Choose 3 answers

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

Answer: ABD

NEW QUESTION 71
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

Answer: D

NEW QUESTION 76
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 80
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 83
A consultant needs to leverage ExperienceBundle for a deployment but is unable to view it. What is the most likely cause for this issue?

A. The experience has not yet been published.
B. A change set containing the Network needs to be deployed.
C. The "Enable ExperienceBundle Metadata API" setting needs to be checked.
D. A custom Experience template needs to be created.

Answer: C

NEW QUESTION 84
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

Answer: B

NEW QUESTION 86
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.

Answer: D

NEW QUESTION 89
The system administrator at Get Cloudy Consulting is trying to import Customer Portal users to the newly created Experience Cloud. However, the import failed.
What could be two reasons for this failure? Choose 2 answers

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

Answer: AD

NEW QUESTION 93
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 97
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 101
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.

Answer: A

NEW QUESTION 103
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 105
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 107
A manager at Ursa Major Solar is responsible for creating and editing only the community users for the Partner Community they have recently set up using Experience Cloud. However, the manager is able to make organizational changes to the user records of the internal users as web.
What could be the possible issue here?

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

Answer: A

NEW QUESTION 109
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 111
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 116

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

Answer: A

NEW QUESTION 119
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 124
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.

Answer: C

NEW QUESTION 125
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 128
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

Answer: ACD

NEW QUESTION 132
Universal Containers (UC) has a B2C customer department that uses person accounts to track and manage all B?C customers. UC has set up a B2C site using Salesforce Experience Cloud. The VP of B?C 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. A Restrict the Account record type access to Person Account record type only for the Site Guest User, so any account created isby default a person account.

Answer: D

NEW QUESTION 133
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 135
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 139
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.

Answer: BC

NEW QUESTION 144
Universal Containers (UC) updates its Salesforce CMS content often to meet the needs of its customers. The site builder wants to use a template with out-of-the-box components that dynamically update the CMS content on its Experience Cloud site.
Which template should the site builder use?

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

Answer: B

NEW QUESTION 147
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 148
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.

Answer: ABC

NEW QUESTION 153
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 154
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 159
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 161
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.

Answer: C

NEW QUESTION 164
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 account.
B. The user trying to merge the accounts does not have the Merge Portal Roles permission.
C. The user trying to merge the accounts does not have the System Administrator profile.
D. Accounts used in an External Account Hierarchy cannot be merged with another account.

Answer: D

NEW QUESTION 166
Cloud Kicks (CK) advises its diverse set of clients on how to use Experience Cloud. With new regulations taking effect, many of CK's clients want an easy and cost effective way to set up a site and gather their customers' communication preferences.
Mow should CK help compile these preferences?

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

Answer: B

NEW QUESTION 170
Ursa Major Solar (UM5) is evaluating Salesforce Partner Relationship Management (PRM) to help improve its current channel sales performance.
In which two ways can Salesforce PRM help UMS accelerate channel sales? Choose 2 answers

A. Enable partner lead routing
B. Automate partner entitlement assignment in Channel Sales teams
C. Extend automated quoting capabilities to partners
D. Use partner tiering in channel sales hierarchy

Answer: AC

NEW QUESTION 175

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 176
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 179
Universal Containers (UC) works with a large retainer network. UC wants these retailers to start registering deal and work with UC to convert them into sales.
Which user license should the Experience Cloud consultant recommend?

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

Answer: B

NEW QUESTION 181
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 183
Northern Trail Qutfitters (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

Answer: C

NEW QUESTION 185
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 190
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 194
Cloud Kicks (CK) is planning to introduce a User Acceptance Testing (UAT) process to ensure quality. UAT will take place In Partial and Full sandboxes. OC has also set up the Salesforce content Delivery Network (CDN) for its domain in production environment.
What should CK keep in mind about salesforce CDN?

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

Answer: B

NEW QUESTION 199
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 201
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 203
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