Salesforce

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
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 3
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 4
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 5
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 6
Ursa Major Solar is creating an employee experience portal.
Using audience targeting, how should the Experience designer set it up so that different pages in the portal appear to different departments and roles within those departments?

A. By using Location criteria and specifying which IP address applies to each department and domain
B. By using Profile criteria and selecting the Service profile
C. By using Domain criteria and creating custom domains for each department or role to access the portal
D. By using User criteria and selecting appropriate user fields on CRM objects

Answer: D

NEW QUESTION 7
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 8
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 9
Cloud Kicks wants to allow site users to tag site content with custom tags or member-created topics. Which two permissions must be enabled for site users in Setup to accomplish this?
Choose 2 answers

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

Answer: AB

NEW QUESTION 10
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 10
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 13
hat 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 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 17
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 18
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 21
Ursa Major Solar would like its Experience Cloud site's guest users to benefit from the suggestions that come from autocomplete on search terms.
How should the administrator configure this?

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

Answer: C

NEW QUESTION 23
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 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 26
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 27
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 31

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 32

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

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

Answer: C

NEW QUESTION 37

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

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

Answer: B

NEW QUESTION 42

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

Zephynus Relocation (ZRS) plans to launch a public site. ZRS would like to leverage a topic catalog so that site users can see all the organized topics in one place and easily navigate to any topic or subtopic.
Which step is required to set up a topic catalog?

A. Create at least one subtopic and add the More Topic ink link when editing the navigation menu.
B. Create at least one topic along with its subtopic.
C. Enable Topic Hierarchy and create at least one topic with two subtopics.
D. Create at least one topic and add the More Topics,,,, ;link editing the navigation menu.

Answer: A

NEW QUESTION 50

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 52
Universal Containers (CU) is looking to create a site that supports channel sales, leads distribution, and deal registration.
Which template should UC select?

A. Customer Account Portal
B. Help Center
C. Partner Central
D. Build Your Own

Answer: C

NEW QUESTION 53
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 56
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 61
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 62
Northern Trail Outfitter is looking to implement a public Knowledge base. The company has 1, 000 articles stored in an external systems.
Some of the articles are more than 2 years old.
What should a consultant recommend to optimize the public knowledge base?

A. Manually add the top performing articles to Salesforce and select Authenticated Sites as the Channel.
B. Bulk-import all articles to Salesforce and achieve duplicate and outdated articles.
C. Manually add the top performing articles to Salesforce and select the Public Knowledge Base channel.
D. Bulk-import the top performing articles to Salesforce and select the public knowledge base channel.

Answer: B

NEW QUESTION 67
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 68
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 size.
E. Give members Audience Targeting permissions within the Experience site.

Answer: BCD

NEW QUESTION 72
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: B

NEW QUESTION 73
The mission of No More Homelessness (NMH) is to help every homeless person in the best possible manner through its Experience Cloud site. NMH's site manager wants to set up search engine optimization (SEQ) to ensure NMH's public Experience Cloud site is visible to search engines.
Which two practices does the site manager need to do to ensure SEO is implemented successfully? Choose 2 answers

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

Answer: AB

NEW QUESTION 78
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 to be created.

Answer: A

NEW QUESTION 83
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 84
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 87
Ursa Major Solar (UMS) will be creating a partner portal to distributing leads to partners. Partners will also be able to create their own leads in the portal UMS has decided to use Partner Central template.
Which three should UMS take at a minimum In order to meet the requirement?

A. Create a Lead Process for Lead Distribution

B. Create a Lead Queue for Lead Distribution.
C. Enable Allow External Creation'' in Digital Experience settings
D. Configure Lead creation Leadon low Distribution inside PRM Workspace.

Answer: BCD

NEW QUESTION 91
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 96
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 100
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 101
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 103
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 106
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 109

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 111
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 112
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