



Salesforce

Exam Questions Experience-Cloud-Consultant

Salesforce Certified Experience Cloud Consultant (SU21)

NEW QUESTION 1

Universal Containers (UC) is planning to create a portal for its global partner network. Users will be assigned a Partner Community license and a role. Which two things should UC keep in mind when setting up partner roles? Choose 2 answers

- A. Role Hierarchy can only be used if all objects have external OWD set to Private.
- B. The default limit for the number of roles for portals is 50,000 per org.
- C. Unused roles can be deleted.
- D. Once created, roles cannot be deleted.

Answer: BC

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

Universal Containers is looking to onboard three new partners to the community.

- * Each partner have a branded experience containing their colors and logo.
- * Gold and silver partners should have access to the Leads inbox component, but Bronze partners should not.
- * Bronze partners should not have access to the Leas tab.

How should an administrator solve for these requirements?

- A. Create branding sets, audience targeting, and navigation menu targeting.
- B. Create branding sets, audience targeting and a custom Navigation menu component.
- C. Create a separate community for each partner with audience targeting.
- D. Create branding sets, a separate page variation for each partner, and a custom Navigation Menu component.

Answer: A

NEW QUESTION 4

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 5

Ursa Major Solar is utilizing audience targeting for specific components in its portal. Which two considerations regarding audience targeting are true? Calculator Choose 2 answers

- A. You can't assign audiences to the components in the template header and footer sections.
- B. Available domains are created in the Administration workspace and associated with a community through a custom URL.
- C. You can't assign record-based criteria to a component or branding set.
- D. You can only have three audiences.

Answer: AC

NEW QUESTION 6

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 7

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 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

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 10

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

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 13

Dreamscape Flowers recently launched three Experience Cloud sites for North America, Europe, and Asia Pacific regions. The Community managers have installed the Salesforce Communities Management package and are getting useful insights on adoption and engagement.

During the Community managers' weekly meeting, the Community manager for Europe mentioned that the preconfigured Insights reports cannot be used for their Experience Cloud site.

What is the reason for this issue?

- A. The Community manager for Europe does not have System Administrator privileges.
- B. The preconfigured Insights reports need to be modified to meet GDPR requirements.
- C. The Experience Cloud site for Europe is not using Chatter which is needed to use the preconfigured Insights reports.
- D. The Experience Cloud site for Europe has more than a million users.

Answer: AB

NEW QUESTION 15

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 16

Northern Trail Outfitters 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 19

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 23

What is required when creating portal users through Just-Time (JIT) provisioning?

- A. FederationIdentifier
- B. Organization_id
- C. FirstName
- D. User.Role

Answer: B

NEW QUESTION 25

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

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

Answer: AD

NEW QUESTION 29

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 32

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 36

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 37

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 41

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 42

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 43

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 47

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 48

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 53

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 57

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 60

Universal Containers (UC) wants to create a do-it-yourself site for its existing and prospective customers. The site will contain articles, belong manuals, and FAQs. Users will be able to ask questions and answer other users' questions on the site.

Which two Experience Cloud features should UC focus on as it starts building out the site? Choose 2 answers

- A. Public Site Connect
- B. Document Library Model (DLM)
- C. Guest user and public access settings
- D. Content Delivery Network

Answer: CD

NEW QUESTION 64

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 69

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 73

Universal Containers (UC) is building a new self-service site for its large global customer base. Customers will be posting questions, viewing Knowledge articles, downloading warranties, opening tickets, and registering their recent purchases. Purchases are stored in a custom object. UC has decided to use Customer Service template for the experience and Customer Community Plus license for the customers.

Which limitation could cause a potential issue for UC?

- A. Customer Service template does not allow downloading documents out-of-the-box.
- B. Customer Service template does not allow record pages for custom objects out-of-the-box.
- C. Customer Community Plus license does not allow access to custom objects.
- D. Customer Community Plus license allows only up to 2 million users per org.

Answer: D

NEW QUESTION 74

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 76

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 79

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 83

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 84

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 86

Cloud Kicks (CK) is planning to build a social intranet site as well as an HR help site for its employees using Experience Cloud. Most employees either work in sales or service and currently use Salesforce.

Which user license should be recommended for CK's employees to access Experience Cloud sites?

- A. Salesforce Authenticated Site
- B. Salesforce Unlimited
- C. Customer Community
- D. Platform Portal

Answer: C

NEW QUESTION 89

Ursa Major Solar would like the navigation menu in the customer portal to be vertical. Which two options make this possible?
Choose 2 answers

- A. Edit the default navigation
- B. Download an app from AppExchange
- C. Fix the header's Position.
- D. Write custom code

Answer: BD

NEW QUESTION 94

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 99

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 103

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 104

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

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

Answer: AB

NEW QUESTION 105

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 108

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 111

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 116

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 119

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 121

The Salesforce Administrator at Universal Containers (UC) has set up topics. UC is going through a rebranding phase and wants to simplify topics but keep articles that have been assigned to the topics.

How should the Salesforce Administrator accomplish this?

- A. Mark old topics as Inactive and assign articles to the new active topics.
- B. Merge similar topics in Content Management.
- C. Delete existing topics and assign articles to newly created topics.
- D. Keep existing topics and reassign articles to newly created topics.

Answer: B

NEW QUESTION 125

Which two statements regarding data categories are true? Choose 2 answers

- A. Child roles cannot see more data categories than their parent role
- B. If the parent role's visibility changes, the child role's category visibility is reset to its parent's category visibility.
- C. Customer Portal users and partner portal users inherit data category visibility settings of the role assigned to their account (owner) managers by default.
- D. When a category is made visible to a user through custom settings or is made visible by default, its child and parent categories are not included.
- E. Translated articles will not follow the master article data category
- F. Therefore, translated articles can be assigned to a different data category.

Answer: AB

NEW QUESTION 128

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 missing
- D. Portal & Profile
- E. Contact records have not been created.

Answer: AD

NEW QUESTION 129

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 131

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 133

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