Exam Questions Experience-Cloud-Consultant

Salesforce Certified Experience Cloud Consultant (SU21)

https://www.2passeasy.com/dumps/Experience-Cloud-Consultant/

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
Northern trail Outfitters has created a microsite digital experience for its Gold-Level VIP customers. The digital experience is not yet actives.
The community manager would like to send welcome emails on a specific day, which include a promotion for participating in the community.
In which order should the community manager perform activation steps?

A. Add available profiles and permission sets to the Admin Workspace, enable Contacts as community users, set welcome emails to Enabled, and set the community to Active.
B. Set the Community to Active, and available profiles and permission sets to the Admin Workspace, enable Contacts as community users, and set welcome emails to Enabled.
C. Publish the community, which will send out the welcome emails.
D. Set the community to Active, and available profiles and permission sets to the Adman Workspace, and create a process to send the welcome emails.

Answer: A

NEW QUESTION 5
Ursa Major Solar (UM5) is planning to build a portal for its partners. Among other things, UMS will be distributing leads to its partners in the portal.
Which standard component can UMS leverage if it elects to use Partner Central template?

A. Lead Distribution
B. Lead Inbox
C. Lead Selector
D. Lead Flow

Answer: B

NEW QUESTION 6
Partners at Universal Containers (UC) have given feedback that it takes too long for administrators to create new users or reset passwords for partner employees.
What should be done to help UC with user management?

A. Recommend partners share user credentials.
B. Delegate external user administration.
C. Implement a limit on new users and password resets.
D. Create a new user form that automatically triggers a process to create a user.

Answer: D

NEW QUESTION 7
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 8
Dreamscape Flowers (DF) is evaluating Salesforce Partner Relationship Management (RPM) to help improve its current channel sales performance.
In what two ways can Salesforce PRM help DF accelerate channel sales? Choose 2 answers

A. By automating partner entitlement assignment in Channel sales teams
B. BY automating partner tiering in Channel sales hierarchy
C. By automating partner lead routing
D. By automating quoting with Salesforce CPQ

Answer: CD

NEW QUESTION 9
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 10
Cloud Kicks has recently rolled out a new Experience Cloud site for its customers. The site has been activated and the contacts have been enabled as customer users. However, none of the users received their login credentials in an email.
What caused this issue?

A. The sender's email address was changed while it was pending verification.
B. The welcome emails were not enabled for the site.
C. The sender's email address was changed and not verified.
D. The roles were not enabled for the users.

Answer: B

NEW QUESTION 10
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 11
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 13
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 15
Universal Containers (UC) maintains multiple customer experiences, but only one profile for No customer has access to more than one experience
Which two steps should the UC admin taka to grant access to each customer? Choose 2 answers

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

Answer: AB

NEW QUESTION 19
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 21
Ursa Major Solar (UMS) noticed that quest users are unable to see images on its customer portal. Which setting should UMS enable in order for quest users to see the images?

A. "Enable Image Connect for guest users" in the Administration Workspace
B. "Let guest users view asset files and CMS content available to the community" in the Administration Workspace
C. "Allow guest users to self register" in the Administration Workspace
D. The "Jepson" theme in the Builder Workspace

Answer: B

NEW QUESTION 26
Universal Containers has recently launched a site for its retailers. Retailers are able to collaborate with other retailers around topics; 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 put in the executive role in the Role Hierarchy.
B. Retail managers need to be given Super User access.
C. A Sharing Rule needs to be created.
D. A Sharing Set needs to be created.

Answer: B

NEW QUESTION 31
universal Containers UC maintains multiple customer-facing sites, but only one profile for all customer users. Ho customer has access to more than one site.
which two steps should the UC admin take to grant access to each customer? Choose 2 answers

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

Answer: AC

NEW QUESTION 34
Cloud Kicks (CK) is in the process of updating and retiring multiple Experience Cloud sites on its one org. What should CK consider before taking action as it inactivates and brings on new sites?

A. Each org can have up to 100 Experience Cloud sites; preview sites don't count toward that limit.
B. Each org can have up to 100 Experience Cloud sites; preview sites count toward that limit but inactive sites do not.
C. Each org can have up to 100 Experience Cloud sites; active, preview, and inactive sites all count toward that limit.
D. Each org can have up to 100 Experience Cloud sites as long as they are active.

Answer: C

NEW QUESTION 39
Which step denotes the completion of an Experience Cloud site setup?

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

Answer: B

NEW QUESTION 44
Northern Trail Outfitters (NTO) is planning to create an HR desk for its employees. The Technology team recommend using Experience Cloud to build the HR help desk app.
What should NTO consider when building the HR desk app?

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

Answer: C

NEW QUESTION 45
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 50
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 53
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 58
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 62
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 66
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 70
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: D

NEW QUESTION 71
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 74
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 76
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 81
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 86
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 91
Cloud Kicks (CK) is planning to launch a public site. The site will contain a variety of digital content, including static content as well as dynamic content. CK is planning to use Content Delivery Network (CDN).
Which statement is true about using CDN with Experience Cloud?

A. CDN can help consistency attaching content timestamps as key-value pairs to both static and dynamic content.
B. CDN can help availability by allowing remote cloning for dynamic resources.
C. CDN can help performance by caching public resources.
D. CDN can help reliability by allowing local cloning for static resources.

Answer: A

NEW QUESTION 94
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 97
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 98
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 101
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 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 108
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 113
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: C

NEW QUESTION 115
Get Cloudy Consulting is implementing an equity management solution for one of its financial clients. The solution will enable the external independent financial researchers to collaborate with internal portfolio control staff in a private Chatter group.
What should the Experience Cloud consultant recommend to meet the requirements for both personas?

A. Give external researchers and internal staff access to the mam org.
B. Create a portal for external researchers and give internal staff access to the portal.
C. Create a portal for external researchers and give internal staff access to the main org.
D. Create a portal for external researchers and create an app for internal staff.

Answer: C

NEW QUESTION 116
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 120
As a pilot. Ursa Major Solar's customers from California wore assigned to a page variation for the Home page so that the layout looks slightly different than for customers from other states. The page variation uses a Rich Content Editor component assigned solely to Platinum customers.
Who will be able to view the Rich Content Editor component?

A. All Platinum customers
B. All customers from California
C. All customers
D. All Platinum customers from California

Answer: D

NEW QUESTION 125
DreamHouse Realty (DR) recently created a site for potential buyers. DR has a rich knowledge base organized in data categories and now plans to make those Knowledge articles available to site users.
Which two steps does DR need to take in order to ensure that new articles show up in the site on an ongoing basis without manual intervention?
Choose 2 answers

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

D. Enable "Automate Topic Assignment" setting.

Answer: BD

NEW QUESTION 130
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 131
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 135
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