

# Salesforce

## Exam Questions Experience-Cloud-Consultant

Salesforce Certified Experience Cloud Consultant (SU21)



#### 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

Northern Trail Outfitters (NTO) is punning to create an HR help desk for Its employees. IT recommends using Experience Cloud to build the HR help desk app What should NTO consider when building the MR help desk app?

- A. HR user profits is only available in Enterprise and Performance Editions with HR permission sat license.
- B. MR user profile is only available in Employee Cloud with Employee permission set license.
- C. The HR help desk app can centralize Chatter from all related active Experience Cloud sites in the org.
- D. The HR help desk app can centralize knowledge and self service in to one experience site.

**Answer: C**

#### 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

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 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

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 9

Get Cloudy Consulting wants to leverage Metadata API for migrating changes between environments.

What are the three key features of Metadata API?

Metadata API might require manual migration for changes that involve unsupported settings and features.

- A. Metadata API is ideal when multiple work streams are involved.
- B. Metadata API can be used programmatically as well as declaratively.
- C. Metadata API is ideal for when the changes are complex.
- D. Metadata API supports migrating all Communicates settings and features.

**Answer:** ABD

#### NEW QUESTION 10

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 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 adms 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 11

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 15

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 20

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 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 22

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 25

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 26

Zephyrus Relocation Services (ZRS) plans to build a portal for its partners. The portal needs to show company information and brand details on the Account Management page.

Which templates should ZRS consider to build the portal? Choose 2 answers

- A. Help Center
- B. Partner Central
- C. Customer service
- D. Build Your Own

**Answer:** BC

#### NEW QUESTION 29

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 34

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 35**

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 39**

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 43**

Universal Containers (UC) is a conglomerate with various lines of business operating worldwide. UC helps finance crop research, provides insurance services to coffee growers, and manufactures specialized coffee machines and other products. UC also has a franchise unit to help grow its franchise business worldwide. UC is planning to build multiple portals and sites to support its various lines of business.

What two points should UC keep in mind when selecting a template for these sites and portals? Choose 2 answers

- A. Industry-specific Lightning Bolt solutions are available today but not template
- B. Pencil & Paper
- C. Insurance Agent Portal template becomes available once Financial Services Cloud is correctly set up in an org.
- D. Industry-specific templates are available today but not Lightning Bolt solutions.
- E. Industry-specific templates as well as Lightning Bolt solutions are available today.

**Answer: BD**

**NEW QUESTION 46**

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 48**

By defining roles, permission sets, or profiles, Knowledge article visibility can be controlled by using which functionality?

- A. Data Category Visibility
- B. Content Management
- C. Automatic Topic Assignment
- D. Org-Wide Defaults

**Answer: A**

**NEW QUESTION 49**

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 54

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. ExperienceBundle 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 55

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 57

Universal Containers has Contact and Account objects set to Public Read Only for internal users, but an Experience Cloud user 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 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 62

Ursa Major Solar has a customer portal where both customers and employees can log in to view information about the company. The marketing team has created a special design of their logo and company branding for their Platinum customers, and would like the user interface in the portal to reflect that special design when a Platinum Calculator customer is logged in.

Which functionality should the Experience Cloud manager use to achieve this?

- A. Themes
- B. Templates
- C. CMS Connect a
- D. Branding Sets

**Answer:** D

#### NEW QUESTION 65

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 69

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

\* Each partner has 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 Leads 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 71

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 (SEO) 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 created.
- B. Check whether the Experience site is public and activate
- C. Pencil & Paper
- D. Check whether the SEO Institute has provided the approval for the site with end date.
- E. Check whether manual sitemap refresh happens on the last day of every month.

**Answer:** AB

#### **NEW QUESTION 73**

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 75**

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 79**

Universal Containers is looking to build a new self-service site. Users will post questions, read Knowledge articles, and view case reports, users will not be registering deals or participating in any other sales activity. Which external user license meets these requirements?

- A. Authenticated Service Site User
- B. External Community Plus
- C. External Identity
- D. Customer Community Plus

**Answer:** D

#### **NEW QUESTION 81**

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 85**

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 89**

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

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

**Answer:** D

#### **NEW QUESTION 94**

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 98**

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 99**

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 103**

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 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 106**

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 111**

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 112

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 by default a person account.

**Answer: B**

#### NEW QUESTION 116

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 120

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 124

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 129

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

How should NIO manage its accounts in its Partner Community?

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

**Answer: D**

#### NEW QUESTION 131

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 135

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 137

Northern Trail Outfitters 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 142

Get Cloudy Consulting has decided to set up and create an Experience Cloud site where customers can create service tickets or chat live with agents. What is the first step the system administrator should take to create the site?

- A. Update organization-wide settings.
- B. Enable Search Engine Optimization (SEO).
- C. Enable Digital Experiences.
- D. Configure the default login.

**Answer:** C

#### NEW QUESTION 146

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 151

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 152

AW Computing wants to create a site that gives customers access to Knowledge articles and peer-to-peer conversations, with the aim of decreasing the number of calls to its support organization. What should AW Computing do to accomplish this goal?

- A. Give access to its internal orgs using Chatter groups
- B. Open its Slack implementation to all customers
- C. Create a site with the Customer Service template
- D. Create a site with the Marketing Microsite template

**Answer:** C

#### NEW QUESTION 154

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 155

Ursa Major Solar (UMS) 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 158

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 163

Ursa Major Solar (UMS) has a discussion thread on its Experience Cloud site for customers to provide feedback on the company's latest product release. To help ensure new members understand what the discussion thread is meant for and to monitor their first posts, UMS would like to approve the first post of any new member who has joined within 7 days or less.

What is needed to configure this?

- A. Create a moderation rule with the appropriate content criteria.
- B. Create a Community moderator with Delete permissions.
- C. Create a Community moderator with Approval permissions.
- D. Create a moderation rule with the appropriate member criteria.

**Answer:** D

#### NEW QUESTION 166

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 169

Universal Containers has implemented Chat, but agents are complaining that they have to capture several pieces of information before being able to service the customer.

What should an administrator do to capture information upfront on the Experience site?

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

**Answer:** D

#### NEW QUESTION 172

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 main 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 176

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 177**

Northern Trail Outfitters wants to add a background image to a record list of products in its digital experience. How should an administrator accomplish this?

- A. Use an HTML component
- B. Create CMS items.
- C. Use a Flexible page layout.
- D. Build a custom Lightning component.

**Answer: C**

#### **NEW QUESTION 180**

Ursa Major Solar created a public knowledge base where both authenticated customers and unauthenticated guest users can view Known articles as a self-service option to troubleshoot issues.

When creating a Knowledge article, which checkbox should be selected so that all users can view the articles?

- A. Visible to Partner
- B. Visible to Customer
- C. Visible to Public Knowledge Base
- D. Visible to Anyone

**Answer: C**

#### **NEW QUESTION 183**

As a pilot, Ursa Major Solar's customers from California were 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 188**

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 191**

Ursa Major Solar would like content from Salesforce CMS to be queried when users search for keywords in its customer portal.

Which setting must be turned on in order for Global Search in Experience Builder to query content in Salesforce CMS?

- A. Community must be activated.
- B. Sharing Rules must be set to Read/Write.
- C. Search must be enabled for the selected CMS Channel.
- D. Gather Customer Insights Data must be selected.

**Answer: C**

#### **NEW QUESTION 192**

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 195**

The system administrator at Dreamhouse Realty (DR) is giving Experience Builder access to two colleagues who will be responsible for creating and managing new microsites. One contributor needs to create and customize the site, but not publish it. The other colleague is tasked with adding contributors and publishing the final site.

Which Experience Builder roles should the system administrator grant?

- A. Builder and Experience Admin
- B. Experience Admin and Publisher
- C. Viewer and Publisher
- D. Publisher and Builder

**Answer:** A

**NEW QUESTION 196**

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 198**

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 199**

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