



Salesforce

Exam Questions Experience-Cloud-Consultant

Salesforce Certified Experience Cloud Consultant (SU21)

NEW QUESTION 1

The Experience Cloud site manager of Cloud Kicks has enabled reputation for its community members, As per the recommendation given by the Experience Cloud consultant, a decision was made to use the out of the box features.

Which two things happen automatically when the site manager enables automation? Choose 2 answers

- A. Customer portal members gain the ability to provide badges to other members.
- B. Inactive and active members are assigned default reputation points.
- C. Chatter influence is removed from the Contribution section on the Profile page.
- D. Default point system and set of reputation levels become available.

Answer: CD

NEW QUESTION 2

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 3

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 4

Universal Containers (UC) 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 5

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 6

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 7

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 8

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 9

Ursa Major Solar (UMS) is automating its business processes using Salesforce. UMS wants its Platinum partners to be able to approve installation projects and deals. In which two ways can UMS accomplish this? Choose 2 answers

- A. Assign external users as approvers on records and create a digital experience for those users.
- B. Assign external users as the co-owners on records and create a digital experience for those users.
- C. Add external users directly to approval queues and create a digital experience for those users.
- D. Assign external users Super User access on records and create a digital experience for those users,

Answer: AC

NEW QUESTION 10

Northern Trail Outfitters implemented a chatbot on its Experience site.

Which three KPIs could be used to help understand the chatbot's impact on customer service? Choose 3 answers

- A. Number of lead records created
- B. CSAT (Customer Satisfaction score)
- C. Case deflection
- D. Average Handle Time compared to Bot Session Time
- E. Case Type by Issue

Answer: BCD

NEW QUESTION 10

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 12

What 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 17

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 18

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 21

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 26

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 31

DreamHouse Realty is planning to launch a digital experience for its partners where they will be able to pick a Lead from shared leads and start working toward getting the lead converted into an Opportunity.

Which two steps are part of setting up Lead Sharing or Lead Distribution for partners? Choose 2 answers

- A. Enable "Allow External Lead Sharing" in Digital Experience settings.
- B. Create Page Layouts for Lead Distribution.
- C. Configure Lead Creation and Lead Distribution inside PRM Workspace.
- D. Create Assignment Rules for Lead Distribution.

Answer: BD

NEW QUESTION 32

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 33

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 35

Which three considerations should be made when using Criteria-Based Audiences? Choose 3 answers

- A. Components in the template header and footer sections cannot be assigned to an audience.
- B. Salesforce must be contacted if you need to use the domain criteria in sandbox or Developer Edition orgs.
- C. Up to 2,000 audiences can be created.
- D. Domain criteria are not available in sandbox or Developer Edition orgs.
- E. Record Type criteria cannot be assigned to a component.

Answer: ADE

NEW QUESTION 36

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 40

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 42

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. 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 46

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 49

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 51

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 54

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 59

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.

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 60

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 61

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 62

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 64

Universal Containers (CU) is looking to create a site that supports channel sales, leads distribution, and deal registration.

Which template should UC select?

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

Answer: C

NEW QUESTION 66

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 67

Get Cloud Consultant (GCC) is implementing a Salesforce- based solution for a global coffee brand. The coffee company works with agrp research and coffee growers from around the work. These researcher will submit their recommendation in the system which will go through an approval process before reaching coffee growers who will ultimately use those recommendation during cultivation.

The Design team estimates the need for at least 20 custom objects given that the coffee company plans to use Salesforce to also manage incentives. Compensations, distribution, and projections.

Which user license Should GCC recommend for the researchers?

- A. Customer Community
- B. External Apps
- C. Partner Community Plus
- D. Customer Community Plus

Answer: B

NEW QUESTION 71

What are three goals Ursa Major Solar can accomplish with experience Cloud moderation functionality? Choose 3 answers

- A. Allow members to remove other member from the Experience site if desired.
- B. Track Flagging and moderation activity within the Experience site.
- C. Allow members to flag posts comments files, and messages that are inappropriate or spam.
- D. Designer specific users as moderators so that they can closely monitor the size.
- E. Give members Audience Targeting permissions within the Experience site.

Answer: BCD

NEW QUESTION 72

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 73

The mission of No More Homelessness (NMH) is to help every homeless person in the best possible manner through its Experience Cloud site. NMH's site manager wants to set up search engine optimization (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 create
- B. b
- C. Check whether the Experience site is public and activate
- D. Pencil & Paper
- E. Check whether the SEO Institute has provided the approval for the site with end date.
- F. Check whether manual sitemap refresh happens on the last day of every month.

Answer: AB

NEW QUESTION 76

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 77

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 78

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 80

Bloomington Caregivers (BC) intends to launch a company-wide project to create personalized experiences for its providers, vendors installers, and patients. BC's business processes and workflow flow industry standards and common practices, mostly driven by compliance and regulatory mandates. What should BC closely into during the evaluation phase?

- A. Lightning Bolt solutions
- B. Community Connect
- C. Digital Experience framework
- D. SDLC (Software Developer Life Cycle) for Experiences

Answer: C

NEW QUESTION 81

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 83

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 88

Northern Trail Outfitters has configured chat so customers can quickly get answers to their questions by chatting with an agent while browsing the Experience site. How should an administrator embed the chat window in an Experience site?

- A. Add the Embedded Service component to Builder pages.
- B. Create a custom component using the Embedded Service API.
- C. Configure the Embedded Service connector.
- D. Create an Embedded Service quick action.

Answer: A

NEW QUESTION 93

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 96

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 100

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 102

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 104

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 107

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 109

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