Exam Questions Experience-Cloud-Consultant

Salesforce Certified Experience Cloud Consultant (SU21)

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

NEW QUESTION 1
What accurately sequences the necessary steps to create a partner user from an enabled partner account?

A. 1) Edit the user record to assign the correct role/profil
B. ee2) View the partner account contac
C. Single Book3) Select Manage External User.4) Select Enable Partner User.5) Save.
D. 1) View the partner account contact.2) Select Manage External Use
E. Multiple Books3) Select Enable Partner Account.4) Edit the user record to assign the correct role and profile.5) Save.
F. 1) View the partner account contact.2) Select Manage External User.3) Select Enable Partner User.4) Edit the user record to assign the correct role/profile.5) Save.
G. 1) Edit the user record to assign the correct role/profile.2) View the partner account contact.3) Select Manage External User.4) Select Enable Partner Account.5) Save.

Answer: C

NEW QUESTION 2
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 3
A consultant is in the process of designing the sharing and visibility model for Cloud (CK) new hiking site built on experience Cloud. The consultant knows that CK plans to use the Customer Community License type.
What limitations should the consultant consider related to sharing and visibility for this license type?

A. All site users that require access to certain records for certain objects have the proper Sharing set.
B. Any site users that require access to specific records have the proper Sharing Rule.
C. All site users that require access to all records across all objects have the proper Sharing Set.
D. All site users have the appropriate role assigned.

Answer: C

NEW QUESTION 4
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 5
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 6
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 7
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 8
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 9
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 10
Get Cloudy Consulting wants to leverage Experience Bundle for making updates to its community. What are the two key features of experienceBundle?
Choose 2 answers

A. ExperinceBundle allows us to programmatically edit any community but using Experience Builder.
B. ExperienceBundle enables Creating experiencing across orgs.
C. ExperimentBundle provides editable community metadata in a human-readable format.
D. ExperienceBundle provides editable community metadata in a human-readable format.

Answer: AC

NEW QUESTION 10
Universal Containers (UC) works with regional partners to sell localized products. UC Is actively accepting new partner applications in certain regions. Partners can only apply using uCs referral program, and the application form in certain regions can potentially contain a varying degree of sensitive information. The list of existing partners must not be shared with the general public.
What should the Experience Cloud consultant recommend?

A. Create an app for the Internal business development team and allow them to generate token-based referral links for existing partners In their region.
B. Create a public site for existing partners and allow them to generate token-based referral links for prospect partners.
C. Create a public site for prospect partners, show them a nondisclosure agreement, and allow them to fill out on application form on the site.
D. Create an authenticated digital experience for partners and allow them to refer other partners in their region.

Answer: D

NEW QUESTION 14
Northern Trail Qutfitters 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 15
What are three valid topic types? Choose 3 answers

A. Featured Topic
B. Content Topic
C. Trending Topic
D. Navigational Topic
E. Standard Topic

Answer: ABD

NEW QUESTION 16
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 19
Ursa Major Solar (UMS) would like to display a collection of news articles it has added to a workspace in Salesforce via a CMS Collection in its customer portal.
Where should UMS create the CMS collection before configuring the CMS Collection component in Experience Builder?

A. Administrator in Workspaces
B. Content Management in Workspaces
C. Community Setting
D. Branding Sets

Answer: B

NEW QUESTION 24
What are two Salesforce recommendations for setting up partner roles in large orgs? Choose 2 answers

A. Create partner roles in the same branch in your Role Hierarchy.
B. Create partner roles in a separate branch in your Role Hierarchy.
C. Grant partner users access to the partner account using a Sharing Rule,
D. Reduce the number of roles to one to improve system performance.

Answer: BC

NEW QUESTION 28
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 31
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 35
Universal Containers is implementing a Partner Community.
Which sharing setting would allow users to collaborate with their peers who work for the same partner firm, but not with any users outside of their firm?

A. Community User Visibility
B. Chatter Group Member Visibility
C. Site User Visibility
D. Portal User Visibility

Answer: B

NEW QUESTION 37
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 42
Universal Containers (UC) would like to create a site for its existing customers. The site will contain articles, manuals, and FAQs. The site will also contain access to UC's Contracts object specific to each customer and the ability for customers to update their billing information, requiring them to log in to the site to access any information.
Which template should UC select when building its site?

A. Customer Service
B. Customer Account Portal
C. Partner Central
D. Help Center

Answer: D

NEW QUESTION 45
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 47
DreamHouse Realty (DR) plans to invite individuals from several new companies to its Broker Portal and would like to differentiate the user experience for each company.
Which three options should the DR system administrator use to personalize the look and feel of the portal for each new brokerage?
Choose 3 answers

A. Branding Sets
B. Audience Sets
C. Page Variations
D. Audience Targeting
E. Partner User Roles

Answer: ACD

NEW QUESTION 52
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 53
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 54
Dreamscape Flowers needs to create a digital experience that meets the following requirements:
* It allows for collaboration between customer and partner users.
* Self-service for customer users is available.
* Partner users create or resolve cases for their customers and need to see case data on a dashboard.
* Partner users do not manage Leads, Opportunities, or Campaigns. Which license type should a Salesforce Admin use for these partner users?

A. Customer Community
B. Customer Community Plus
C. Employee Community
D. Partner Community

Answer: B

NEW QUESTION 58
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 62
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 66
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 67
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 72
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 75
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 80
Ursa Major Solar (UMS) has seen exponential growth in recent years. The Incoming call volume to the support center has gone up exponentially as well, and is now reaching unmanageable levels.
What should UMS consider to help the situation?

A. Create a peer-to-peer forum using Self Service template.
B. Create a self service community using Customer Service template.

C. Create a smart queue router using Service Cloud template.
D. Create virtual support agents using Chat Bot template.

Answer: B

NEW QUESTION 85
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 .n Experience Builder to query content m 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 88
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 92
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