



Salesforce

Exam Questions Experience-Cloud-Consultant

Salesforce Certified Experience Cloud Consultant (SU21)

NEW QUESTION 1

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

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

Answer: BC

NEW QUESTION 2

Dreamscape flowers is looking to launch a public site for its current customers and prospects. Which three actions are performed automatically when a site is created Expense Cloud? Choose 3 answers

- A. Creation of a guest role
- B. Creation of moderation criteria that are applied only to guest users
- C. Creation of a guest profile
- D. Creation of sharing mechanisms that are available only to guest users
- E. Creation of a guest user record

Answer: CDE

NEW QUESTION 3

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

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

How should an administrator solve for these requirements?

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

Answer: A

NEW QUESTION 4

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 5

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 6

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 C

Answer: B

NEW QUESTION 7

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 8

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 9

Cloud Kicks wants to allow site users to tag site content with custom tags or member-created topics. Which two permissions must be enabled for site users in Setup to accomplish this?

Choose 2 answers

- A. Create Topics
- B. Assign Topics
- C. Tags Allowed
- D. Member Can Access Topics

Answer: AB

NEW QUESTION 10

Insightopia is planning to create a high-performance site for its partners. The Home page will feature multiple custom component that will provide insights and trends along with near real-time updates. Which template should Insightopia consider for its site?

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

Answer: C

NEW QUESTION 10

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 13

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 18

Universal Containers (UC) has a customer portal so that customers can manage their shipping. UC has several sharing rules in place and leverages the External Account Hierarchy to assist with data access. One of UC's large customers, Cloud Kicks, has recently acquired Northern Trail Outfitters. Sales wants to merge these two accounts, but they are getting an error.

What could be the cause of the error?

- A. Accounts with active Experience Cloud users cannot be merged with another account

- B. Pencil & Paper
- C. The user trying to merge the accounts does not have the Merge Portal Roles permission.
- D. The user trying to merge the accounts does not have the System Administrator profile.
- E. Accounts used in an External Account Hierarchy cannot be merged with another account.

Answer: D

NEW QUESTION 21

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 23

Universal Containers is planning to build a community where customers will be able to view Knowledge articles and chat live with a support agent.

What should the administrator use to configure the chat functionality?

- A. Experience Builder and Chatter
- B. Service Console and Service Channel
- C. Chat Agent Guided Setup Flow and Service Console
- D. Service Channel and Chatter

Answer: C

NEW QUESTION 28

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 30

Northern Trail Outfitters (NTO) is building a digital experience for its independent researchers who will be collaborating with NTO's staff on their research-related submissions.

Which user visibility setting needs to be enabled at a minimum?

- A. None
- B. Site User Visibility
- C. Guest User Visibility
- D. Portal User Visibility

Answer: D

NEW QUESTION 35

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 40

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 45

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 49

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 50

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 53

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 55

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 60

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 62

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 63

Cloud Kicks (CK) wants to organize content on its site so that users can easily search and brows for information. Which three features should CK use to accomplish this goal?

- A. Navigational Topics
- B. Content Topics
- C. Content Graph
- D. Featured Topic
- E. Navigation Tree

Answer: ABD

NEW QUESTION 67

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 68

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 72

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 74

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 78

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 81

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 85

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 88

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 92

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 95

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 96

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 world. 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 100

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 103

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

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

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

Answer: C

NEW QUESTION 106

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 109

Northern Trail Outfitters (NTO) offers a new product that is different in North America, EMEA, and Asia Pacific regions, Pages have been created and publish for this product. The site manager has applied criteria to ensure visibility for these product are applied as per the requirement for each region. NTO further wants to control the users who see a specific page of this product settings its visibility.

Which three visibility options available in Experience Cloud? Choose 3 answers

- A. Audience
- B. None
- C. Default
- D. Personal
- E. Visible

Answer: ABC

NEW QUESTION 111

DreamHouse Reality (DR) is switching to a franchise-based business model in order to grow its market share. Franchises as well as properly appraised at DR, will immediate access to a real estate opportunity in their area as soon, as it crosses a threshold.

What should the Experience Cloud consultant recommend for record sharing?

- A. Apex sharing
- B. Sharing Set
- C. Account Hierarchy
- D. Sharing Rule

Answer: D

NEW QUESTION 115

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 119

Ursa Major Solar (UMS) recently went through a major rebranding effort that resulted in a new company logo along with new brand colors. UMS wants to update

brand colors across all of its sites. The sites are built with Lightning templates.
Which tool should the Experience Cloud consultant recommend to make these changes?

- A. ExperienceBundle
- B. Experience Cloud Script Master
- C. Site Builder
- D. Lightning Builder

Answer: A

NEW QUESTION 124

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 127

The system administrator at Get Cloudy Consulting is trying to import Customer Portal users to the newly created Experience Cloud. However, the import failed.
What could be two reasons for this failure? Choose 2 answers

- A. The portal role record has not been created.
- B. The portal profile record has not been created.
- C. User records are missin
- D. Penal & Pep ore
- E. Contact records have not been created.

Answer: AD

NEW QUESTION 131

No Moré Homelessness (NMH) is about to create a public site for volunteers where they will be able to sign up for volunteering opportunities at local events. Each registration will result in a record being created for a custom Event Registration object.
Which three considerations should NMH keep in mind for records created by guest users? Choose 3 answers

- A. Queues cannot be assigned as owners of records created by guest users.
- B. When possible, one should create and assign queues as owners of records created by quest users.
- C. Setting the default owner for records created by guests is an option in Experience Cloud sites.
- D. Default owner does not need Read/Write access to view the records created by guest users.
- E. Any active user in an org can be assigned as the default owner of records created by guest users.

Answer: BCE

NEW QUESTION 133

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 134

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