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NEW QUESTION: 1

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. Portal User Visibility
- C. Guest User Visibility
- D. Site User Visibility

Answer: B (LEAVE A REPLY)

NEW QUESTION: 2

Ursa Major Solar would like its Experience Cloud site's guest users to benefit from the suggestions that come from autocomplete on search terms.

How should the administrator configure this?

- A. In the Hero component property editor, open the Search Results section and click desired objects to appear in autocomplete. Select "publicly available".
- B. Use the Developer Console to add code to allow for autocomplete functionality.
- C. In the Search component property editor, open the Autocomplete section and click desired objects to appear in autocomplete. Select "publicly available".
- D. In Salesforce Setup, type "support settings" in the quick find box. Under the Autocomplete header, select the objects to appear in autocomplete for guest users.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 3

Northern Trail Outfitters 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. Move users who need case access to a higher level in the Role Hierarchy.
- B. Configure an External Account Hierarchy.
- C. Create a Sharing Set for the Account.
- D. Manually share cases.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 4

Universal Containers has recently launched a site for its retailers. Retailers able to collaborates with other retailers around topic; however, retail managers aren't able to see records owned by their peers and subordinates.

What should be done to resolve the issue?

- A. A Sharing Set needs to be created.
- B. Retail managers needs to be put in the execute role in the Role Hierarchy
- C. A sharing Rule needs to be created.
- D. Retail managers need to be given super User access.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 5

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. Ensure that the Contact field is empty in the registration section.
- C. Contact Salesforce Customer Support to enable Communities Self Registration Controller.
- D. Contact Sales customer Support to enable Person Accounts.

Answer: (SHOW ANSWER)

NEW QUESTION: 6

Universal Containers (CU) 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.** 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.
- B.** Create separate user account for UC customer in CK's Experience Cloud site, since SSO cannot be established between two Experience Cloud sites.
- C.** Create custom Apex handlers using login method from site class to sign in users from one community to the other.
- D.** Establish SSO between the two Experience Cloud sites by using one org as an identity provider and the other org as a service.

Answer: D (LEAVE A REPLY)

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 Domain criteria and creating custom domains for each department or role to access the portal
- B.** By using Location criteria and specifying which IP address applies to each department and domain
- C.** By using User criteria and selecting appropriate user fields on CRM objects
- D.** By using Profile criteria and selecting the Service profile

Answer: C (LEAVE A REPLY)

NEW QUESTION: 8

What are three best practices when configuring self-registration for an Experience Cloud site? Choose 3 answers

- A.** Use a restrictive default profile to begin with.
- B.** Assign a cloned standard site profile as the default for self-registration.
- C.** Use the same profile for your self-service site and your partner portal.
- D.** Create a separate profile for your self-service site and your partner portal.
- E.** Assign the standard site profile as the default for self-registration.

Answer: A,B,D (LEAVE A REPLY)

NEW QUESTION: 9

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 (LEAVE A REPLY)

NEW QUESTION: 10

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 object list in the Global Search Result component property editor.
- B.** Remove Opportunity and Asset from the Autocomplete object list in the Search component property editor.
- C.** Remove Opportunity and Asset from the navigation Menu component in the property editor.
- D.** Remove Opportunity and Asset from the Title Menu component in the property editor.

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 11

In which two ways can Opportunities with a Community User be shared?

Choose 2 answers Calculator

- A.** Create an owner-based sharing rule with a Customer Community User.
- B.** Add a Partner Community profile to a Sharing Set and add Opportunities as an object in the Sharing Set.
- C.** Create a criteria-based sharing rule with a Partner Community role.
- D.** Add a Customer Community Plus profile to a Sharing Set and add Opportunities as an object in the Sharing Set.

Answer: (SHOW ANSWER)

NEW QUESTION: 12

Northern Trail Outfitters (NTO) would like to create a public Knowledge base for the general public to be able to view articles, manuals, and FAQs.

Which template should NTO select when building its site?

- A.** Help Center

- B. Partner Central
- C. Customer Service
- D. Customer Account Portal

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 13

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. Add external users directly to approval queues 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. Assign external users as approvers on records 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: ([SHOW ANSWER](#))

NEW QUESTION: 14

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. Use the same page variation for EMEA and include multiple targeted HTML components.
- B. Create a page variation for EMEA, configure the Theme, and include a different Hero component.
- C. Create a page variation for EMEA, configure the flexible page layout, and include a different Hero component.
- D. Use the same page variation for EMEA, include multiple Hero components, and target each , component.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 15

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

- A. Create partner roles in a separate branch in your Role Hierarchy.
- B. Create partner roles in the same 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: A,C ([LEAVE A REPLY](#))

NEW QUESTION: 16

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. Automatically via Case Assignment Rules
- C. Automatically via process Builder by meeting specified criteria
- D. Manually by users commenting "Escalate"

Answer: A,C ([LEAVE A REPLY](#))

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NEW QUESTION: 17

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 18

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

Answer: A,C,E ([LEAVE A REPLY](#))

NEW QUESTION: 19

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 20

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 can't access records via manual sharing
- B. Guest user can't be members of public groups or queues.
- C. Guest user external organization-wide default are always set to Private.
- D. Guest user external organization-wide defaults are always set to Public.
- E. Guest user can't records via manual existing records

Answer: A,B,C ([LEAVE A REPLY](#))

NEW QUESTION: 21

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 22

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. All Cloud Kicks Experience Cloud site members
- B. All New York City audience members.
- C. New York City audience members with the Legal Department sharing set
- D. Members that are part of both the New York City audience and the Legal Department audience

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 23

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. Commerce Portal
- B. Channel Account
- C. Customer Community
- D. Platform Portal

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 24

Which three items are reportable by a site administrator through Google Analytics for Experience Cloud sites?

Choose 3 answers

- A. Number of Case Created by user
- B. Contact Support page Activity
- C. User Login History Option
- D. Search Activity
- E. Page View by Salesforce Object

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 25

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 enables Creating experiencing across orgs.

- B.** ExperimentBundle provides editable community metadata in a human-readable format.
- C.** ExperienceBundle allows us to programmatically edit any community but using Experience Builder.
- D.** ExperienceBundle provides editable community metadata in a human-readable format.

Answer: B,C ([LEAVE A REPLY](#))

NEW QUESTION: 26

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 27

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 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.
- B.** The internal sharing model should be updated so that the Contact and Account objects are Public read Only.
- C.** The external sharing model should be updated so that the Account object is private but the Contact object remains public only
- D.** Sharing rules should be configured open each object to give Read Only access to experience Cloud users.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 28

Which three permissions are included for a delegated administrator?

Choose 3 answers

- A.** Manage permissions sets for external users on their account.
- B.** Add external users to multiple accounts.
- C.** Generate new passwords for external users.
- D.** Create and edit external user records.
- E.** Manage object access for external users.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 29

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: ([SHOW ANSWER](#))

NEW QUESTION: 30

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 31

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 manual sitemap refresh happens on the last day of every month.
- B. Check whether a custom robots.txt file to control indexing has been created. b

- C. Check whether the Experience site is public and activated. Pencil & Paper
- D. Check whether the SEO Institute has provided the approval for the site with end date.

Answer: B,C ([LEAVE A REPLY](#))

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NEW QUESTION: 32

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: ([SHOW ANSWER](#))

NEW QUESTION: 33

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. External Apps
- B. Customer Community Plus
- C. Commerce Portal
- D. Channel Account

Answer: A,C ([LEAVE A REPLY](#))

NEW QUESTION: 34

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.** The user trying to merge the accounts does not have the System Administrator profile.
- B.** Accounts used in an External Account Hierarchy cannot be merged with another account.
- C.** The user trying to merge the accounts does not have the Merge Portal Roles permission.
- D.** Accounts with active Experience Cloud users cannot be merged with another account.

Pencil & Paper

Answer: B (LEAVE A REPLY)

NEW QUESTION: 35

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.** Preventing channel conflict
- D.** Providing reports and dashboards access to partners

Answer: A,C,D (LEAVE A REPLY)

NEW QUESTION: 36

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

Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 37

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. Build a custom Lightning component.
- D. Use a Flexible page layout.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 38

Ursa Major Solar (UMS) noticed that quest users are unable to see images on its customer portal.

Which setting should UMS enable in order for quest users to see the images?

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

Answer: C (LEAVE A REPLY)

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