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NEW QUESTION: 1

Universal Containers has Contact and Account objects set to Public Read Only for internal users, but an Experience Cloud users is not able to view Contacts and accounts.

How should you fix this issue?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 2

No More 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.** Setting the default owner for records created by guests is an option in Experience Cloud sites.
- B.** When possible, one should create and assign queues as owners of records created by quest users.

- C. Queues cannot be assigned as owners of records created by guest users.
- D. Any active user in an org can be assigned as the default owner of records created by guest users.
- E. Default owner does not need Read/Write access to view the records created by guest users.

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

NEW QUESTION: 3

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 record associated with the object for the page template so this component will only work on the Home page template
- B. The Record Detail component is a custom component and was not configured correctly
- C. The Record Detail component will only show record details for the Case object.
- D. 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.

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

NEW QUESTION: 4

Which component can be embedded into an Experience Cloud site to start conversations with customers using the channels they prefer?

- A. Service Your Way
- B. Channel Menu
- C. Service Console
- D. Chat

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 5

What does a system administrator need to do when creating Experience Cloud users?

- A. Add user to an account as a user record.
- B. Assign Partner Community Plus license to the user.
- C. Add user to an account as a contact record.
- D. Click the "Log In to Site as User" button.

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

NEW QUESTION: 6

AW Computing is using the Build Your Own (LWR) template to create a site for its customers. The site will showcase blog posts written by AW Computing thought leaders.

Which component should the site creator use to dynamically populate the site with blog posts as new ones are added?

- A. CMS - Single
- B. CMS Connect (JSON)
- C. Grid component with CMS Collections
- D. Grid component with list.views

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

NEW QUESTION: 7

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 digital experience for B2B customers, a partner portal for B2B customers, and use the internal CRM org for employees.
- C. Create a single digital experience for B2C customers, B2B customers, and employees.
- D. Create a digital experience for B2C customer and employees, and another one for B2B customers and employees.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 8

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

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

NEW QUESTION: 9

Universal Containers (UC) works with a large retainer network. UC wants these retailers to start registering deal and work with UC to convert them into sales. Which user license should the Experience Cloud consultant recommend?

- A. Commerce Portal
- B. Platform Portal
- C. Partner Community Plus
- D. Partner Community

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 10

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

How should NTO manage its accounts in its Partner Community?

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

Answer: D (LEAVE A REPLY)

NEW QUESTION: 11

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

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

Answer: D (LEAVE A REPLY)

NEW QUESTION: 12

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 features are available for DR to implement a solution involving insurance agent persona?

Choose 2 answers

- A.** Insurance agent permission set license
- B.** Insurance Agent Portal Lightning template
- C.** Financial Services Community permission set license
- D.** Financial Services Lightning template

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

NEW QUESTION: 13

Cloud Kicks (CK) advises its diverse set of clients on how to use Experience Cloud. With new regulations taking effect, many of CK's clients want an easy and cost effective way to set up a site and gather their customers' communication preferences.

How should CK help compile these preferences?

- A. Use the standard Preferences Chatbot to gather the preferences.
- B. Build a Service Console to gather the preferences.
- C. Create a Lightning Bolt solution that already includes all the preferences.
- D. Create a Lightning Bolt solution with a template and a login flow to gather the preferences.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 14

The Cloud Kicks (CK) site administrator is onboarding a new partner to its Experience Cloud site. They have created the partner as an Account, added the required Contacts, and ensured that the Welcome Email selection is checked. However, upon review, the site administrator has found that none of the partner users were able to register.

What should the site administrator do to ensure they are able to set up partner users correctly?

- A. Double-check that the partner profile has been added to the CK site.
- B. Ensure that the Contacts under the Account are enabled as partner users.
- C. Double-check that the provided email addresses are correct.
- D. Ensure that the Account has been enabled as a partner Account.

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

NEW QUESTION: 15

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 16

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 CDN in those regions where traffic is low and activate CDN where traffic is high.

- B. CK should provision and activate CDN in those regions where traffic is low
- C. CK should provision and activate CDN in those regions where traffic is high.
- D. CK should provision CDN in those regions where traffic is high and activate CDN where traffic is low.

Answer: (SHOW ANSWER)

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NEW QUESTION: 17

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. Content Delivery Network
- B. Public Site Connect
- C. Document Library Model (DLM)
- D. Guest user and public access settings

Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 18

Universal Containers (UC) has a B2C customer department that uses person accounts to track and manage all B2C customers. UC has set up a B2C site using Salesforce Experience Cloud. The VP of B2C business wants to enable self-registration on the portal so customers can create their own user accounts.

What should the Experience Cloud consultant at UC recommend so that the new users self-registering on the B2C site are captured as person accounts in Salesforce?

- A. Create a custom self-registration page and Apex handler that creates a person account for each user self-registering on the portal.
- B. Restrict the Account record type access to Person Account record type only for the Site Guest User, so any account created is by default a person account.
- C. Use the standard self-registration configuration under Experience Workspace and leave the default Account field empty.

Answer: (SHOW ANSWER)

NEW QUESTION: 19

Ursa Major Solar (UMS) is using the Customer Account Portal template and would like to differentiate the options available on the navigation menu based on the profile of the authenticated user visiting their customer portal.

Which Experience Cloud functionality should UMS use to accomplish this?

- A. Sharing Rules
- B. Audience Targeting
- C. Permission Sets
- D. CSS Overrides

Answer: B (LEAVE A REPLY)

NEW QUESTION: 20

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 help organize, manage, and reuse digital content.
- B. Lightning Bolts can be distributed and reused.
- C. Lightning Bolts can help minimize licensing and provisioning cost.
- D. Lightning Bolts can help reduce implementation time.

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 21

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 is considering using the Customer Service template for the site and External Apps license for the customers.

Which limitation could cause a potential issue for UC?

- A. External Apps license does NOT allow self-registration.
- B. External Apps license does NOT allow access to custom objects.
- C. External Apps license does NOT allow access to cases.
- D. External Apps license does NOT download documents out-of-the-box.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 22

To which three objects can the Partner Super User access be applied?

Choose 3 answers

- A. Custom Objects
- B. Accounts
- C. Campaigns
- D. Opportunities
- E. Cases

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 23

How can Sharing Sets be used to share records with Customer Community users?

- A. Create one Set per object and add the Customer Community profiles to each Sharing Set.
- B. Create one Sharing Set, select the 'All Objects' options for the Sharing Set, and add the Customer Community profiles to the Sharing Set.
- C. Create one Sharing Set and use a Sharing Rule to share records with users in the Sharing Set.
- D. Create one Sharing Set and add the objects to share in the Sharing Set.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 24

As a pilot, Ursa Major Solar's customers from California were assigned to a page variation for the Home page so that the layout looks slightly different than for customers from other states. The page variation uses a Rich Content Editor component assigned solely to Platinum customers.

Who will be able to view the Rich Content Editor component?

- A. All Platinum customers
- B. All customers from California
- C. All Platinum customers from California
- D. All customers

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 25

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 has also set up the Salesforce Content Delivery Network (CDN) for its domain, which CK is planning to change.

- A. Changing the Salesforce CDN affects SAML SSO settings for all custom URLs in that domain.
- B. Changing the Salesforce CDN impacts the AppExchange packages in the org that use Documents object.

C. Changing the Salesforce CDN impacts definitions of all Lightning Web Components used in public pages.

D. Changing the Salesforce CDN overwrites LDS defaults.

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

NEW QUESTION: 26

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 external organization-wide defaults are always set to Public.

C. Guest user can't be members of public groups or queues.

D. Guest user can't access records via manual sharing

E. Guest user can't records via manual existing records

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 27

Universal Containers (UC) maintains multiple customer experiences, but only one profile for No customer has access to more than one experience Which two steps should the UC admin taka to grant access to each customer?

Choose 2 answers

A. Select the profile for a given experience

B. Create a permission Set

C. Select a permission pot for a given experience

D. Edit the applicable user profile

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 28

Northern Trail Outfitters (NTO) is evaluating Experience Cloud for creating an onboarding app for new hires. Which two things should NTO consider when creating the onboarding app? Calculator Choose 2 answers

A. Not all Chatter posts inside Chatter groups within the employee app will be available in the main org.

B. Experience Cloud cannot be used for employee apps.

C. Employee apps are only available in Unlimited Edition.

D. Chatter posts related to a record will be available in the employee app as well as the main org.

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

NEW QUESTION: 29

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 Search component property editor, open the Autocomplete section and click desired objects to appear in autocomplete. Select "publicly available".
- B.** In the Hero component property editor, open the Search Results section and click desired objects to appear in autocomplete. Select "publicly available".
- C.** 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.
- D.** Use the Developer Console to add code to allow for autocomplete functionality.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 30

Get Cloudy Consulting is implementing an equity management solution for one of its financial clients. The solution will enable the external independent financial researchers to collaborate with internal portfolio control staff in a private Chatter group.

What should the Experience Cloud consultant recommend to meet the requirements for both personas?

- A.** Create a portal for external researchers and create an app for internal staff.
- B.** Create a portal for external researchers and give internal staff access to the main org.
- C.** Give external researchers and internal staff access to the main org.
- D.** Create a portal for external researchers and give internal staff access to the portal.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 31

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 provides editable community metadata in a human-readable format.
- C.** ExperimentBundle provides editable community metadata in a human-readable format.
- D.** ExperienceBundle enables Creating experiencing across orgs.

Answer: A,C (LEAVE A REPLY)

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NEW QUESTION: 32

Cloud Kicks (CK) is launching a new public marketing site. The company expects a large volume of traffic and wants to ensure its site performs well. CK also wants repeat visitors to have the fastest browsing experience possible.

What should CK do to get the best performing site?

- A. Enable and configure the Content Delivery Network so that public content is cached.
- B. Schedule Apex jobs to push content to users' browser caches.
- C. Disable Visualforce to make all pages switch to Lightning.
- D. Use Next Best Action to predict what content to serve to the user's browser.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 33

Which three permissions are included for a delegated administrator?

Choose 3 answers

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

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

NEW QUESTION: 34

Universal Containers (UC) wants to build a product registration site to allow guest users to register a product. The functionality will involve a multi-step flow.

How should UC enable the guest user to run the flow?

- A. Set the "Enable Lightning Flows for Guest User" toggle option to ON in Setup.
- B. Assign a single screen to multi-step flow and give the guest user access via page layout.
- C. Save the flow with the "System Context Without Sharing-Access All Data" option.
- D. Convert multi-step flow into individual flows and give the guest user access to each flow separately.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 35

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 standard 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 included as dependencies.
- D. Custom list views for custom objects are not included as dependencies.

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 36

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. Download an app from AppExchange
- B. Write custom code
- C. Fix the header's Position.
- D. Edit the default navigation

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 37

The Experience Cloud manager has been asked to ensure that a Knowledge article is visible to Internal Salesforce users, unauthenticated visitors to the site, and third-party authenticated users.

Which two settings need to be configured on the draft article before it is published?

Choose 2 answers

- A. Visible to Partner
- B. Visible in Public Knowledge Base
- C. Visible to Employee
- D. Visible to Guest User

Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 38

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 contains multiple departments; all of which belong to that account. One of the page virtualizations of the Home page of CK's Experience Cloud site is assigned to the New York City audience. CK also has a Rich Content Editor component within this Home page that is assigned only 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 New York City audience members.
- D. All Cloud Kicks Experience Cloud site members

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 39

Bloomington Caregivers (BC) has created a customer Experience site using Experience Cloud that gives customers the ability to pay this, manage appointments, and open cases with support. BC also has a partner Experience site on Experience Cloud. The company's leadership has now decided to extend access to the customer Experience site to its partners and internal Salesforce users so they can collaborate more effectively.

What is the recommended way to add partners and internal users to the customer Experience site?

- A. Create business accounts for partners and internal users, enable the accounts as customers, and then create users under these accounts by creating contacts.
- B. Configure SSO between the partner site and customer site so partners get access. Also configure SSO between internal org and the customer site so internal users get access to the customer site.
- C. Add the existing partner profiles and internal user profiles to the customer Experience site; this will automatically give users access to the customer site.
- D. Enable the partner accounts and the internal accounts as customers; the users under these accounts will then automatically gain access to the customer site.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 40

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. In order to leverage organizational structure, the HR help app must be created in the main org.
- B. HR user profile is only available in Enterprise and Performance Editions with HR permission set license.
- C. In order to protect employee privacy, the HR help desk app should be created in a different org than the main org.
- D. HR user profile is only available in Employee Cloud with Employee permission set license.

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

NEW QUESTION: 41

What is a prerequisite for creating a user that has a Partner Community license?

- A. The "Enable as Partner" action must be present on the User page layout.
- B. Ensure that the partner user has the "Enabled as partner" permission set.

C. Select "Enable as Partner" in the Experience Workspace.

D. The "Enable as Partner" action must be present on the Account page layout.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 42

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 marked as a delegated administrator on the partner account.

B. The Salesforce Administrator is not a member of the Partner Community

C. The Salesforce Administrator is not assigned a role in Salesforce.

D. The account record associated with the contact record is not enabled as a partner.

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 43

Cloud Kicks has noticed its new Experience Cloud site is taking a long time to load.

Which tool should the system administrator use to troubleshoot the problem?

A. Lightning Page Maximizer

B. Cloud Network Optimization Bolt

C. Salesforce Community Page Optimizer

D. Experience Cloud Performance Profiler

Answer: C (LEAVE A REPLY)

NEW QUESTION: 44

Cloud Kicks (CK) wants potential customers to use self-registration to sign up and gain access to its new site. CK uses Person Accounts for its customers.

How should the CK system administrator configure self-registration?

A. Leave the Account field blank.

B. Set the profile to the standard Person Account profile.

C. Create a trigger on User to convert the Contact to a Person Account.

D. Create a flow to convert the Contact to a Person Account.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 45

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. Customer Community
- D. Employee Community

Answer: B (LEAVE A REPLY)

NEW QUESTION: 46

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. Deploy a chatbox to address common questions.
- B. Enable Chatter Questions to encourage peer-to-self-service
- C. Create a public "announcement only" group for moderators to address common questions.
- D. Create an FAQ rich text component on the Home page.
- E. Create an FAQ Knowledge article.

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

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NEW QUESTION: 47

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 "Automate Topic Assignment" setting.
- D. Enable "Share on Sites" setting.

Answer: (SHOW ANSWER)

NEW QUESTION: 48

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 49

Universal Containers has recently launched a site for its retailers. Retailers are able to collaborate with other retailers around topics; 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 need to be given Super User access.
- C. Retail managers need to be put in the executive role in the Role Hierarchy.
- D. A Sharing Rule needs to be created.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 50

Recently, Ursa Major Solar (UMS) decided it no longer wants to utilize Data Categories to control article visibility for its customer portal. UMS's users will need to be logged in to the portal in order to view any Knowledge articles.

Outside of Data Categories, what is another way UMS can control Knowledge article visibility?

- A. Sharing Rules
- B. Branding Sets
- C. Audience Targeting
- D. Permission Sets

Answer: D (LEAVE A REPLY)

NEW QUESTION: 51

The system administrator at Cloud Kicks (CK) has deactivated their Experience Cloud site to do some maintenance and cleanup.

How should the administrator ensure that CK customers do NOT receive a welcome email when the site is once again active?

- A. Use Data Loader to remove all members' email addresses.
- B. Remove all profiles from the site's membership and add them again after the site is activated.
- C. Use the new Service Not Available (SNA) feature.
- D. Disable the Send welcome email checkbox for the site.

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

NEW QUESTION: 52

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, 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.
- B. 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.
- C. 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
- 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: ([SHOW ANSWER](#))

NEW QUESTION: 53

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

Choose 2 answers

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

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

NEW QUESTION: 54

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 profile record has not been created.
- C. Contact records have not been created.
- D. The portal role record has not been created.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 55

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 56

What are two ways a question can be escalated to a case?

Choose 2 answers

- A. Automatically via Case Assignment Rules
- B. Automatically via process Builder by meeting specified criteria
- C. Manually by users commenting "Escalate"
- D. Manually by a moderator selecting "Escalate to Case" in the Feed

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

NEW QUESTION: 57

Which step does the system administrator have to take to create a partner user?

- A. Select Enable Partner User from the Contact Detail page.
- B. Add the user to the All Partner Portal Users public group.
- C. Create a partner queue, and add users to it.
- D. Assign the Gold Partner permission to the user.

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

NEW QUESTION: 58

Northern Trail Outfitters would like to display a different Hero component on the Home page for United States and EMEA.

How should an administrator accomplish this?

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

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

NEW QUESTION: 59

Cloud Kicks (CK) wants to create a public site to recruit potential volunteers. Volunteering events are stored in a custom VolunteeringEvent object.

How can CK give guest users access to a custom object?

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

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

NEW QUESTION: 60

Cloud Kicks has recently rolled out a new Experience Cloud site for its customers. The site has been activated and the contacts have been enabled as customer users. However, none of the users received their login credentials in an email.

What caused this issue?

- A.** The sender's email address was changed while it was pending verification.
- B.** The roles were not enabled for the users.
- C.** The welcome emails were not enabled for the site.
- D.** The sender's email address was changed and not verified.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 61

Ursa Major Solar wants to give customers the ability to add authorized users to view usage, billing, and payment history.

Which permission should be granted to customers to add authorized users?

- A.** View and Manage Users
- B.** Delegated External User Administrator
- C.** View Content in Portals
- D.** Modify All for Usage, Billing, and Payment History

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 62

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

What are the three keyfeatures of Metadata API?

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

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

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

NEW QUESTION: 63

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

Which template should UC select?

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

Answer: D (LEAVE A REPLY)

NEW QUESTION: 64

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

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

Answer: (SHOW ANSWER)

NEW QUESTION: 65

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

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 66

Universal Containers is implementing a customer community.

What sharing mechanism should be used to allow customers to view their own cases even after those cases are assigned to a support agent?

- A. Case co-ownership using Super User access
- B. OWD and Apex Sharing
- C. Sharing Map and custom permission set
- D. Sharing Set

Answer: D (LEAVE A REPLY)

NEW QUESTION: 67

Universal Containers (UC) maintains multiple customer-facing sites, but only one profile for all customer users. No customer has access to more than one site.

Which step should the UC system administrator take to grant customers access to the appropriate site?

- A. Create and assign a permission set to the users and site.
- B. Add user to the All Customer Portal Users public group.
- C. Enable the Customer Identity profile or permission set.
- D. Assign the profile to the site membership.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 68

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. Create a Connected App with custom attributes before configuring SAML settings.
- B. Create a Visualforce page that receives and validates the SAML assertion.
- C. Register the Experience Cloud site as an Identity Provider in SAML settings.
- D. Use the site login URL as an endpoint where SAML assertion is made.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 69

Universal Containers (UC) maintains multiple customer experiences, but only one profile for all customer users. No customer has access to more than one experience.

Which two steps should the UC admin take to grant access to each customer? Choose 2 answers

- A. Select a permission set for a given experience.
- B. Edit the applicable user profile.
- C. Create a permission set.
- D. Select the profile for a given experience.

Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 70

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 quoting with Salesforce CPQ
- D. By automating partner lead routing

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 71

Ursa Majer Solar (UMS) wants to give its partners the content, data, and tools they need to sell more solar panels.

Which three Partner Relationship Management features should the system administrator utilize on UMS's site?

Choose 3 answers

- A. Market Development Fund
- B. Lead Distribution
- C. Service Console
- D. Content Flagging
- E. Deal Registration

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

NEW QUESTION: 72

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. Enable Chat for only authenticated users and pass the user's information on hidden fields.

B. Create a flow for customers to fill out before initiating Chat.

C. Create a pre-chat form to fill out before initiating Chat.

D. Deploy a unique chat per topic.

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

NEW QUESTION: 73

Ursa Major Solar (UM5) is evaluating Salesforce Partner Relationship Management (PRM) to help improve its current channel sales performance.

In which two ways can Salesforce PRM help UMS accelerate channel sales?

Choose 2 answers

A. Automate partner entitlement assignment in Channel Sales teams

B. Enable partner lead routing

C. Use partner tiering in channel sales hierarchy

D. Extend automated quoting capabilities to partners

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

NEW QUESTION: 74

The Universal Containers Experience Cloud admin needs to move a site from one production org to another production org that it is not directly connected to.

What is the recommended choice for moving the site from one org to the other?

A. Deployment via Metadata API

B. Deployment via Change Set

C. Publication via Experience Builder

D. Lightning Bolt Export and Installation

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

NEW QUESTION: 75

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. Page Variations

- B. Branding Sets
- C. Partner User Roles
- D. Audience Targeting
- E. Audience Sets

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

NEW QUESTION: 76

DreamHouse Realty recently created a site for potential buyers. The content is organized using topics.

Where can site users go to find out how current and popular a topic is?

- A. Topic's detail page
- B. Content Management Report
- C. Trending Topics Channel
- D. Collaboration Dashboard

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

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NEW QUESTION: 77

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. Available domains are created in the Administration workspace and associated with a community through a custom URL.
- B. You can only have three audiences.
- C. You can't assign record-based criteria to a component or branding set.
- D. You can't assign audiences to the components in the template header and footer sections.

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

NEW QUESTION: 78

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

Answer: (SHOW ANSWER)

NEW QUESTION: 79

A consultant is asked to setup 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. Manually add one or more topics to each article within Workspaces.
- C. Allow guest users to tag displayed articles with relevant topics on a public page.
- D. Establish automatic topic assignment of topics to specified data categories within WorkSpaces.

Answer: (SHOW ANSWER)

NEW QUESTION: 80

Ursa Major Solar (UMS) uses a third party to manage low-severity tickets using its legacy system. Sometimes, third-party agents have to create cases on behalf of UMS customers.

Which user licenses should the implementation practitioner recommend for third-party staff?

- A. Customer Identity
- B. Customer Community Plus
- C. Customer Community
- D. Partner Community

Answer: (SHOW ANSWER)

NEW QUESTION: 81

Which two Community licenses allow records to be shared with a criteria-based sharing rule?

Choose 2 answers

- A. Customer Portal
- B. Customer Community
- C. Partner Community
- D. Customer Community Plus

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 82

An Experience site is built in an Unlimited org. Some of the pages within the site are exposed to guest users.

How many page views are allowed per month?

- A. 500,000
- B. 100,000
- C. 1 million
- D. 5 million

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

NEW QUESTION: 83

What is required when creating portal users through Just-Time (JIT) provisioning?

- A. FirstName
- B. FederationIdentifier
- C. User.Role
- D. Organization_id

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

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