

## Salesforce.Experience-Cloud-Consultant.v2023-09-09.q84

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### NEW QUESTION: 1

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

Choose 2 answers Calculator

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

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

### NEW QUESTION: 2

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. Use the standard self-registration configuration under Experience Workspace and leave the default Account field empty.
- 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. Create a custom self-registration page and Apex handler that creates a person account for each user self-registering on the portal.

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 3**

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

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 4**

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. Lightning Bolt Export and Installation
- B. Deployment via Metadata API
- C. Deployment via Change Set
- D. Publication via Experience Builder

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 5**

Northern trail Outfitters has created a microsite digital experience for its Gold-Level VIP customers. The digital experience is not yet active.

The community manager would like to send welcome emails on a specific day, which include a promotion for participating in the community.

In which order should the community manager perform activation steps?

- A. Set the community to Active, and available profiles and permission sets to the Admin Workspace, and create a process to send the welcome emails.
- B. Set the Community to Active, and available profiles and permission sets to the Admin Workspace, enable Contacts as community users, and set welcome emails to Enabled.
- C. Add available profiles and permission sets to the Admin Workspace, enable Contacts as community users, set welcome emails to Enabled, and set the community to Active.
- D. Publish the community, which will send out the welcome emails.

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 6**

Ursa Major Solar (UMS) wants to differentiate between the leads created by partners and the leads created by its own Sales team. All lead records are shared with partners:

however, some of the information captured by the Sales team on the lead record should not be shared with partners.

Which two steps should UMS take at a minimum in order to meet the requirement?

Choose 2 answers

- A. Create Page Layouts for Lead Distribution.
- B. Create Lead Record Types for Lead Distribution.
- C. Enable "Lead Sharing" in Digital Experience settings.
- D. Create a separate channel for partners in PRM Workspaces.

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

#### **NEW QUESTION: 7**

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. Merge similar topics in Content Management.
- B. Mark old topics as Inactive and assign articles to the new active topics.
- C. Delete existing topics and assign articles to newly created topics.
- D. Keep existing topics and reassign articles to newly created topics.

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 8**

Which component inform support agents working in the Service Console what actions a customer has taken on an Experience site?

- A. Einstein Customer
- B. Experience Tracker
- C. Customer Insights
- D. Community View

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

#### **NEW QUESTION: 9**

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

Choose 2 answers

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

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

#### **NEW QUESTION: 10**

Cloud Kicks (CK) has a subscription model to send new sneakers to customers every month. Customers log in to the CK site, where they can manage their accounts, manage and create cases, and submit refund claims. CK also provides access to articles from its Knowledge base.

Which template should CK use to give customers the access they need?

- A. Build Your Own
- B. Microsite
- C. Account Portal
- D. Help Center

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

#### **NEW QUESTION: 11**

What are three valid topic types? Choose 3 answers

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

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 12**

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. Enable "Share on Sites" setting.
- B. Map articles to Content Topics.
- C. Map topics to data categories.
- D. Enable "Automate Topic Assignment" setting.

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

#### **NEW QUESTION: 13**

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 take to grant access to each customer?

Choose 2 answers

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

D. Select the profile for a given experience

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

#### **NEW QUESTION: 14**

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 roles

B. Through guest user Sharing Rules

C. Through guest user Sharing Sets

D. Through guest user organization-wide defaults (OWD)

**Answer: B (LEAVE A REPLY)**

#### **NEW QUESTION: 15**

Universal Containers is looking to build a new self-service site. Users will post questions, read Knowledge articles, and view case reports, users will not be registering deals or participating in any other sales activity.

Which external user license meets these requirements?

A. Customer Community Plus

B. External Identity

C. Authenticated Service Site User

D. External Community Plus

**Answer: A (LEAVE A REPLY)**

#### **NEW QUESTION: 16**

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 Leads tab.

How should an administrator solve for these requirements?

A. Create a separate community for each partner with audience targeting.

B. Create branding sets, audience targeting, and navigation menu targeting.

C. Create branding sets, a separate page variation for each partner, and a custom Navigation Menu component.

D. Create branding sets, audience targeting and a custom Navigation menu component.

**Answer: B (LEAVE A REPLY)**

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**NEW QUESTION: 17**

Ursa Major Solar (UMS) has business and person accounts in its Salesforce org. UMS has partner portals created for its Silver partners, DreamHouse Realty (DR) and Cloud Kicks (CK).

UMS's Experience team is creating users for its partners. DR and CK users do not require access to opportunities, leads, and campaigns.

What are the two considerations for creating partner users and granting access?

Choose 2 answers

- A. Only person accounts can be created as partner users.
- B. Only business accounts can be created as partner users
- C. Assign Partner Community license to partner users.
- D. Assign Customer Community Plus license to partner users.

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 18**

Which three permissions are included for a delegated administrator?

Choose 3 answers

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

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

**NEW QUESTION: 19**

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

Choose 3 answers

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

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

**NEW QUESTION: 20**

Northern Trail Outfitters has an Experience Cloud site using the Customer Service template. They have noticed that many questions take a long time to receive a response or go completely unanswered.

Which functionality would allow questions to get internal visibility?

- A. Enable Escalate to Case.
- B. Create moderators for each topic.
- C. Tell users to submit a case for unanswered questions.
- D. Limit the number of questions posted per day.

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 21**

AW Computing wants to create a site that gives customers access to Knowledge articles and peer-to-peer conversations, with the aim of decreasing the number of calls to its support organization.

What should AW Computing do to accomplish this goal?

- A. Give access to its internal orgs using Chatter groups
- B. Create a site with the Marketing Microsite template
- C. Open its Slack implementation to all customers
- D. Create a site with the Customer Service template

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 22**

Zephyrus Relocation Services (ZRS) plans to build a portal for its partners. The portal needs to show company information and brand details on the Account Management page.

Which templates should ZRS consider to build the portal?

Choose 2 answers

- A. Partner Central
- B. HelpCenter
- C. Build Your Own
- D. Customer service

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

**NEW QUESTION: 23**

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

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

#### **NEW QUESTION: 24**

Partners at Universal Containers (UC) have given feedback that it takes too long for administrators to create new users or reset passwords for partner employees.

What should be done to help UC with user management?

- A. Recommend partners share user credentials.
- B. Delegate external user administration.
- C. Create a new user form that automatically triggers a process to create a user.
- D. Implement a limit on new users and password resets.

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

#### **NEW QUESTION: 25**

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

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 26**

A consultant for Cloud Kicks (CK) is asked to build a site for CK customers. As part of this site, a custom object will be used to manage customer subscriptions. These subscriptions will need to leverage advanced sharing rules to ensure that only appropriate customers can see these subscriptions.

Which two user license types should be granted to customers to support this sharing requirement?

Choose 2 answers

- A. Customer Community User
- B. Partner Community User
- C. Customer Community Login User

D. Customer Community Plus Login User

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

**NEW QUESTION: 27**

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 and include multiple targeted HTML components.

D. Use the same page variation for EMEA, include multiple Hero components, and target each , component.

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 28**

A manager at Ursa Major Solar is responsible for creating and editing only the community users for the Partner Community they have recently set up using Experience Cloud.

However, the manager is able to make organizational changes to the user records of the internal users as web.

What could be the possible issue here?

A. The manager has been given the Manage External Users permission.

B. The manager has been given the Manage User permission.

C. The manager has been given the Manage Profiles and Permission Sets permission.

D. The manager has been given the Manage Customer Users permission.

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 29**

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. The user trying to merge the accounts does not have the Merge Portal Roles permission.

C. Accounts used in an External Account Hierarchy cannot be merged with another account.

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

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 30**

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 quoting with Salesforce CPQ
- B. BY automating partner tiering in Channel sales hierarchy
- C. By automating partner lead routing
- D. By automating partner entitlement assignment in Channel sales teams

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

**NEW QUESTION: 31**

The system administrator at Dreamhouse Realty (DR) is giving Experience Builder access to two colleagues who will be responsible for creating and managing new microsites. One contributor needs to create and customize the site, but not publish it. The other colleague is tasked with adding contributors and publishing the final site.

Which Experience Builder roles should the system administrator grant?

- A. Viewer and Publisher
- B. Experience Admin and Publisher
- C. Publisher and Builder
- D. Builder and Experience Admin

**Answer: D (LEAVE A REPLY)**

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**NEW QUESTION: 32**

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 process Builder by meeting specified criteria

- C. Automatically via Case Assignment Rules
- D. Manually by users commenting "Escalate"

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

### **NEW QUESTION: 33**

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. Default owner does not need Read/Write access to view the records created by guest users.
- B. When possible, one should create and assign queues as owners of records created by guest users.
- C. Setting the default owner for records created by guests is an option in Experience Cloud sites.
- D. Queues cannot be assigned as owners of 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: (SHOW ANSWER)**

### **NEW QUESTION: 34**

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

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

### **NEW QUESTION: 35**

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

- A. Select "Enable as Partner" in the Experience Workspace.
- B. The "Enable as Partner" action must be present on the User page layout.
- C. Ensure that the partner user has the "Enabled as partner" permission set.
- D. The "Enable as Partner" action must be present on the Account page layout.

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

**NEW QUESTION: 36**

Ursa Major Solar (UMS) is using the Customer Account Portal template where both customers and employees can log in to view information about the company. UMS would like the Home page to showcase internal resources at the top for its employees, and would like self-help resources to be available for logged-in customers. UMS wants to exclude employee resources from the layout of the Home page when customers are logged in. Which functionality should UMS utilize to showcase the Home page in different ways?

- A. Case Feeds
- B. Developer Console
- C. Sharing Sets
- D. Page Variations

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

**NEW QUESTION: 37**

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

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 38**

DreamHouse Realty (DR) has active participation of home owners and prospective buyers in its Experience Cloud site that uses Chatter. Recently, DR observed a significant number of comments being marked as spam. OR's Salesforce and Security teams did further analysis and identified the posts made by the spammers.

OR's Management team has decided to remove all the spammers' posts and comments from the Experience Cloud site.

What should the Experience Cloud consultant recommend to remove them?

- A.** Utilize the Insights reports by creating and using a custom action to remove all the spammers' posts and comments.
- B.** Experience Cloud site managers, moderators, and admms work together to remove all the spammers' posts and comments manually.
- C.** Submit a high-priority case with Salesforce Support to remove all of the spammers' posts and comments. The site will be under maintenance state until resolution.
- D.** Enable Experience Cloud Einstein features to remove all the spammers" posts and comments as a background action.

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 39**

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

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 40**

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.** Use the standard self-registration configuration under Experience Workspace and leave the default Account field empty.
- B.** Create a custom self-registration page and Apex handler that creates a person account for each user self-registering on the portal.
- C.** 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.

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 41**

Cloud Kicks (CK) is in the process of updating and retiring multiple Experience Cloud sites on its one org.

What should CK consider before taking action as it inactivates and brings on new sites?

- A.** Each org can have up to 100 Experience Cloud sites as long as they are active.

**B.** Each org can have up to 100 Experience Cloud sites; active, preview, and inactive sites all count toward that limit.

**C.** Each org can have up to 100 Experience Cloud sites; preview sites don't count toward that limit.

**D.** Each org can have up to 100 Experience Cloud sites; preview sites count toward that limit but inactive sites do not.

**Answer: B (LEAVE A REPLY)**

#### **NEW QUESTION: 42**

An administrator for Cloud Kicks wants to create a new partner user for an existing site. Which step does the administrator need to perform right before providing user details and saving the user record?

**A.** Click "Manage Partner User" on the Contact detail page, then click "Enable Customer User".

**B.** Click "Manage External User" on the Contact detail page, then click "Enable Partner User".

**C.** Click "Manage Partner User" on the Account detail page, then click "Enable Partner User".

**D.** Click "New" on the User Setup page in Lightning Experience.

**Answer: B (LEAVE A REPLY)**

#### **NEW QUESTION: 43**

Dreamscape Flowers (DF) is planning to use Salesforce Partner Relationship Management (PRM) to manage partner lifecycle. DF is aware that Salesforce PRM can help with channel sales, lead distribution, and co-marketing with partners.

Which other three features come standard with Salesforce PRM that DF can leverage without any code customization?

Choose 3 answers

**A.** Partner Incentivization Map

**B.** AI-Powered Knowledge Base

**C.** Partner Value Score Matrix

**D.** Chat

**E.** Case Escalation

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

#### **NEW QUESTION: 44**

Universal Containers (UC) updates its Salesforce CMS content often to meet the needs of its customers. The site builder wants to use a template with out-of-the-box components that dynamically update the CMS content on its Experience Cloud site.

Which template should the site builder use?

**A.** Build Your Own (LWR)

- B. Build Your Own (Aura)
- C. Salesforce Tabs + Visualforce
- D. Customer Service

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 45**

Universal Containers (UC) is implementing a community for its retailers.

How can UC give retail store managers access to the records owned by their peers and subordinates?

- A. Put retail managers in a manager role.
- B. Give retail managers Super User access.
- C. Email retail managers best practices on how to manually share data.
- D. Set OWD to public, and manage access via Apex Sharing.

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 46**

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. Page View by Salesforce Object
- E. Search Activity

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

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**NEW QUESTION: 47**

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

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 48**

By defining roles, permission sets, or profiles, Knowledge article visibility can be controlled by using which functionality?

- A. Data Category Visibility
- B. Content Management
- C. Automatic Topic Assignment
- D. Org-Wide Defaults

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 49**

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

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

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 50**

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: B (LEAVE A REPLY)**

**NEW QUESTION: 51**

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 Unlimited
- B. Platform Portal
- C. Salesforce Authenticated Site

D. Customer Community

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 52**

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

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

**NEW QUESTION: 53**

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 overwrites LDS defaults.
- B. Changing the Salesforce CDN impacts definitions of all Lightning Web Components used in public pages.
- C. Changing the Salesforce CDN impacts the AppExchange packages in the org that use Documents object.
- D. Changing the Salesforce CDN affects SAML SSO settings for all custom URLs in that domain.

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 54**

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 Rule
- C. Super User
- D. Sharing Set

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 55**

A consultant is in the process of designing the sharing and visibility model for Cloud (CK) new hiking site built on experience Cloud. The consultant knows that CK plans to use the Customer Community License type.

What limitations should the consultant consider related to sharing and visibility for this license type?

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

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 56**

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

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

**NEW QUESTION: 57**

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

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 58**

Cloud Kicks (CK) is planning to launch a public site. The site will contain a variety of digital content, including static content as well as dynamic content. CK is planning to use Content Delivery Network (CDN).

Which statement is true about using CDN with Experience Cloud?

- A. CDN can help consistency attaching content timestamps as key-value pairs to both static and dynamic content.
- B. CDN can help reliability by allowing local cloning for static resources.
- C. CDN can help performance by caching public resources.
- D. CDN can help availability by allowing remote cloning for dynamic resources.

**Answer: (SHOW ANSWER)**

#### **NEW QUESTION: 59**

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

**Answer: A (LEAVE A REPLY)**

#### **NEW QUESTION: 60**

Northern Trail Outfitters (NTO) is planning to create an HR desk for its employees. The Technology team recommend using Experience Cloud to build the HR help desk app.

What should NTO consider when building the HR desk app?

- A. HR user profile is only available in Employee Cloud with Employee permission set license.
- B. In order to leverage organizational structure, the HR help app must be created in the main org.
- 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 Enterprise and Performance Editions with HR permission set license.

**Answer: B (LEAVE A REPLY)**

#### **NEW QUESTION: 61**

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

Choose 3 answers

- A. Designer specific users as moderators so that they can closely monitor the size.
- B. Track Flagging and moderation activity within the Experience site.
- C. Allow members to flag posts comments files, and messages that are inappropriate or spam.

- D. Allow members to remove other member from the Experience site if desired.
- E. Give members Audience Targeting permissions within the Experience site.

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

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#### **NEW QUESTION: 62**

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 Assignment Rules for Lead Distribution.
- C. Create Page Layouts for Lead Distribution.
- D. Configure Lead Creation and Lead Distribution inside PRM Workspace.

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 63**

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

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 64**

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

What are the three key features of Metadata API?

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

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

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

**NEW QUESTION: 65**

Ursa Major Solar (UM5) works with local installation companies. The installers need to collaborate with their co-workers as well as with UMS staff.

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

- A. Community User Visibility
- B. Portal User Visibility
- C. Guest User Visibility
- D. Site User Visibility

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 66**

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 (LEAVE A REPLY)**

**NEW QUESTION: 67**

DreamHouse Realty (DR) plans to expand its business by offering insurance products to home buyers. DR will use its network of independent agents to manage claims in their region. Agents will need to work with DR on settlement and adjustment approvals.

What should the Experience Cloud consultant recommend?

- A. Create a digital experience for agents and an app for employees.
- B. Create a self-service community for agents and an app for employees.
- C. Create a digital experience for agents and share the URL with employees.
- D. Create a peer-to-peer forum for agents and share the URL with employees.

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

**NEW QUESTION: 68**

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. Salesforce Community Page Optimizer
- B. Experience Cloud Performance Profiler
- C. Cloud Network Optimization Bolt
- D. Lightning Page Maximizer

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

**NEW QUESTION: 69**

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

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 70**

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. 5 million
- D. 1 million

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 71**

Universal Containers has recently launched a site for its retailers. Retailers able to collaborate 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. Retail managers needs to be put in the execute role in the Role Hierarchy
- B. A Sharing Set needs to be created.
- C. A sharing Rule needs t be created.

D. Retail managers need to be given super User access.

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 72**

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

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

**NEW QUESTION: 73**

Cloud Kicks (CK) has a subscription model to send new sneakers to customers every month. Customers log in to the CK site, where they can manage their accounts, manage and create cases, and submit refund claims. CK also provides access to articles from its Knowledge base.

Which template should CK use to give customers the access they need?

- A. Account Portal
- B. Help Center
- C. Microsite
- D. Build Your Own

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 74**

Insightopia's Experience Cloud site went live on the first day of the last month. The launch has been very successful, and the number of community members has reached the first milestone of 10,000. The Experience Cloud site manager wants to implement gamification methods to increase engagement and adoption.

What should be the recommended approach for implementing gamification?

- A. Use the Missions feature to assign badges to members automatically.
- B. Use the Einstein game mechanics feature for implementing gamification.
- C. Build flows to implement gamification for community members.
- D. Organize a community event to get ideas for implementing gamification.

**Answer: A (LEAVE A REPLY)**

### NEW QUESTION: 75

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

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

Which user license Should GCC recommend for the researchers?

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

**Answer: B (LEAVE A REPLY)**

### NEW QUESTION: 76

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

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

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### NEW QUESTION: 77

Universal Containers has implemented Chat, but agents are complaining that they have to capture several pieces of information before being able to service the customer.

What should an administrator do to capture information upfront on the Experience site?

- A. Create a flow for customers to fill out before initiating Chat.
- B. Enable Chat for only authenticated users and pass the user's information on hidden fields.
- C. 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: 78**

Ursa Major Solar created a public knowledge base where both authenticated customers and unauthenticated guest users can view Known articles as a self-service option to troubleshoot issues.

When creating a Knowledge article, which checkbox should be selected so that all users can view the articles?

- A. Visible to Partner
- B. Visible to Public Knowledge Base
- C. Visible to Customer
- D. Visible to Anyone

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 79**

Ursa Major Solar would like content from Salesforce CMS to be queried when users search for keywords in its customer portal.

Which setting must be turned on in order for Global Search in Experience Builder to query content in Salesforce CMS?

- A. Sharing Rules must be set to Read/Write.
- B. Gather Customer Insights Data must be selected.
- C. Search must be enabled for the selected CMS Channel.
- D. Community must be activated.

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

#### **NEW QUESTION: 80**

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

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

Choose 2 answers

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

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

**NEW QUESTION: 81**

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

What should BC closely into during the evaluation phase?

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

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 82**

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

**Answer: A,C,E (LEAVE A REPLY)**

**NEW QUESTION: 83**

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

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 84**

Which two statements regarding data categories are true?

Choose 2 answers

- A.** Child roles cannot see more data categories than their parent role. If the parent role's visibility changes, the child role's category visibility is reset to its parent's category visibility.
- B.** Customer Portal users and partner portal users inherit data category visibility settings of the role assigned to their account (owner) managers by default.
- C.** When a category is made visible to a user through custom settings or is made visible by default, its child and parent categories are not included.
- D.** Translated articles will not follow the master article data category. Therefore, translated articles can be assigned to a different data category.

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

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