



Free Questions for Experience-Cloud-Consultant

Shared by Valenzuela on 20-10-2022

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Question 1

Question Type: MultipleChoice

Cloud Kicks (CK) wants to use its existing single sign-on (SSO) Identity Provider with its new Experience Cloud site.

CK wants to use the Just-in-Time Provisioning feature for Experience Cloud.

Which value is required in the user type?

Options:

- A- Standard
- B- Username
- C- Entity ID
- D- Federation ID

Answer:

D

Explanation:

This value is used to map the user's identity from the external identity provider to the user record in Salesforce. The Federation ID must be unique for each user and must match the value of the SAML attribute that is sent by the identity provider during the SSO process. The Federation ID can also be used for JIT provisioning, which creates or updates users on the fly when they log in to the site.

Question 2

Question Type: MultipleChoice

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?

Options:

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

Answer:

D

Explanation:

To ensure that the partner users are able to register, the site administrator should enable the Contacts under the Account as partner users. This will allow the site administrator to assign a username, password, and profile to each Contact and send them a welcome email with a link to activate their account and log in to the site.

Question 3

Question Type: MultipleChoice

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?

Options:

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

Answer:

C

Explanation:

One possible cause of this issue is that the sender's email address was changed and not verified. The sender's email address is the email address that appears as the sender of the welcome emails to the customer users. If the sender's email address is changed, it needs to be verified by clicking on a link in a verification email. If the verification is not completed, the welcome emails will not be sent.

Question 4

Question Type: MultipleChoice

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

Options:

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

Answer:

A, B, C

Explanation:

To decrease its call volume using an Experience site, NTO can use standard out-of-the-box functionality such as:

Create an FAQ Knowledge article. A Knowledge article is a document that provides information or a solution to a common issue or question. NTO can create an FAQ Knowledge article that answers the most frequently asked questions by its customers and publish it on its site.

Deploy a chatbot to address common questions. A chatbot is an automated conversational agent that can interact with customers using natural language. NTO can deploy a chatbot on its site

that can answer common questions, provide information, or escalate issues to agents.

Enable Chatter Questions to encourage peer-to-self-service. Chatter Questions is a feature that allows customers to post questions on your site and get answers from other customers or experts. NTO can enable Chatter Questions on its site to encourage peer-to-self-service and reduce the need for support calls.

Question 5

Question Type: MultipleChoice

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?

Options:

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

Answer:

D

Explanation:

The Content Delivery Network (CDN) is a feature that improves the performance of public sites by caching static content, such as images, CSS files, and JavaScript files, on servers that are closer to the site visitors. This reduces the load on the Salesforce servers and speeds up the page loading time. CK can enable and configure the CDN from Experience Builder settings.

Question 6

Question Type: MultipleChoice

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?

Options:

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



Answer:

D

Explanation:

To give customers the access they need, CK should use the Account Portal template. The Account Portal template is a pre-built site that includes features such as account management, case management, and refund claims. CK can use this template to provide self-service options to its customers, such as viewing and updating their account information, creating and viewing cases, and submitting refund claims. CK can also provide access to articles from its Knowledge base using the Knowledge component or the CMS Connect component.

Question 7

Question Type: MultipleChoice

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?

Options:

- A- CMS Connect (JSON)

- B- CMS - Single
- C- Grid component with CMS Collections
- D- Grid component with list.views

Answer:

C

Explanation:

To dynamically populate the site with blog posts as new ones are added, CK should use a Grid component with CMS Collections. A Grid component is a component that displays content in a grid layout with rows and columns. A CMS Collection is a collection of content items that are created and managed in Salesforce CMS. CK can use a Grid component and select a CMS Collection as the content source. This will allow CK to showcase blog posts written by AW Computing thought leaders on its site and automatically update them as new ones are added.



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