# Free Questions for Experience-Cloud-Consultant

## Shared by Norris on 06-06-2022

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# Question 1

Question Type: MultipleChoice

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?

## Options:

A- OWD and Apex Sharing

B- Sharing Set

C- Case co-ownership using Super User access

D- Sharing Map and custom permission set

## Answer:

B

## Explanation:

A sharing set is a feature that grants community users access to records that have a lookup relationship with their user record or their account or contact record. For example, a sharing set can grant customers access to cases that have the same contact as their user record, regardless of the case owner or role hierarchy. Sharing sets are easy to configure and do not require code.

# Question 2

Question Type: MultipleChoice

universal Containers UC maintains multiple customer-facing sites, but only one profile for all customer users. Ho customer has access to more than one site.

which two steps should the UC admin take to grant access to each customer?

Choose 2 answers

## Options:

A- Select a permission set for a given site.

B- Edit the applicable user profile.

C- Create a permission set.

D- Select the profile for a given site.

## Answer:

A, C

## Explanation:

To grant access to each customer to only one site, UC should create a permission set and select a permission set for a given site. A permission set is a collection of settings and permissions that give users access to various tools and functions. UC can create a permission set for each site that specifies the site access and the object permissions for the customer users. UC can then select a permission set for a given site in the Experience Builder, which will assign the permission set to all new and existing users of that site.

# Question 3

Question Type: MultipleChoice

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?

## Options:

A- Authenticated Service Site User

B- External Community Plus

C- External Identity

D- Customer Community Plus

## Answer:

D

Explanation:

This user license allows users to access cases, Knowledge articles, reports and dashboards, and custom objects in a self-service site. It also provides access to Chatter groups and files, and allows users to edit their own profiles.Customer Community Plus users can also use email-to-case functionality and create records that have lookups to accounts or contacts5

# Question 4

Question Type: MultipleChoice

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 .n Experience Builder to query content m Salesforce CMS?

Options:

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

Answer:

C

Explanation:

This setting allows the CMS content to be searchable within the channel where it is published. To enable search for a channel, open the CMS Channels tab in Salesforce CMS, select Edit beside a channel, and click the Search toggle.Additionally, if the site is created with Experience Builder, the Global Search Box component must be configured to include the Content object4

# Question 5

Question Type: MultipleChoice

Cloud Kicks (CK) is planning to introduce a User Acceptance Testing (UAT) process to ensure quality. UAT will take place In Partial and Full sandboxes. OC has also set up the Salesforce content Delivery Network (CDN) for its domain in production environment.

What should CK keep in mind about salesforce CDN?

## Options:

A- Salesforce CDN is only supported in Full sandbox environments.

B- Salesforce CDN is not supported in sandbox environments.

C- Salesforce CDH is only supported in Developer sandbox environments

D- Salesforce CDN is supported in all sandbox environment

## Answer:

B

## Explanation:

CK should keep in mind that Salesforce CDN is not supported in sandbox environments. Salesforce CDN is a feature that allows CK to improve the performance of its site by caching static resources on servers that are closer to CK's site visitors. However, this feature is only available in production environments and not in sandbox environments, such as Partial and Full sandboxes. Therefore, CK should not use Salesforce CDN for its UAT process.

# Question 6

Question Type: MultipleChoice

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?

## Options:

A- 1 million

B- 5 million

C- 100,000

D- 500,000

## Answer:

B

## Explanation:

The page view limit for an Experience site depends on the org edition and the license type of the site users. For an Unlimited org, the page view limit is 5 million per month for guest users, and unlimited for authenticated users. A page view is counted when a user requests a page that is served by the site.

# Question 7

Question Type: MultipleChoice

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?

## Options:

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

## Answer:

A

## Explanation:

To give customers the ability to add authorized users to view usage, billing, and payment history, UMS should grant Delegated External User Administrator permission to customers. Delegated External User Administrator is a permission that allows customers to create new users or reset passwords for other customers in their own account. UMS can use Delegated External User Administration, which is a feature that allows UMS to assign specific users as delegated

administrators who can manage external users in their own accounts.

# Question 8

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?

## Options:
A- Visible to Partner

B- Visible to Customer

C- Visible to Public Knowledge Base

D- Visible to Anyone

## Answer:
C

## Explanation:
To make a Knowledge article visible to both authenticated customers and unauthenticated guest users on the public knowledge base, you need to select the Visible to Public Knowledge Base checkbox when creating the article. This will allow you to share the article with public users on your site. You can also select other visibility options, such as Visible to Customer or Visible to Partner, if you want to share the article with other channels.