Question 1

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?

Options:

A- Builder and Experience Admin

B- Experience Admin and Publisher

C- Viewer and Publisher

D- Publisher and Builder

Answer:

D

Explanation:

To grant Experience Builder access to two colleagues who will be responsible for creating and managing new microsites, the system administrator should grant Publisher and Builder roles. Publisher and Builder are two Experience Builder roles that define what users can do on the site. Publisher is a role that allows users to add contributors, publish changes, and activate or deactivate sites. Builder is a role that allows users to create and customize sites, but not publish them.

Question 2

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?

Options:

A- Deployment via Metadata API

B- Publication via Experience Builder

C- Deployment via Change Set

D- Lightning Bolt Export and Installation

Answer:

D

Explanation:

To move a site from one production org to another production org that is not directly connected, UC should use Lightning Bolt Export and Installation. Lightning Bolt is a feature that allows UC to export a site as a package that contains the site template, theme, pages, components, and content. UC can then install the package in another org using the AppExchange or a URL link.

Question 3

Question Type: **MultipleChoice**

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?

Options:

A- Portal User Visibility

B- Site User Visibility

C- Guest User Visibility

D- Community User Visibility

Answer:

A

Explanation:

To enable the installers to collaborate with their co-workers and UMS staff, UMS needs to enable Portal User Visibility. This is a user visibility setting that allows portal users to see other portal users who have the same role or a role below them in the role hierarchy. This also allows portal users to see internal users who are above them in the role hierarchy. Portal User Visibility can be enabled in the Sharing Settings page in Setup.

Question 4

Question Type: MultipleChoice

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

Options:

A- Channel Menu

B- Chat

C- Service Your Way

D- Service Console

Answer:

C

Explanation:

Service Your Way is a component that allows customers to choose how they want to interact with a service agent or a chatbot from a list of available channels, such as phone, chat, SMS, WhatsApp, or Facebook Messenger. Service Your Way can be added to any page in Experience Builder and configured to show different channels based on user attributes or device type.

Question 5

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

DreamHouse Realty (DR) is designing a digital experience for its global real estate team. The realtors will need access to Knowledge, reports and dashboards, and Leads coming in from the website. Leads are converted to Opportunities by an internal DR deal desk.

Which license type meets this requirement?

Options:

A- Customer Community Plus

B- Customer Community

C- Partner Community

D- Channel Account

Answer:

C

Explanation:

This license type allows the realtors to access Knowledge articles, reports and dashboards, and Leads in the digital experience. Partner Community users can also access standard and custom objects, such as accounts, contacts, cases, and opportunities. Partner Community users can also register deals and collaborate with UMS on sales opportunities.

Question 7

Question Type: **MultipleChoice**

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

Options:

A- Create a partner queue, and add users to it.

B- Select Enable Partner User from the Contact Detail page.

C- Assign the Gold Partner permission to the user.

D- Add the user to the All Partner Portal Users public group.

Answer:

B

Explanation:

This step allows the system administrator to create a partner user from an existing contact that is associated with a partner account. The partner user inherits the role, profile, and permission sets from the contact. The system administrator can also specify a username, email address, and nickname for the partner user.

Question 8

Question Type: **MultipleChoice**

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

Options:

A- Branding Sets

B- Audience Sets

C- Page Variations

D- Audience Targeting

E- Partner User Roles

Answer:

A, C, D

Explanation:

Branding sets allow the administrator to define the colors, fonts, logos, and images for different parts of the site, such as the header, footer, and body. Page variations allow the administrator to create different versions of a page with different layouts, components, and content. Audience targeting allows the administrator to create audiences based on user attributes, such as profile or company name, and display different branding sets or page variations to different audiences within the same site.

Question 9

Ursa Major Solar (UM5) is planning to build a portal for its partners. Among other things, UMS will be distributing leads to its partners in the portal.

Which standard component can UMS leverage if it elects to use Partner Central template?

Options:

A- Lead Distribution

B- Lead Inbox

C- Lead Selector

D- Lead Flow

Answer:

B

Explanation:

To distribute leads to its partners in the portal, UMS can leverage the Lead Inbox component if it elects to use Partner Central template. The Lead Inbox component is a standard component that displays a list of leads assigned to the partner user or their partner account. The partner user can view, accept, or reject the leads from the Lead Inbox component.

Question 10

Question Type: **MultipleChoice**

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?

Options:

A- Trending Topics Channel

B- Collaboration Dashboard

C- Topic's detail page

D- Content Management Report

Answer:

C

Explanation:

To find out how current and popular a topic is, site users can go to the topic's detail page. The topic's detail page shows information such as the number of followers, the number of posts, and the last activity date of the topic. Site users can also see the related topics and subtopics, as well as filter the content by type or time range.

Question 11

Question Type: MultipleChoice

Cloud Kicks (CK) wants to create a public site to recruit potential volunteers. Volunteenng 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 Sets

C- Through guest user organization-wide defaults (OWD)

D- Through guest user Sharing Rules

Answer:

C

Explanation:

To give guest users access to a custom object, CK can use guest user organization-wide defaults (OWD). OWD are a feature that allows you to set the default level of access that guest users have to records of a custom object. You can use OWD to grant Read Only or Read/Write access to guest users for a custom object. For example, CK can use OWD to give guest users Read Only access to the VolunteeringEvent object.

Question 12

Question Type: **MultipleChoice**

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?

Options:

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

Explanation:

A recommended approach for implementing gamification is to use the Missions feature to assign badges to members automatically. Missions are a feature that allows you to create challenges and rewards for your site members based on their actions and behaviors. You can use Missions to define criteria and actions that trigger badges, points, or ranks for your members. For example, you can create a Mission that awards a badge to a member who posts a question, comments on an answer, or likes a post.