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Question 1

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 2

Question Type: MultipleChoice

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?

Options:

A- Sharing Rules

B- CSS Overrides

C- Permission Sets

D- Audience Targeting

Answer:

D

Explanation:

Audience targeting allows UMS to create audiences based on user attributes, such as profile, location, or language, and display different content or components to different audiences within the same site. For example, UMS can create an audience for premium customers and show them a special offer on the navigation menu, while hiding it from other customers. Audience targeting can be applied to any component or page in Experience Builder.

Question 3

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 4

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 5

Question Type: MultipleChoice

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

Options:

A- Enable partner lead routing

B- Automate partner entitlement assignment in Channel Sales teams

C- Extend automated quoting capabilities to partners

D- Use partner tiering in channel sales hierarchy

Answer:

A, C

Explanation:

Partner lead routing allows UMS to assign leads to partners based on predefined criteria, such as location, product, or industry. This helps UMS distribute leads more efficiently and increase partner engagement. Automated quoting capabilities allow partners to generate quotes for customers using UMS's pricing and discount rules. This helps partners close deals faster and more accurately.

Question 6

Question Type: MultipleChoice

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.

Mow should CK help compile these preferences?

Options:

A- Create a Lightning Bolt solution that already includes all the preferences.

B- Create a Lightning Bolt solution with a template and a login flow to gather the preferences.

C- Use the standard Preferences Chatbot to gather the preferences.

D- Build a Service Console to gather the preferences.

Answer:

B

Explanation:

To set up a site and gather their customers' communication preferences, CK should create a Lightning Bolt solution with a template and a login flow to gather the preferences. A Lightning Bolt solution is a package that contains an industry-specific template, theme, flows, apps, and components that can be used to create an Experience Cloud site. CK can create a Lightning Bolt solution that includes a template with the required pages and branding for its customers' site. CK can also include a login flow in the Lightning Bolt solution, which is a flow that runs when a user logs in to the site. CK can use the login flow to collect the customers' communication preferences and store them in Salesforce.

Question 7

Question Type: **MultipleChoice**

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?

Options:

A- Utilize the Insights reports by creating and using a custom action to remove all the spammers' posts and comments.

B- 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.

C- Experience Cloud site managers, moderators, and admms work together to remove all the spammers' posts and comments manually.

D- Enable Experience Cloud Einstein features to remove all the spammers' posts and comments as a background action.

Answer:

A

Explanation:

To remove all the spammers' posts and comments from the Experience Cloud site, DR should utilize the Insights reports by creating and using a custom action to remove them. Insights reports are reports that show the activity and engagement metrics on DR's site, such as page views, likes, comments, flags, and moderation actions. DR can use Insights reports to identify the spammers' posts and comments based on the flagging reasons or other criteria. DR can also create a custom action that allows DR to remove multiple posts or comments at once from the Insights reports.

Question 8

Question Type: **MultipleChoice**

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?

Options:

A- Retail managers need to be put in the executive role in the Role Hierarchy.

B- Retail managers need to be given Super User access.

C- A Sharing Rule needs to be created.

D- A Sharing Set needs to be created.

Answer:

B

Explanation:

Super User access is a feature that allows you to grant access to records owned by other users who have the same role or a role below them in the role hierarchy. You can use Super User access to give retail managers access to records owned by their peers and subordinates.

Question 9

Question Type: MultipleChoice

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?

Options:

A- Extend the Standard Role Hierarchy setting departments as child accounts.

B- Enable the External Account Hierarchy setting departments as child accounts.

C- Use the Business Accounts and Contacts with Sharing Sets to grant additional record access as needed.

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:

B

Explanation:

This option allows NTO to manage its B2B accounts with multiple levels of hierarchy and grant record access based on the account relationship. External Account Hierarchy is a feature that enables this functionality for Customer Community Plus users.With this feature, users can view and edit records associated with their own account and any child accounts in the hierarchy3