



**Free Questions for Experience-Cloud-Consultant by
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Question 1

Question Type: MultipleChoice

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?

Options:

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

Answer:

A

Explanation:

This license type allows third-party staff to access cases, leads, opportunities, contracts, and custom objects on behalf of UMS customers. Partner Community users can also create cases from questions, escalate questions to cases, and view Knowledge articles. Partner Community users cannot access quotes or reports and dashboards.

Question 2

Question Type: MultipleChoice

Universal Containers (UC) maintains multiple customer-facing sites, but only one profile for all customer users. No customer has access to more than one site.

Which step should the UC system administrator take to grant customers access to the appropriate site?

Options:

- A- Enable the Customer Identity profile or permission set.
- B- Assign the profile to the site membership.
- C- Create and assign a permission set to the users and site.
- D- Add user to the All Customer Portal Users public group.

Answer:

B

Explanation:

This option allows UC to grant customers access to the appropriate site. Site membership is a feature that defines which users can access a site and what permissions they have. UC can assign the profile for all customer users to the site membership of each site and specify the default page access and object permissions for that profile. UC can also assign permission sets to the site membership to grant additional permissions to specific users⁴

Question 3

Question Type: MultipleChoice

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?

Options:

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

Answer:

B

Explanation:

This option allows UMS to showcase the Home page in different ways for its employees and customers. Page variations are different versions of a page with different layouts, components, and content. UMS can create page variations for the Home page and use audience targeting to display different variations to different audiences based on user attributes, such as profile or user type³

Question 4

Question Type: MultipleChoice

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?

Options:

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

Answer:

D

Explanation:

This option allows UC to give retail store managers access to the records owned by their peers and subordinates. Super User access is a feature that grants community users access to records that are owned by users who have the same role or a role below them in the role hierarchy. Super User access can be enabled for partner users or customer users with Customer Community Plus or Partner Community licenses²

Question 5

Question Type: MultipleChoice

No More Homelessness (NMH) recently launched a public site. The Support team has received feedback that some of the articles aren't showing up in the search results for unauthenticated or guest users.

How can NMH ensure that articles are shared with all guest users?

Options:

- A-** Select 'Visible in Public Knowledge Base' at the article level.
- B-** Create a custom permission set for Public access.
- C-** Select 'Public' organization-wide default for the article type at the org level.
- D-** Create a custom profile for Public access.

Answer:

A

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.

Question 6

Question Type: MultipleChoice

What is the most efficient way that a Salesforce Admin can create a single Experience Cloud Site user from a Contact?

Options:

A- Enable the Account as a Customer Account so all Contacts in that Account become Customer users.

- B-** Email the Contact a link to the Self-Registration page for the site.
- C-** Use Data Loader to add the Contact in Salesforce as a Customer user.
- D-** Enable the Contact in Salesforce as a Customer user.

Answer:

D

Explanation:

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

Question 7

Question Type: MultipleChoice

Ursa Majer Solar (UMS) wants to give its partners the content, data, and tools they need to sell more solar panels.

Which three Partner Relationship Management features should the system administrator utilize on UMS's site?

Choose 3 answers

Options:

- A- Content Flagging
- B- Service Console
- C- Deal Registration
- D- Lead Distribution
- E- Market Development Fund

Answer:

C, D, E

Explanation:

Deal Registration allows UMS to enable its partners to register deals and work with UMS on sales opportunities. UMS can also set up approval processes and validation rules for deal registration and track the deal status and revenue. Lead Distribution allows UMS to assign leads to partners based on predefined criteria, such as location, product, or industry. UMS can also monitor the lead conversion rate and partner performance. Market Development Fund allows UMS to allocate funds to partners for marketing activities, such as events, campaigns, or webinars. UMS can also create budgets, approval workflows, and reports for market development fund.

Question 8

Question Type: MultipleChoice

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?

Options:

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

Answer:

A

Explanation:

This functionality allows UMS to create a case from a question that has not received a response or has received an unsatisfactory response. UMS can enable this functionality from Experience Builder settings and specify the criteria for escalating a question, such as the number of days without a reply or the number of downvotes. UMS can also assign a queue or an owner for the escalated cases and notify them by email.

Question 9

Question Type: MultipleChoice

Ursa Majer Solar (UMS) would like authenticated Experience Site users to see cases, quotes, contracts, and Knowledge articles appear in search results, but the Search Results component is only

returning Knowledge articles.

How should UMS configure its search results to yield the desired results?

Options:

A- In Salesforce Setup, under the Experience Site users' profile, adjust the system permissions to allow for multiple objects in search

results.

B- On the Search page, switch the Search Results component with Global Search Results and select the appropriate objects in the property editor.

C- On the Search page, select the appropriate objects in the property editor for the Search Results component.

D- On the Home page, in the property editor for the Hero component, adjust the Hero Type to 'Call to Action' instead of 'Search'.

Answer:

B

Explanation:

This option allows UMS to configure its search results to include cases, quotes, contracts, and Knowledge articles. The Global Search Results component is a new component that supports multiple objects and facets in the search results. UMS can add this component to the Search page and select the objects that they want to display in the property editor.

Question 10

Question Type: MultipleChoice

Universal Containers (UC) is building a new self-service site for its large global customer base. Customers will be posting questions, viewing Knowledge articles, downloading warranties, opening

tickets, and registering their recent purchases. Purchases are stored in a custom object. UC is considering using the Customer Service template for the site and External Apps license for the

customers.

Which limitation could cause a potential issue for UC?

Options:

- A- External Apps license does NOT allow self-registration.
- B- External Apps license does NOT allow access to custom objects.
- C- External Apps license does NOT allow access to cases.
- D- External Apps license does NOT download documents out-of-the-box.

Answer:

B

Explanation:

This license type allows users to access standard objects, such as accounts, contacts, and cases, in a self-service site. However, it does not allow users to access custom objects, such as purchases. UC would need to use a different license type, such as Customer Community Plus, that supports custom objects.

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