



Salesforce Certified Experience Cloud Consultant



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Sales force

Exam Certified-Experience-Cloud-Consultant

Salesforce Certified Experience Cloud Consultant (SP23)

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[Total Questions: 185]

Question No : 1

Dreamscape Flowers (DF) is a well-known global with a large network of partners in various regions DF currently has a number of manual process with varied complexity. Some of these processes involve lifecycle management that DF is looking to automate as part of a broad digital transformation initiative.

In what three ways can Salesforce Partnership Management (PRM) help DF?

Choose 3 answers

- A. Automating partner onboarding process
- B. Helping partners manage their payments and file taxes
- C. Providing reports and dashboards access to partners
- D. Preventing channel conflict

Answer: A,C,D

Question No : 2

Universal Containers (UC) would like to create a site for its existing customers. The site will contain articles,

manuals, and FAQs. The site will also contain access to UC's Contracts object specific to each customer and the ability for customers to update their billing information, requiring them to log in to the site to access any information.

Which template should UC select when building its site?

- A. Customer Service
- B. Customer Account Portal
- C. Partner Central
- D. Help Center

Answer: D

Question No : 3

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?

- A. Sharing Rules
- B. CSS Overrides
- C. Permission Sets
- D. Audience Targeting

Answer: D

Question No : 4

Northern Trail Outfitters wants to add a background image to a record list of products in its digital experience.

How should an administrator accomplish this?

- A. Use an HTML component
- B. Create CMS items.
- C. Use a Flexible page layout.
- D. Build a custom Lightning component.

Answer: C

Question No : 5

What are three goals Ursa Major Solar can accomplish with experience Cloud moderation functionality?

Choose 3 answers

- A. Allow members to remove other member from the Experience site if desired.
- B. Track Flagging and moderation activity within the Experience site.
- C. Allow members to flag posts comments files, and messages that are inappropriate or spam.
- D. Designer specific users as moderators so that they can closely monitor the size.
- E. Give members Audience Targeting permissions within the Experience site.

Answer: B,C,D

Question No : 6

Ursa Major Solar would like its authenticated external users to be able to search for Quote and Contract objects but not Opportunity or Asset objects.

Which two standard features allow an administrator to accomplish that?

Choose 2 answers

- A. Remove Opportunity and Asset from the Title Menu component in the property editor.
- B. Remove Opportunity and Asset from the navigation Menu component in the property editor.
- C. Remove Opportunity and Asset from the object list in the Global Search Result component property editor.
- D. Remove Opportunity and Asset from the Autocomplete object list in the Search component property editor.

Answer: C,D

Question No : 7

Which three items are reportable by a site administrator through Google Analytics for Experience Cloud sites?

Choose 3 answers

- A. Page View by Salesforce Object
- B. Search Activity
- C. User Login History Option
- D. Number of Case Created by user
- E. Contact Support page Activity

Answer: A,B,E

Question No : 8

Insightopia is planning to create a high-performance site for its partners. The Home page will feature multiple custom component that will provide insights and trends along with near real-time updates. Which template should Insightopia consider for its site?

- A. Partner Central
- B. Customer Account Portal
- C. Build Your Own (LWR)
- D. Help Center

Answer: C

Question No : 9

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?

- 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: B

Question No : 10

DreamHouse Reality (DR) is looking to enter the insurance business. After discussing with business advisor, DR has decided to use independent agents to manage claims.

Which two features are available for DR to implement a solution involving insurance agent persona?

Choose 2 answers

- A. Financial Services Community permission set license
- B. Insurance Agent Portal Lightning template
- C. Financial Services Lightning template
- D. Insurance agent permission set license

Answer: A,B

Question No : 11

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

- 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

Question No : 12

Northern Trail Outfitters (NTO) offers a new product that is different in North America, EMEA, and Asia Pacific regions. Pages have been created and publish for this product. The site manager has applied criteria to ensure visibility for these product are applied as per the requirement for each region. NTO further wants to control the users who see a specific page of this product settings its visibility.

Which three visibility options available in Experience Cloud?

Choose 3 answers

- A. Audience
- B. None
- C. Default
- D. Personal
- E. Visible

Answer: A,B,C

Question No : 13

DreamHouse Realty is planning to launch a digital experience for its partners where they will be able to pick a Lead from shared leads and start working toward getting the lead converted into an Opportunity.

Which two steps are part of setting up Lead Sharing or Lead Distribution for partners?

Choose 2 answers

- A. Enable "Allow External Lead Sharing" in Digital Experience settings.
- B. Create Page Layouts for Lead Distribution.
- C. Configure Lead Creation and Lead Distribution inside PRM Workspace.
- D. Create Assignment Rules for Lead Distribution.

Answer: B,D

Question No : 14

Cloud Kicks (CK) wants potential customers to use self-registration to sign up and gain access to its new site. CK uses Person Accounts for its customers.

How should the CK system administrator configure self-registration?

- A. Leave the Account field blank.
- B. Create a trigger on User to convert the Contact to a Person Account.
- C. Set the profile to the standard Person Account profile.
- D. Create a flow to convert the Contact to a Person Account.

Answer: C

Question No : 15

Ursa Major Solar (UMS) noticed that quest users are unable to see images on its customer portal.

Which setting should UMS enable in order for quest users to see the images?

- A. "Enable Image Connect for guest users" in the Administration Workspace
- B. "Let guest users view asset files and CMS content available to the community" in the Administration Workspace
- C. "Allow guest users to self register" in the Administration Workspace
- D. The "Jepson" theme in the Builder Workspace

Answer: B

Question No : 16

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?

- 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: A

Question No : 17

Which step denotes the completion of an Experience Cloud site setup?

- A. Setting up SSO
- B. Activating the site
- C. Assigning roles to users
- D. Assigning profiles to users

Answer: B

Question No : 18

Ursa Major Solar (UMS) has seen exponential growth in recent years. The Incoming call volume to the support center has gone up exponentially as well, and is now reaching unmanageable levels.

What should UMS consider to help the situation?

- A. Create a peer-to-peer forum using Self Service template.
- B. Create a self service community using Customer Service template.
- C. Create a smart queue router using Service Cloud template.
- D. Create virtual support agents using Chat Bot template.

Answer: B

Question No : 19

Which two statements regarding data categories are true?

Choose 2 answers

- A. Child roles cannot see more data categories than their parent role. If the parent role's

- visibility changes, the child role's category visibility is reset to its parent's category visibility.
- B.** Customer Portal users and partner portal users inherit data category visibility settings of the role assigned to their account (owner) managers by default.
 - C.** When a category is made visible to a user through custom settings or is made visible by default, its child and parent categories are not included.
 - D.** Translated articles will not follow the master article data category. Therefore, translated articles can be assigned to a different data category.

Answer: A,B

Question No : 20

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?

- 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

Question No : 21

The Salesforce Administrator at Ursa Major Solar is trying to create a partner user for their Partner Community that was built using Salesforce Experience Builder. However, the admin is not able to create it from the contact record.

What could be two reason causing this issue?

Choose 2 answers

- A.** The Salesforce Administrator is not assigned a role in Salesforce.
- B.** The Salesforce Administrator is not a member of the Partner Community
- C.** The account record associated with the contact record is not enabled as a partner.
- D.** The Salesforce administrator is not marked as a delegated administrator on the partner account.

Answer: A,C

Question No : 22

Ursa Major Solar would like to expose the custom object SolarPanels to its customer portal. This particular object contains 150 fields, and a majority of the fields are technical codes and internal information.

How should the administrator limit the fields available in the customer portal?

- A. Utilize CSS overrides to hide unwanted fields.
- B. Create a page variation for the customer portal to hide unwanted fields.
- C. Use Field-Level Security to remove access to the unwanted fields.
- D. Utilize the Developer Console with coding to hide unwanted fields.

Answer: C

Question No : 23

No More Homelessness (NMH) and DreamHouse Realty (DR) are working to provide free housing to low-income seniors. Social workers at NMH need to access records owned by realtors at DR.

What should the Experience Cloud consultant recommend for record sharing?

- A. Role Hierarchy
- B. Sharing Set
- C. Sharing Rule
- D. Super User

Answer: C

Question No : 24

To which three objects can the Partner Super User access be applied?

Choose 3 answers

- A. Opportunities
- B. Accounts
- C. Cases
- D. Custom Objects
- E. Campaigns

Answer: A,C,D

Question No : 25

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?

- A. Customer Community Plus
- B. Customer Community
- C. Partner Community
- D. Channel Account

Answer: C

Question No : 26

Universal Containers (UC) is planning to create a portal for its global partner network. Users will be assigned a Partner Community license and a role.

Which two things should UC keep in mind when setting up partner roles?

Choose 2 answers

- A. Role Hierarchy can only be used if all objects have external OWD set to Private.
- B. The default limit for the number of roles for portals is 50,000 per org.
- C. Unused roles can be deleted.
- D. Once created, roles cannot be deleted.

Answer: B,C

Question No : 27

Dreamscape Flowers recently launched three Experience Cloud sites for North America, Europe, and Asia Pacific regions. The Community managers have installed the Salesforce Communities Management package and are getting useful insights on adoption and engagement.

During the Community managers' weekly meeting, the Community manager for Europe mentioned that the preconfigured Insights reports cannot be used for their Experience Cloud site.

What is the reason for this issue?

- A. The Community manager for Europe does not have System Administrator privileges.
- B. The preconfigured Insights reports need to be modified to meet GDPR requirements.
- C. The Experience Cloud site for Europe is not using Chatter which is needed to use the preconfigured Insights reports.
- D. The Experience Cloud site for Europe has more than a million users.

Answer: C

Question No : 28

Ursa Major Solar is creating an employee experience portal.

Using audience targeting, how should the Experience designer set it up so that different pages in the portal appear to different departments and roles within those departments?

- A. By using Location criteria and specifying which IP address applies to each department and domain
- B. By using Profile criteria and selecting the Service profile
- C. By using Domain criteria and creating custom domains for each department or role to access the portal
- D. By using User criteria and selecting appropriate user fields on CRM objects

Answer: D

Question No : 29

Universal Containers is looking to onboard three new partners to the community.

- * Each partner have a branded experience containing their colors and logo.
- * Gold and silver partners should have access to the Leads inbox component, but Bronze partners should not.
- * Bronze partners should not have access to the Leas tab.

How should an administrator solve for these requirements?

- A. Create branding sets, audience targeting, and navigation menu targeting.
- B. Create branding sets, audience targeting and a custom Navigation menu component.
- C. Create a separate community for each partner with audience targeting.
- D. Create branding sets, a separate page variation for each partner, and a custom Navigation Menu component.

Answer: A

Question No : 30

Cloud Kicks wants to allow site users to tag site content with custom tags or member-created topics.

Which two permissions must be enabled for site users in Setup to accomplish this?

Choose 2 answers

- A. Create Topics
- B. Assign Topics
- C. Tags Allowed
- D. Member Can Access Topics

Answer: A,B

Question No : 31

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?

- A. Trending Topics Channel
- B. Collaboration Dashboard
- C. Topic's detail page
- D. Content Management Report

Answer: A

Question No : 32

Bloomington Caregivers (BC) wants to share Covid-19 related information with all site visitors, including unauthenticated users.

Which three things should BC in mind about unauthenticated or guest user access?

Choose 3 answers

- A. Guest user external organization-wide default are always set to Private.
- B. Guest user can't access records via manual sharing
- C. Guest user can't records via manual existing records
- D. Guest user can't be members of public groups or queues.
- E. Guest user external organization-wide defaults are always set to Public.

Answer: A,B,D

Question No : 33

Get Cloudy Consulting has decided to set up and create an Experience Cloud site where customers can create service tickets or chat live with agents.

What is the first step the system administrator should take to create the site?

- A. Update organization-wide settings.
- B. Enable Search Engine Optimization (SEO).
- C. Enable Digital Experiences.
- D. Configure the default login.

Answer: C

Question No : 34

Dreamscape Flowers (DF) is planning to use Salesforce Partner Relationship Management (PRM) to manage partner lifecycle. DF is aware that Salesforce PRM can help with channel sales, lead distribution, and co-marketing with partners.

Which other three features come standard with Salesforce PRM that DF can leverage without any code customization?

Choose 3 answers

- A. Partner Value Score Matrix
- B. Case Escalation
- C. AI-Powered Knowledge Base