Free Questions for Experience-Cloud-Consultant

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Questions # 1:

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?

Options:

○ 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

Explanation

This option allows UMS to reduce the call volume by providing customers with self-service options, such as knowledge articles, FAQs, case management, chat, and feedback. TheCustomer Service template is designed for this purpose and offers a responsive and customizablelayout2

Questions # 2:

Cloud Kicks (CK) uses SSO (Single Sign-on) for its customer portal. The customer portal is built on the Customer Service template which uses LDS (Lightning Design System) and has public pages that use Lightning Web Components. CK gas also set up the Salesforce Content Delivery Network (CDN) for its domain, which CK is planning to change.

Options:

○ A.

Changing the Salesforce CDN overwritesLDS defaults.

○ B.

Changing the Salesforce CDN affects SAML SSO settings for all custom URLs in that domain.

○ C.

Changing the Salesforce CDN impacts the AppExchange packages in the org that use Documents object.

○ D.

Changing the Salesforce CDN impacts definitions of all Lightning Web Components used in public pages.

Answer

D

Explanation

Salesforce Content Delivery Network (CDN) is a feature that allows you to improve the performance of your site by caching static resources, such as images, JavaScript, and CSS files. However, changing the Salesforce CDN has some implications, such as:

Changing the Salesforce CDN impacts definitions of all Lightning Web Components used in public pages. You need to redeploy your components after changing the CDN to ensure that they work properly.

Changing the Salesforce CDN does not affect SAML SSO settings for all custom URLs in that domain. SAML SSO settings are independent of the CDN settings.

Changing the Salesforce CDN does not impact the AppExchange packages in the org that use Documents object. Documents object is not affected by the CDN settings.

Changing the Salesforce CDN does not overwrite LDS defaults. LDS defaults are not affected by the CDN settings.

Questions # 3:

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 broaddigital transformation initiative.

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

Choose 3 answers

Options:

○ 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

Explanation

Salesforce Partner Relationship Management (PRM) is a solution that helps you manage your partner lifecycle, from recruitment to enablement to co-selling. Some of the waysthat Salesforce PRM can help DF are:

Automating partner onboarding process. You can use Salesforce PRM to create guided onboarding flows that automate tasks, approvals, and notifications for your partners.

Providing reports and dashboards access to partners. You can use Salesforce PRM to share reports and dashboards with your partners that show their performance, pipeline, and revenue.

Preventing channel conflict. You can use Salesforce PRM to assign leads and opportunities to your partners based on rules and criteria that ensure fair distribution and avoid duplication.

Questions # 4:

Universal Containers has implemented Chat, but agents are complaining that they have to capture several pieces of information before being able to service the customer.

What should an administrator do to capture information upfront on the Experience site?

Options:

○ A.

Create a flow for customers to fill out before initiating Chat.

○ B.

Enable Chat for only authenticated users and pass the user's information on hidden fields.

○ C.

Deploy a unique chat per topic.

○ D.

Create a pre-chat form to fill out before initiating Chat.

Answer

D

Explanation

To capture information upfront on the Experience site, the administrator should create a pre-chat form to fill out before initiating Chat. A pre-chat form is a form that appears before a chat session starts and asks customers to provide some information, such as their name, email, phone number, or issue description. This helps agents to identify the customer and prepare for the chat session.

Questions # 5:

Ursa Major Solar is utilizing audience targeting for specific components in its portal.

Which two considerations regarding audience targetingare true? Calculator

Choose 2 answers

Options:

○ A.

You can’t assign audiences to the components in the template header and footer sections.

○ B.

Available domains are created in the Administration workspace and associated with a community through a custom URL.

○ C.

Youcan’t assign record-based criteria to a component or branding set.

○ D.

You can only have three audiences.

Answer

A, C

Explanation

Audience targeting allows you to display different content to different audiences based on criteria such as profile, location, domain, or user. However, there are some limitations of audience targeting, such as:

> You can’t assign audiences to the components in the template header and footer sections. These sections are shared across all pages in your site and can’t be customizedfor different audiences.
>
> You can’t assign record-based criteria to a component or branding set. Record-based criteria are only available for page variations and navigation menu items.

Questions # 6:

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 fromthe contact record.

What could be two reason causing this issue?

Choose 2 answers

Options:

○ 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

C, D

Explanation

Two reasons causing this issue are C and D. To create a partner user for their Partner Community, the Salesforce administrator needs to have two requirements met: The account record associated with the contact record must be enabled as a partner, which means that it has the Is Partner checkbox checked. This indicates that the account is part of your partner network and can access your Partner Community site. The Salesforce administrator must be marked as a delegated administrator on the partner account, which means that they have limited administrative privileges to perform certainuser management tasks on behalf of an administrator. This allows them to create partner users from contact records without having full system administrator access.

Questions # 7:

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 shouldthe administrator limit the fields available in the customer portal?

Options:

○ 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 unwantedfields.

○ D.

Utilize the Developer Console with coding to hide unwanted fields.

Answer

C

Explanation

To limit the fields available in the customer portal, the administrator should use Field-Level Security to remove access to the unwanted fields. Field-Level Security is a feature that allows the administrator to control the visibility and editability of fields for different profiles and permission sets. The administrator can use Field-Level Security to hide or make read-only the technical codes and internalinformation fields for the customer portal profile or permission set.

Questions # 8:

What is required when creating portal users through Just-Time (JIT) provisioning?

Options:

○ A.

FederationIdentifier

○ B.

Organization_id

○ C.

FirstName

○ D.

User.Role

Answer

A

Explanation

The requirement when creating portal users through Just-In-Time (JIT) provisioning is A. JIT provisioning is a feature that allows you to create portal users on demand when they log in using an external identity provider, such as Facebook or Google. To use JIT provisioning, you need to have a FederationIdentifier field on the user object, which is a unique identifier that links the portal user with the external identity provider. The FederationIdentifier field must matchthe value of the NameID element in the SAML assertion sent by the identity provider.

Questions # 9:

A consultant recently finished gathering requirements for a Cloud Kicks (CK) project that will launch five new Customer Experience Cloud sites worldwide, all on a brand new Salesforce org. The purpose of these sites is to a generate buzz around new CK models and crowdsource new ideas for the RAD department. The consultant knows Multiple Books that they need to enable moderation and rate limit rules as part of their planning and must meet the following requirements:

* Each site must have three unique content moderation rules that flag specific keywords.

* Each site must have four unique rate rules that govern posting limits.

* All authenticated users must be able to post on demand. Calculator

What should the consultant consider doing before beginning work on these sites?

Options:

○ A.

Ensure that both the notify and freeze actions for all site rate rules are implemented.

○ B.

Notify the stakeholders that the number of content moderation rules, but not rate rules,

exceeds the org limit.

○ C.

Notify the stakeholders that the number of rate rules, but not content moderation rules, exceeds the org limit.

○ D.

Notify the stakeholders that the number of both moderation and rate rules exceeds the org limit.

CertsMania

Answer

D

Explanation

Before beginning work on these sites, the consultant should notify the stakeholders that the number of both moderation and rate rules exceeds the org limit. Moderation rules are rules that flag orblock content based on keywords, phrases, or patterns. Raterules are rules that limit the number of posts or comments a user can make in a given time period. The org limit for moderation rules is 10 and the org limit for rate rules is 5. Since each site needs 3 moderation rules and 4 rate rules, the total numberof rules for 5 sites is 15 moderation rules and 20 rate rules, which exceed the org limit.

Questions # 10:

Dreamscape flowers is looking to launch a public site for its current customers and prospects.

Which three actions are performed automatically when a site is created Expense Cloud?

Choose 3 answers

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Options:

○ A.

Creation of a guest role

○ B.

Creation of moderation criteria that are applied only to guest users

○ C.

Creation of a guest profile

○ D.

Creation of sharing mechanisms that are available only to guest users

○ E.

Creation of a guest user record

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Answer

A, C, E

Explanation

Three actions that are performed automatically when asite is created in Experience Cloud are A, C, and E. A guest role is a role that defines the access level and permissions of guest users on your site. A guest profile is a profile that determines what guest users can see and do on your site. A guest userrecord is a user record that represents the guest user on your site. These actions are performed automatically when you create a site in Experience Cloud, so you don’t have to manually create them.

Questions # 11:

Universal Containers (UC) wants to create a do-it-yourself site for its existing and prospective customers. The site will contain articles, belong manuals, and FAQs. Users will be able to ask questions and answer other users’ questions on the site.

Which two Experience Cloud features should UC focus on as it starts building out the site?

Choose 2 answers

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Options:

○ A.

Public Site Connect

○ B.

Document Library Model (DLM)

○ C.

Guest user and public access settings

○ D.

Content Delivery Network

Answer

C, D

Explanation

To create a do-it-yourself site for its existing and prospective customers, UC should focus on two Experience Cloud features:

Guest user and public access settings. These settings allow you to control what unauthenticated users can see and do on your site, such as viewing articles, manuals, and FAQs, or asking and answering questions.

Content Delivery Network. This is a feature that allows you to improve the performance of your site by caching static resources, such as images, JavaScript, and CSS files. This can enhance the user experience and reduce the load on your server.

Questions # 12:

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.

Questions # 13:

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 tothe 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 togrant additional permissions to specific users4

Questions # 14:

A consultant for Cloud Kicks (CK) is asked to build a site for CK customers. As part of this site, a custom object will be used to manage customer subscriptions. These subscriptions will need to leverage advanced sharing rules to ensure that only appropriate customers can see these subscriptions.

Which two user license types should be granted to customers to support this sharingrequirement?

Choose 2 answers

Options:

○ A.

Partner Community User

○ B.

Customer Community Login User

○ C.

Customer Community User

○ D.

Customer Community Plus Login User

Answer

A, D

Explanation

To support the sharing requirement of using advanced sharing rules for thecustom object, CK should grant two user license types to customers: Partner Community User and Customer Community Plus Login User. These license types allow customers to access custom objects and a subset of standard CRM objects, such as accounts, contacts, cases, and dashboards. These license types also support advanced sharing features, such as role

hierarchy, sharing rules, manual sharing, and Apex sharing.

Questions # 15:

Northern Trail outfitters (NTO) aims to provide personalization by encouraging its individual customers to self-register in its B2C Experience site. NTO is not looking to create a placeholder account.

NTO Experience consultant has set up self-registration in its Login and Registration pages. NTO's site manager has configured the Allow external users to self-register'' option. NTO uses Customer Community Plus Licenses.

Which two steps are needed to complete self-registration in NTO's Experience site?

Choose 2 answers

Options:

○ A.

Ensure that the Account field is empty in the registration section.

○ B.

Contact Salesforce Customer Support to enable Communities Self Registration Controller.

○ C.

Ensure that the Contact field is empty in the registration section.

○ D.

Contact Sales customer Support to enable Person Accounts.

Answer

A, D

Explanation

To complete self-registration in NTO's Experience site without creating a placeholder account, NTO needs to take two steps:

Ensure that the Accountfield is empty in the registration section. This will allow NTO to create individual customers without associating them with an account.

Contact Sales customer Support to enable Person Accounts. Person Accounts are a feature that allows NTO to store information about individual customers in a single record, instead of using separate account and contact records. NTO needs to contact Salesforce Customer Support to enable Person Accounts in its org.

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