Free Questions for Experience-Cloud-Consultant

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Questions # 1:

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?

Options:

○ 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

Explanation

To solve these requirements, the administrator should create branding sets, audience targeting, and navigation menu targeting. Branding sets are collections of branding elements, such as colors, fonts, images, and logos, that you can apply to yourExperience Cloud site. Audience targeting is a feature that allows you to display pages and components to certain users based on their assigned audience. Navigation menu targeting is a feature that allows you to display different navigation menu items todifferent users based on their assigned audience. By using these features, the administrator can create different branded experiences for each partner, control the access to the Leads inbox component and the Leads tab, and customize the navigation menu foreach partner.

Questions # 2:

Northern Trail Qutfitters would like to display a different Hero component on the Home page for United States and EMEA.

How should an administrator accomplish this?

Options:

○ A.

Create a page variation for EMEA, configure the Theme, and include a different Hero component.

○ B.

Create a page variation for EMEA,configure the flexible page layout, and include a different Hero component.

○ C.

Use the same page variation for EMEA and include multiple targeted HTML components.

○ D.

Use the same page variation for EMEA, include multiple Hero components, and target each ,component.

Answer

B

Explanation

Page variations allow you to create different versions of a page for different audiences. You can use the flexible page layout to customize the components and layout of each page variation. You can also target each page variation to a specific audience based on criteria such as location, profile, or record type.

Questions # 3:

Northern Trail Qutfitters has a network of resellers who are Partner Community users. One of the resellers has requested that their parent company get View access to cases created by

their childcompanies.

Which functionality will meet the requirement best?

Options:

○ A.

Manually share cases.

○ B.

Move users who need case access to a higher level in the Role Hierarchy.

○ C.

Configure an External Account Hierarchy.

○ D.

Create a Sharing Set for the Account.

Answer

C

Explanation

An External Account Hierarchy is a feature that allows you to create a hierarchy of accounts for your partners and grant access to records based on the hierarchy level. You can use an External Account Hierarchy to grant View access to cases created by child companies to their parent company.

Questions # 4:

How can Sharing Sets be used to share records with Customer Community users?

Options:

○ A.

Create one Sharing Set and add the objects to share in the Sharing Set.

○ B.

Create one Sharing Set, select the ‘All Objects options for the Sharing Set, and add the

Customer Community profiles to the Sharing Set.

○ C.

Create one Sharing Set and use a Sharing Rule to share records with users in the Sharing Set.

○ D.

Create one Set per object and add the Customer Community profiles to each Sharing Set.

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Answer

A

Explanation

To share records with Customer Community users using Sharing Sets, you should create one Sharing Set and add the objects to share in the Sharing Set. A Sharing Set is a feature that allows you to share records with Customer Community users based on common account or contact fields. For example, you can share records with users who have the same account ID or contact ID as the record owner. To use Sharing Sets, you need to create one Sharing Set and add the objects that you want to share in the Sharing Set. You can then define the access level and criteriafor each object.

Questions # 5:

A consultant needs to leverage ExperienceBundle for a deployment but isunable to view it.

What is the most likely cause for this issue?

Options:

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○ A.

The experience has not yet been published.

○ B.

A change set containing the Network needs to be deployed.

○ C.

The "Enable ExperienceBundle Metadata API" setting needs to be checked.

○ D.

A custom Experience template needs to be created.

Answer

C

Explanation

The ExperienceBundle Metadata API allows you to retrieve, deploy, create, update, or delete an Experience Cloud site's metadata definition in a single API call. To use this API, you need to enable the "Enable ExperienceBundle Metadata API" setting in the Experience Cloud site's administration settings.

Questions # 6:

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.

Questions # 7:

What are two ways a question can be escalated to a case?

Choose 2 answers

Options:

○ A.

Manually by a moderator selecting ‘’Escalate to Case’’ in the Feed

○ B.

Manually by users commenting ‘’Escalate’’

○ C.

Automatically via Case Assignment Rules

○ D.

Automatically via process Builder by meeting specified criteria

Answer

A, D

Explanation

A question can be escalated to a case in two ways:

Manually by a moderator selecting ‘’Escalate to Case’’ in the Feed. A moderator is a user who has permission to manage content on your site. A moderator can escalate a question to a case by clicking on the ‘’Escalate to Case’’ action in the Feed menu of the question post.

Automatically via process Builder by meeting specified criteria. Process Builder is a tool that allows you to automate business processes based on criteria and actions. You can use Process Builder to create a process that escalates a question to a case when certain criteria are met, such as number of comments, number of likes, or time

elapsed.

Questions # 8:

The system administrator at Get Cloudy Consulting is trying to import Customer Portal users to the newly created Experience Cloud. However, the import failed.

What could be two reasons for this failure?

Choose 2 answers

Options:

○ A.

The portal role record has not been created.

○ B.

The portal profile record has not been created.

○ C.

User records are missing. Penal & Pep ore

○ D.

Contact records have not been created.

Answer

A, D

Explanation

Two reasons for the import failure are A andD. To import Customer Portal users to the Experience Cloud, you need to have a portal role record and a contact record for each user. A portal role record is a record that defines the role of a portal user in the portal hierarchy. A contact record is a record that contains the personal information of a portal user, such as name, email, phone, etc. If these records are missing, the import will fail.

Questions # 9:

Cloud Kicks (CK) is planning to launch a public site. The site will contain a variety of digital content, including static content as well as dynamic content. CK is planning to use Content Delivery Network (CDN).

Which statement is true about using CDN with Experience Cloud?

Options:

○ A.

CDN can help consistency attaching content timestamps as key-value pairs to both static and dynamic content.

○ B.

CDN can help availability by allowing remote cloning for dynamic resources.

○ C.

CDN can help performance by caching public resources.

○ D.

CDN can help reliability by allowing local cloning for static resources.

Answer

C

Explanation

CDN can help performance by caching public resources, such as images, JavaScript, and CSS files. This can enhance the user experience and reduce the load on CK’s server. CDN stands for Content Delivery Network, which is a feature that allows CK to improve the performance of its site by caching static resources on servers that are closer to CK’s site visitors.

Questions # 10:

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 gamificationmethods 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.

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