Free Questions for Experience-Cloud-Consultant

Shared by Anil on May 2, 2025

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Questions # 1:

Bloomington Caregivers (BC) wants to streamline back-end processes and workflows for its employees. BC recently learned about lightning Bolt solutions for employees at a world tour event.

Where should BC look for potential Lightning Bolt solutions?

Options:

○ A.

Salesforce AppExchange

○ B.

Salesforce Accelerator Directory

○ C.

Salesforce Accelerator Catalog

○ D.

Salesforce Connect

Answer

A

Explanation

Salesforce AppExchange is a marketplace where customers can find and install pre-built solutions for various industries and use cases. Lightning Bolt solutions are industry-specific templates that include themes, components, pages, and business logic. They are built by Salesforce partners and can be customized to fit specific needs3

Questions # 2:

DreamHouse Realty (DR) plans to invite individuals from several new companies to its Broker Portal and would like to differentiate the user experience for each company.

Which three options should the DR systemadministrator use to personalize the look and feel of the portal for each new brokerage?

Choose 3 answers

Options:

○ A.

Branding Sets

○ B.

Audience Sets

○ C.

Page Variations

○ D.

Audience Targeting

○ E.

Partner User Roles

Answer

A, C, D

Explanation

Branding sets allow theadministrator to define the colors, fonts, logos, and images for different parts of the site, such as the header, footer, and body. Page variations allow the administrator to create different versions of a page with different layouts, components, and content. Audience targeting allows the administrator to create audiences based on user attributes, such as profile or company name, and display different branding sets or page variations to different audiences within the same site.

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Questions # 3:

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

Options:

○ 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, D

Explanation

When setting up partner roles, you need to keep in mind some considerations, such as:

> The default limit for the number of roles for portals is 50,000 per org. You can request an increase from Salesforce if you need moreroles.
>
> Once created, roles cannot be deleted. You can only deactivate them or rename them.

Questions # 4:

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 lagged-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 andcustomers. Page variations are different versions of a page with different layouts, components, and content. UMS can create page variations for the Home page and useaudience targeting to display different variations to different audiences based on user attributes,such as profile or user type3

Questions # 5:

A manager at Ursa Major Solar is responsible for creating and editing only the community users for the Partner Community they have recently set up using Experience Cloud. However, the manager is able to make organizational changes to the user records of the internal users as web.

What could be the possibleissue here?

Options:

○ A.

The manager has been given the Manage Profiles and Permission Sets permission.

○ B.

The manager has been given the Manage Customer Users permission.

○ C.

The manager has been given the Manage User permission.

○ D.

The manager has been given the Manage External Users permission.

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Answer

C

Explanation

This permission allows the manager to create, edit, and delete all users in the org, including internal users. This permission overrides the sharing settings and role hierarchy that normally restrictaccess to user records. To limit the manager's access to only community users, the manager should be given the Manage External Userspermission instead2

Questions # 6:

Northern Trail Outfitters (NTO) is punning to create an HR help desk for Its employees. IT recommends using Experience Cloudto build the HR help desk app

Whet should NTO consider when building the MR help desk app?

Options:

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○ A.

HR user profits is only available in Enterprise and Performance Editions with HR permission sat license.

○ B.

MR user profile is only available in Employee Cloudwith Employee permission set license.

○ C.

The HR help desk app can centralize Chatter from all related active Experience Cloud sites in the org.

○ D.

The HR help desk app can centralize knowledge and self service in to one experience site.

Answer

D

Explanation

Explanation: One thing that NTO should consider when building the HR help desk app is that the app can centralize knowledge and self service in to one experience site. This means that NTO can use Experience Cloud to create a site that provides access to Knowledge articles, Cases, Chatter, and other features that can help its employees find answers, request assistance, and collaborate with HR staff. NTO can use Employee Cloud, which is a solution that allows NTO to create employee experience sites using Experience Cloud.

Questions # 7:

AW Computing is using the Build Your Own (LWR) template to create a site for its customers. The site will showcase blog posts written by AW Computing thought leaders.

Which component should the site creator use to dynamically populate the site with blog posts as new ones are added?

Options:

○ A.

CMS Connect (JSON)

○ B.

CMS - Single

○ C.

Grid component with CMS Collections

○ D.

Grid component with list.views

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Answer

C

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 componentthat 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.

Questions # 8:

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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Questions # 9:

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.

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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 # 10:

No More Homelessness (NMH) recently launched a public site. The Support team has received feedback that someof 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 shoulduse 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.

Questions # 11:

The Salesforce Administrator at Universal Containers (UC) has set up topics. UC is going through a rebranding phase and wants to simplify topics but keep articles that have been assigned to the topics.

How should the Salesforce Administrator accomplish this?

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Options:

○ A.

Mark old topics as Inactive and assign articles to the new active topics.

○ B.

Merge similar topics in Content Management.

○ C.

Delete existing topics and assign articles to newly created topics.

○ D.

Keep existing topics and reassign articles to newly created topics.

Answer

B

Explanation

To simplify topics but keep articles that have been assigned to the topics, you need to merge similar topics in Content Management. This will allow you to combine two or more topics into one and update the articles that have been assigned to the merged topics.

Questions # 12:

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

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 # 13:

Which three fields are required creating Experience Cloud users using Data Loader?

Choose 3 answers

Options:

○ A.

Profile Id

○ B.

First Name

○ C.

Role Id

○ D.

Profile Name

○ E.

Currency

Answer

A, B, E

Explanation

Three fields that are required for creating Experience Cloud users using Data Loader are A, B, and E. Data Loader is a tool that allows you to import or export large amounts of data in or out of your Salesforce org. To create Experience Cloud users using Data Loader, you need to have some required fields in your CSV file, such as:

Profile Id: This field specifies the profile that determines what users can see and do on your Experience Cloud site.

First Name: This field specifies the first name of the user.

Currency: This field specifies the currency that applies to the user's data.

Other required fields include Last Name, Alias, Email, Username, CommunityNickname, Contact Id (or Account Id), and IsActive.

Questions # 14:

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?

Options:

○ A.

Role Hierarchy

○ B.

Sharing Set

○ C.

Sharing Rule

○ D.

Super User

Answer

C

Explanation

Sharing rules allow you to extend sharing access to users in public groups, roles, or territories. You can use sharing rules to share records owned by realtors at DR with social workers at NMH, based on criteria such as record type, field value, or ownership.

Questions # 15:

Universal Containers (UC) wants to build a product registrationsite to allow guest users to register a product. The

functionality will involve a multi-step flow.

How should UC enable the guest user to run the flow?

Options:

○ A.

Assign a single screen to multi-step flow and give the guest user access via page layout.

○ B.

Save theflow with the "System Context Without Sharing—Access All Data” option.

○ C.

Set the “Enable Lightning Flows for Guest User” toggle option to ON in Setup.

○ D.

Convert multi-step flow into individual flows and give the guest user access to each flow separately.

Answer

C

Explanation

To enable the guest user to run the flow, UC should set the “Enable Lightning Flows for Guest User” toggle option to ON in Setup. A flow is a tool that allows you to automate business processes by guiding users through screens andperforming actions based on their inputs. A guest user is a user whoaccesses your Experience Cloud site without logging in or registering. To allow guest users to run flows on your site, you need to enable the “Enable Lightning Flows for Guest User” option in Setup, which gives guest users access to run flows that are embedded in Lightning pages or Visualforce pages.

Questions # 16:

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' communicationpreferences.

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.

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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.

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