# Salesforce

## Exam Questions Experience-Cloud-Consultant

Salesforce Certified Experience Cloud Consultant

**NEW QUESTION 1**
Ursa Major Solar (UMS) is building a portal for its premium B2B customers, Customer will be able to access their account information, open cases, download NDAs, and create dashboards
Which user license allows UMS to meet these requirements?

A. Customer Community
B. Channel Account
C. Commerce Portal
D. Platform Portal

**Answer:** B

**NEW QUESTION 2**
Get Cloudy Consulting wants to leverage Metadata API for migrating changes between environments.
What are the three key features of Metadata API?
Metadata API might require manual migration for changes that involve unsupported settings and features.

A. Metadata API is ideal when multiple work streams are involved.
B. Metadata API can be used programmatically as well as declaratively.
C. Metadata API is ideal for when the changes are complex.
D. Metadata API supports migrating all Communicates settings and features.

**Answer:** ABD

**NEW QUESTION 3**
Partners at Universal Containers (UC) have given feedback that it takes too long for administrators to create new users or reset passwords for partner employees.
What should be done to help UC with user management?

A. Recommend partners share user credentials.
B. Delegate external user administration.
C. Implement a limit on new users and password resets.
D. Create a new user form that automatically triggers a process to create a user.

**Answer:** D

**NEW QUESTION 4**
Dreamscape Flowers (DF) is evaluating Salesforce Partner Relationship Management (RPM) to help improve its current channel sales performance.
In what two ways can Salesforce PRM help DF accelerate channel sales? Choose 2 answers

A. By automating partner entitlement assignment in Channel sales teams
B. BY automating partner tiering in Channel sales hierarchy
C. By automating partner lead routing
D. By automating quoting with Salesforce CPQ

**Answer:** CD

**NEW QUESTION 5**
Ursa Major Solar is utilizing audience targeting for specific components in its portal. Which two considerations regarding audience targeting are true? Calculator
Choose 2 answers

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. You can't assign record-based criteria to a component or branding set.
D. You can only have three audiences.

**Answer:** AC

**NEW QUESTION 6**
A consultant is in the process of designing the sharing and visibility model for Cloud (CK) new hiking site built on experience Cloud. The consultant knows that CK plans to use the Customer Community License type.
What limitations should the consultant consider related to sharing and visibility for this license type?

A. All site users that require access to certain records for certain objects have the proper Sharing set.
B. Any site users that require access to specific records have the proper Sharing Rule.
C. All site users that require access to all records across all objects have the proper Sharing Set.
D. All site users have the appropriate role assigned.

**Answer:** C

**NEW QUESTION 7**
Ursa Major Solar would like to use three Record Detail components on a page to display object details for the Account, Case, and Opportunity objects for the user who is logged in to the company's portal. When they drop the components on the page, they are not getting the desired results.
What is causing this issue?

A. The Record Detail component populates the recordID associated with the object for the page template, so this component will not work for this use case.

B. The Record Detail component populates the record associated with the object for the page template so this component will only work on the Home page template
C. The Record Detail component is a custom component and was not configured correctly
D. The Record Detail component will only show record details for the Case object.

**Answer:** A


**NEW QUESTION 8**
By defining roles, permission sets, or profiles, Knowledge article visibility can be controlled by using which functionality?

A. Data Category Visibility
B. Content Management
C. Automatic Topic Assignment
D. Org-Wide Defaults

**Answer:** A


**NEW QUESTION 9**
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:** ACD


**NEW QUESTION 10**
Ursa Major Solar would like to make an external user an Experience Site Moderator.
What are two of the several moderation permissions available to assign an external user in order for them to be an effective Experience Site Moderator?
Choose 2 answers

A. Access Experience Management
B. Access Sharing Sets
C. Manage Setup
D. Manage Experiences

**Answer:** AD


**NEW QUESTION 11**
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 possible issue here?

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.

**Answer:** A


**NEW QUESTION 12**
Universal Containers is implementing a Partner Community.
Which sharing setting would allow users to collaborate with their peers who work for the same partner firm, but not with any users outside of their firm?

A. Community User Visibility
B. Chatter Group Member Visibility
C. Site User Visibility
D. Portal User Visibility

**Answer:** B


**NEW QUESTION 13**
Northern Trail Outfitters has configured chat so customers can quickly get answers to their questions by chatting with an agent while browsing the Experience site.
How should an administrator embed the chat window in an Experience site?

A. Add the Embedded Service component to Builder pages.
B. Create a custom component using the Embedded Service API.
C. Configure the Embedded Service connector.
D. Create an Embedded Service quick action.

**Answer:** A


**NEW QUESTION 14**

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


**NEW QUESTION 15**
Northern Trail Outfitters (NIO) is considering how to manage its accounts for the B2B portion of its business. NIO uses person accounts for its B2C business, and business accounts with related contacts for its B2B business. NTO has several B2B customer accounts that are very large. These accounts have child accounts that represent departments and opportunities at the department level that will need to be visible to users at the parent account level. NTO has Customer Community Plus licenses.
How should NTO manage its accounts in its Partner Community?

A. Extend the Standard Role Hierarchy setting departments as child accounts.
B. Enable the External Account Hierarchy setting departments as child accounts.
C. Use the Business Accounts and Contacts with Sharing Sets to grant additional record access as needed.
D. Since NTO has person accounts, it cannot use the External Account Hierarchy and will need to use groups and sharing rules to grant the required record access.

**Answer:** D


**NEW QUESTION 16**
Universal Containers (UC) updates its Salesforce CMS content often to meet the needs of its customers. The site builder wants to use a template with out-of-the-box components that dynamically update the CMS content on its Experience Cloud site.
Which template should the site builder use?

A. Build Your Own (Aura)
B. Customer Service
C. Salesforce Tabs + Visualforce
D. Build Your Own (LWR)

**Answer:** B


**NEW QUESTION 17**
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


**NEW QUESTION 18**
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?

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


**NEW QUESTION 19**
Ursa Major Solar created a public knowledge base where both authenticated customers and unauthenticated guest users can view Known articles as a self-service option to troubleshoot issues.
When creating a Knowledge article, which checkbox should be selected so that all users can view the articles?

A. Visible to Partner
B. Visible to Customer
C. Visible to Public Knowledge Base
D. Visible to Anyone

**Answer:** C


**NEW QUESTION 20**
DreamHouse Reality (DR) is switching to a franchise-based business model in order to grow its market share. Franchises as well as properly appraised at DR, will

immediate access to a real estate opportunity in their area as soon, as it crosses a threshold.
What should the Experience Cloud consultant recommend for record sharing?

A. Apex sharing
B. Sharing Set
C. Account Hierarchy
D. Sharing Rule

**Answer:** D


**NEW QUESTION 21**
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