



## **Salesforce**

### **Exam Questions Experience-Cloud-Consultant**

Salesforce Certified Experience Cloud Consultant (SU21)

#### NEW QUESTION 1

Northern Trail Outfitters (NTO) is punning to create an HR help desk for Its employees. IT recommends using Experience Cloud to build the HR help desk app Whet should NTO consider when building the MR help desk app?

- 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 Cloud with 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: C**

#### NEW QUESTION 2

Cloud Kicks (CK) has built a site using Salesforce Experience Builder. The CTO of CK wants to give customers the ability to log in to the site using their Google credentials. CK also wants to access customers' basic Google profile data when they log in so the company can serve content that matches customers' interests. Mow should the Experience Cloud consultant implement this?

- A. Set up a login flow for communities that accepts the customers' Google credentials and matches with the credentials stored on the user records in Salesforce.
- B. Create a custom self-registration page and a custom login page by using Visualforce and Apex controllers.
- C. Create an Authentication Provider by choosing Google as the provider type and add relevant parameters to access the customers' basic profile data.
- D. Create a custom login page using Lightning components and use the Google REST API to access customers' basic profile data.

**Answer: C**

#### NEW QUESTION 3

Northern trail Outfitters has created a microsite digital experience for its Gold-Level VIP customers. The digital experience is not yet actives. The community manager would like to send welcome emails on a specific day, which include a promotion for participating in the community. In which order should the community manager perform activation steps?

- A. Add available profiles and permission sets to the Admin Workspace, enable Contacts as community users, set welcome emails to Enabled, and set the community to Active.
- B. Set the Community to Active, and available profiles and permission sets to the Admin Workspace, enable Contacts as community users, and set welcome emails to Enabled.
- C. Publish the community, which will send out the welcome emails.
- D. Set the community to Active, and available profiles and permission sets to the Adman Workspace, and create a process to send the welcome emails.

**Answer: A**

#### NEW QUESTION 4

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: BD**

#### NEW QUESTION 5

Universal Containers' (UC) Salesforce org uses SAML 550 with a third-party identity provider for internal user authentication. UC now wants to extend this capability for Experience Cloud site users as well.

What should the UC administrator ensure in order to successfully implement SAML 550 for the Experience Cloud site?

- A. Register the Experience Cloud site as an Identity Provider in SAML settings.
- B. Create a Visualforce page that receives and validates the SAML assertion.
- C. Use the site login URL as an endpoint where SAML assertion is made.
- D. Create a Connected App with custom attributes before configuring SAML settings.

**Answer: C**

#### NEW QUESTION 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: CD**

#### NEW QUESTION 7

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

- A. FederationIdentifier
- B. Organization\_id
- C. FirstName
- D. User.Role

**Answer:** B

#### NEW QUESTION 8

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 9

Which component can be embedded into an Experience Cloud site to start conversations with customers using the channels they prefer?

- A. Channel Menu
- B. Chat
- C. Service Your Way
- D. Service Console

**Answer:** A

#### NEW QUESTION 10

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

#### NEW QUESTION 10

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 12

Ursa Major Solar (UMS) is automating its business processes using Salesforce. UMS wants its Platinum partners to be able to approve installation projects and deals. In which two ways can UMS accomplish this? Choose 2 answers

- A. Assign external users as approvers on records and create a digital experience for those users.
- B. Assign external users as the co-owners on records and create a digital experience for those users.
- C. Add external users directly to approval queues and create a digital experience for those users.
- D. Assign external users Super User access on records and create a digital experience for those users,

**Answer:** AC

#### NEW QUESTION 14

Zephyrus Relocation Services (ZRS) plans to build a portal for its partners. The portal needs to show company information and brand details on the Account Management page.

Which templates should ZRS consider to build the portal? Choose 2 answers

- A. Help Center
- B. Partner Central
- C. Customer service
- D. Build Your Own

**Answer:** BC

#### NEW QUESTION 15

An Experience site is built in an Unlimited org. Some of the pages within the site are exposed to guest users. How many page views are allowed per month?

- A. 1 million
- B. 5 million
- C. 100,000
- D. 500,000

**Answer:** A

#### NEW QUESTION 16

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

#### NEW QUESTION 17

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 21

Northern Trail Outfitters (NTO) is building a digital experience for its independent researchers who will be collaborating with NTO's staff on their research-related submissions.

Which user visibility setting needs to be enabled at a minimum?

- A. None
- B. Site User Visibility
- C. Guest User Visibility
- D. Portal User Visibility

**Answer:** D

#### NEW QUESTION 25

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 29

Get Cloudy Consulting wants to leverage Experience Bundle for making updates to its community. What are the two key features of experienceBundle?

Choose 2 answers

- A. ExperienceBundle allows us to programmatically edit any community but using Experience Builder.
- B. ExperienceBundle enables Creating experiencing across orgs.
- C. ExperimentBundle provides editable community metadata in a human-readable format.
- D. ExperienceBundle provides editable community metadata in a human-readable format.

**Answer:** AC

#### NEW QUESTION 34

Cloud Kicks (CK) wants to use its existing single sign-on (SSO) Identity Provider with its new Experience Cloud site.

CK wants to use the Just-in-Time Provisioning feature for Experience Cloud. Which value is required in the user type?

- A. Standard
- B. Username
- C. Entity ID
- D. Federation ID

**Answer:** D

**NEW QUESTION 35**

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

- A. Public Site Connect
- B. Document Library Model (DLM)
- C. Guest user and public access settings
- D. Content Delivery Network

**Answer:** CD

**NEW QUESTION 37**

Universal Containers (UC) maintains multiple customer experiences, but only one profile for No customer has access to more than one experience

Which two steps should the UC admin take to grant access to each customer? Choose 2 answers

- A. Create a permission Set
- B. Select a permission pot for a given experience
- C. Select the profile for a given experience
- D. Edit the applicable user profile

**Answer:** AB

**NEW QUESTION 40**

Northern Trail Outfitters implemented a chatbot on its Experience site.

Which three KPIs could be used to help understand the chatbot's impact on customer service? Choose 3 answers

- A. Number of lead records created
- B. CSAT (Customer Satisfaction score)
- C. Case deflection
- D. Average Handle Time compared to Bot Session Time
- E. Case Type by Issue

**Answer:** BCD

**NEW QUESTION 43**

The mission of No More Homelessness (NMH) is to help every homeless person in the best possible manner through its Experience Cloud site. NMH's site manager wants to set up search engine optimization (SEO) to ensure NMH's public Experience Cloud site is visible to search engines.

Which two practices does the site manager need to do to ensure SEO is implemented successfully? Choose 2 answers

- A. Check whether a custom robots.txt file to control indexing has been created.
- B. Check whether the Experience site is public and activate
- C. Pencil & Paper
- D. Check whether the SEO Institute has provided the approval for the site with end date.
- E. Check whether manual sitemap refresh happens on the last day of every month.

**Answer:** AB

**NEW QUESTION 47**

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 51**

Cloud Kicks has packaged its Customer Support Community. The community includes navigation menu items that link to standard and custom objects.

Which two points should the Experience Cloud consultant consider when reviewing the package? Choose 2 answers

- A. Custom list views for custom objects are not included as dependencies.
- B. Custom list views for custom objects are included as dependencies.
- C. Custom list views for standard objects are not included as dependencies.
- D. Custom list views for standard objects are included as dependencies.

**Answer:** BC

**NEW QUESTION 53**

What are three valid topic types? Choose 3 answers

- A. Featured Topic
- B. Content Topic
- C. Trending Topic
- D. Navigational Topic
- E. Standard Topic

**Answer:** ABD

#### NEW QUESTION 57

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

#### NEW QUESTION 60

Cloud Kicks (CK) is planning to build a social intranet site as well as an HR help site for its employees using Experience Cloud. Most employees either work in sales or service and currently use Salesforce.

Which user license should be recommended for CK's employees to access Experience Cloud sites?

- A. Salesforce Authenticated Site
- B. Salesforce Unlimited
- C. Customer Community
- D. Platform Portal

**Answer:** C

#### NEW QUESTION 65

Universal Containers is looking to build a new self-service site. Users will post questions, read Knowledge articles, and view case reports, users will not be registering deals or participating in any other sales activity.

Which external user license meets these requirements?

- A. Authenticated Service Site User
- B. External Community Plus
- C. External Identity
- D. Customer Community Plus

**Answer:** D

#### NEW QUESTION 69

Universal Containers has recently launched a site for its retailers. Retailers are able to collaborate with other retailers around topics; however, retail managers aren't able to see records owned by their peers and subordinates.

What should be done to resolve the issue?

- A. Retail managers need to be put in the executive role in the Role Hierarchy.
- B. Retail managers need to be given Super User access.
- C. A Sharing Rule needs to be created.
- D. A Sharing Set needs to be created.

**Answer:** B

#### NEW QUESTION 71

Universal Containers has recently launched a site for its retailers. Retailers able to collaborates with other retailers around topic; however, retail managers aren't able to see records owned by their peers and subordinates.

What should be done to resolve the issue?

- A. Retail managers need to be given super User access.
- B. Retail managers needs to be put in the execute role in the Role Hierarchy
- C. A Sharing Set needs to be created.
- D. A sharing Rule needs t be created.

**Answer:** C

#### NEW QUESTION 72

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

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

**Answer:** B



### NEW QUESTION 73

A consultant needs to leverage ExperienceBundle for a deployment but is unable to view it. What is the most likely cause for this issue?

- 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

### NEW QUESTION 76

Ursa Major Solar (UMS) would like to display a collection of news articles it has added to a workspace in Salesforce via a CMS Collection in its customer portal. Where should UMS create the CMS collection before configuring the CMS Collection component in Experience Builder?

- A. Administrator in Workspaces
- B. Content Management in Workspaces
- C. Community Setting
- D. Branding Sets

**Answer:** B

### NEW QUESTION 81

Get Cloud Consultant (GCC) is implementing a Salesforce- based solution for a global coffee brand. The coffee company works with agrp research and coffee growers from around the work. These researcher will submit their recommendation in the system which will go through an approval process before reaching coffee growers who will ultimately use those recommendation during cultivation.

The Design team estimates the need for at least 20 custom objects given that the coffee company plans to use Salesforce to also manage incentives.

Compensations, distribution, and projections.

Which user license Should GCC recommend for the researchers?

- A. Customer Community
- B. External Apps
- C. Partner Community Plus
- D. Customer Community Plus

**Answer:** B

### NEW QUESTION 82

Cloud Kicks (CK) wants to create a public site to recruit potential volunteers. Volunteennng events are stored in a custom VolunteeringEvent object.

How can CK give guest users access to a custom object?

- A. Through guest user roles
- B. Through guest user Sharing Sets
- C. Through guest user organization-wide defaults (OWD)
- D. Through guest user Sharing Rules

**Answer:** D

### NEW QUESTION 85

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:** BC

### NEW QUESTION 88

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

- A. The portal role record has not been created.
- B. The portal profile record has not been created.
- C. User records are missin
- D. Penal & Pep ore
- E. Contact records have not been created.

**Answer:** AD

### NEW QUESTION 90

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 gamification methods to increase engagement and adoption.

What should be the recommended approach for implementing gamification?

- 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

#### NEW QUESTION 91

How can records owned by Customer Community users be shared with internal users?

- A. Create a Sharing Set that includes a Customer Community profile and create a Share Group for the Sharing Set.
- B. Create an owner-based sharing rule to share records owned by a Customer Community role with all internal users.
- C. Create a Share Group for a Customer Community profile that is not associated with a Sharing Set.
- D. Use the standard is Owned By External User checkbox on records to create a criteria-based sharing rule to share records owned by Customer Community users with all internal users.

**Answer:** C

#### NEW QUESTION 94

DreamHouse Realty (DR) plans to expand its business by offering insurance products to home buyers. DR will use its network of independent agents to manage claims in their region. Agents will need to work with DR on settlement and adjustment approvals. What should the Experience Cloud consultant recommend?

- A. Create a peer-to-peer forum for agents and share the URL with employees.
- B. Create a digital experience for agents and share the URL with employees.
- C. Create a digital experience for agents and an app for employees.
- D. Create a self-service community for agents and an app for employees.

**Answer:** C

#### NEW QUESTION 99

What does a system administrator need to do when creating Experience Cloud users?

- A. Add user to an account as a contact record.
- B. Add user to an account as a user record.
- C. Click the "Log In to Site as User" button.
- D. Assign Partner Community Plus license to the user.

**Answer:** A

#### NEW QUESTION 102

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 reasons 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:** AC

#### NEW QUESTION 107

Ursa Major Solar (UMS) recently went through a major rebranding effort that resulted in a new company logo along with new brand colors. UMS wants to update brand colors across all of its sites. The sites are built with Lightning templates. Which tool should the Experience Cloud consultant recommend to make these changes?

- A. ExperienceBundle
- B. Experience Cloud Script Master
- C. Site Builder
- D. Lightning Builder

**Answer:** A

#### NEW QUESTION 111

In which two ways can Opportunities with a Community User be shared? Choose 2 answers Calculator

- A. Add a Partner Community profile to a Sharing Set and add Opportunities as an object in the Sharing Set.
- B. Add a Customer Community Plus profile to a Sharing Set and add Opportunities as an object in the Sharing Set.
- C. Create an owner-based sharing rule with a Customer Community User.
- D. Create a criteria-based sharing rule with a Partner Community role.

**Answer:** AD

#### NEW QUESTION 113

Bloomington Caregivers (BC) intends to launch a company-wide project to create personalized experiences for its providers, vendors, installers, and patients. BC's business processes and workflow flow industry standards and common practices, mostly driven by compliance and regulatory mandates.



What should BC closely into during the evaluation phase?

- A. Lightning Bolt solutions
- B. Community Connect
- C. Digital Experience framework
- D. SDLC (Software Developer Life Cycle) for Experiences

**Answer:** D

#### NEW QUESTION 116

Universal Containers (UC) has a B2C customer department that uses person accounts to track and manage all B2C customers. UC has set up a B2C site using Salesforce Experience Cloud. The VP of B2C business wants to enable self-registration on the portal so customers can create their own user accounts. What should the Experience Cloud consultant at UC recommend so that the new users self-registering on the B2C site are captured as person accounts in Salesforce?

- A. Create a custom self-registration page and Apex handler that creates a person account for each user self-registering on the portal.
- B. Use the standard self-registration configuration under Experience Workspace and leave the default Account field empty.
- C. Restrict the Account record type access to Person Account record type only for the Site Guest User, so any account created is by default a person account.

**Answer:** B

#### NEW QUESTION 118

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 119

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

#### NEW QUESTION 120

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

- 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.

**Answer:** A

#### NEW QUESTION 123

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 128

Universal Containers (UC) has a B2C customer department that uses person accounts to track and manage all B2C customers. UC has set up a B2C site using Salesforce Experience Cloud. The VP of B2C business wants to enable self-registration on the portal so customers can create their own user accounts. What should the Experience Cloud consultant at UC recommend so that the new users self-registering on the B2C site are captured as person accounts in Salesforce?

- A. Create a custom self-registration page and Apex handler that creates a person account for each user self-registering on the portal.
- B. Use the standard self registration configuration under Experience Workspace and leave the default Account field empty.
- C. Use the standard self-registration configuration under Experience Workspace that assigns users to a default business account, and then build a trigger on Account to create person accounts for each user.
- D. A Restrict the Account record type access to Person Account record type only for the Site Guest User, so any account created is by default a person account.

**Answer:** D

#### NEW QUESTION 129

The Experience Cloud site manager of Cloud Kicks has enabled reputation for its community members. As per the recommendation given by the Experience Cloud consultant, a decision was made to use the out of the box features.

Which two things happen automatically when the site manager enables automation? Choose 2 answers

- A. Customer portal members gain the ability to provide badges to other members.
- B. Inactive and active members are assigned default reputation points.
- C. Chatter influence is removed from the Contribution section on the Profile page.
- D. Default point system and set of reputation levels become available.

**Answer:** CD

#### NEW QUESTION 132

Ursa Major Solar (UMS) has business and person accounts in its Salesforce org. UMS has partner portals created for its Silver partners, DreamHouse Realty (DR) and Cloud Kicks (CK).

UMS's Experience team is creating users for its partners. DR and CK users do not require access to opportunities, leads, and campaigns.

What are the two considerations for creating partner users and granting access? Choose 2 answers

- A. Only business accounts can be created as partner users
- B. Assign Partner Community license to partner users.
- C. Assign Customer Community Plus license to partner users.
- D. Only person accounts can be created as partner users.

**Answer:** BC

#### NEW QUESTION 135

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 136

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

How should an administrator accomplish this?

- 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:** D

#### NEW QUESTION 141

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

#### NEW QUESTION 142

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:** BCD

#### NEW QUESTION 146

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?

- 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:** A

#### NEW QUESTION 151

Ursa Major Solar would like its Experience Cloud site's guest users to benefit from the suggestions that come from autocomplete on search terms. How should the administrator configure this?

- A. Use the Developer Console to add code to allow for autocomplete functionality.
- B. In Salesforce Setup, type "support settings" in the quick find box.
- C. Under the Autocomplete header, select the objects to appear in autocomplete for guest users.
- D. In the Search component property editor, open the Autocomplete section and click desired objects to appear in autocomplete.
- E. Select "publicly available".
- F. In the Hero component property editor, open the Search Results section and click desired objects to appear in autocomplete.
- G. Select "publicly available".

**Answer:** C

#### NEW QUESTION 156

Zephyrus Relocation (ZRS) plans to launch a public site. ZRS would like to leverage a topic catalog so that site users can see all the organized topics in one place and easily navigate to any topic or subtopic.

Which step is required to set up a topic catalog?

- A. Create at least one subtopic and add the More Topic link when editing the navigation menu.
- B. Create at least one topic along with its subtopic.
- C. Enable Topic Hierarchy and create at least one topic with two subtopics.
- D. Create at least one topic and add the More Topics link when editing the navigation menu.

**Answer:** A

#### NEW QUESTION 157

Universal Containers (UC) has been using Salesforce to manage its sales and service processes. UC also has an Experience Cloud site to interact with its customers. UC has now acquired Cloud Kicks (CK) Retail to grow its business. CK also uses Salesforce and a self-service site built on the Experience Cloud to allow its customers to log support requests. UC now wants its customers to be able to use CK's self-service site so they can have a more integrated experience. What should an Experience Cloud consultant recommend so that UC's customers can log in to CK's site?

- A. Create separate user account for UC customer in CK's Experience Cloud site, since SSO cannot be established between two Experience Cloud sites.
- B. Use a third-party identity provider to establish SSO between the two Experience Cloud sites, since Salesforce can only be used as a service provider.
- C. Establish SSO between the two Experience Cloud sites by using one org as an identity provider and the other org as a service.
- D. Create custom Apex handlers using login method from site class to sign in users from one community to the other.

**Answer:** C

#### NEW QUESTION 158

The Cloud Kicks (CK) site administrator is onboarding a new partner to its Experience Cloud site. They have created the partner as an Account, added the required Contacts, and ensured that the Welcome Email selection is checked. However, upon review, the site administrator has found that none of the partner users were able to register.

What should the site administrator do to ensure they are able to set up partner users correctly?

- A. Double-check that the partner profile has been added to the CK site.
- B. Ensure that the Account has been enabled as a partner Account.
- C. Double-check that the provided email addresses are correct.
- D. Ensure that the Contacts under the Account are enabled as partner users.

**Answer:** D

#### NEW QUESTION 159

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:** AB

#### NEW QUESTION 162

Ursa Major Solar (UM5) is evaluating Salesforce Partner Relationship Management (PRM) to help improve its current channel sales performance. In which two ways can Salesforce PRM help UMS accelerate channel sales? Choose 2 answers

- A. Enable partner lead routing
- B. Automate partner entitlement assignment in Channel Sales teams
- C. Extend automated quoting capabilities to partners
- D. Use partner tiering in channel sales hierarchy

**Answer:** AC

#### NEW QUESTION 167

A consultant is setting up an experience for a client in a new org. The client insists on using standard profiles for external users. Which step is required in order to use standard profiles in an experience?

- A. Allow using standard external profiles for self-registration, user creation, and logging” must be enabled.
- B. Create a permission set with “ Allow standard external profiles’ check assign to all external users.
- C. Ensure the standard profile have Allow using standard external profiles for self-registration, user creation, and login’ set to True.
- D. Customer Community Plus Login Experience license need to be used.

**Answer:** A

#### NEW QUESTION 171

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

#### NEW QUESTION 172

Get Cloudy Consulting is implementing an equity management solution for one of its financial clients. The solution will enable the external independent financial researchers to collaborate with internal portfolio control staff in a private Chatter group. What should the Experience Cloud consultant recommend to meet the requirements for both personas?

- A. Give external researchers and internal staff access to the mam org.
- B. Create a portal for external researchers and give internal staff access to the portal.
- C. Create a portal for external researchers and give internal staff access to the main org.
- D. Create a portal for external researchers and create an app for internal staff.

**Answer:** C

#### NEW QUESTION 173

Universal Containers (CU) is looking to create a site that supports channel sales, leads distribution, and deal registration. Which template should UC select?

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

**Answer:** C

#### NEW QUESTION 176

Universal Container (UC) has a business model that involves B2C as well B2B customers. A group of B2B customers has recently signed a contract with UC that would allow them to start working with the UC Support team in resolving low-severity B2C customer issues. How should UC use Experience Cloud to accomplish this goal?

- A. Create a digital experience for B2C customers and B2B customers, and use the internal CRM app for employees.
- B. Create a single digital experience for B2C customers, B2B customers, and employees.
- C. Create a digital experience for B2B customers, a partner portal for B2B customers, and use the internal CRM org for employees.
- D. Create a digital experience for B2C customer and employees, and another one for B2B customers and employees.

**Answer:** B

#### NEW QUESTION 178

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

#### NEW QUESTION 183

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 184

Recently, Ursa Major Solar (UMS) decided it no longer wants to utilize Data Categories to control article visibility for its customer portal. UMS's users will need to be logged in to the portal in order to view any Knowledge articles.

Outside of Data Categories, what is another way UMS can control Knowledge article visibility?

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

**Answer:** A

#### NEW QUESTION 186

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 188

Ursa Major Solar would like content from Salesforce CMS to be queried when users search for keywords in its customer portal.

Which setting must be turned on in order for Global Search in Experience Builder to query content in Salesforce CMS?

- A. Community must be activated.
- B. Sharing Rules must be set to Read/Write.
- C. Search must be enabled for the selected CMS Channel.
- D. Gather Customer Insights Data must be selected.

**Answer:** C

#### NEW QUESTION 192

Universal Containers (UC) is building a digital experience for its customers that supports custom case management and commerce solutions. These custom solutions each require more than 10 unmanaged custom objects that would be utilized by customers.

Which two license types have single SKUs that would support this requirement for UC customers? Choose 2 answers

- A. Channel Account
- B. Customer Community Plus
- C. Commerce Portal
- D. External Apps

**Answer:** CD

#### NEW QUESTION 195

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:** ACD

#### NEW QUESTION 198

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