



## **Salesforce**

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

Salesforce Certified Experience Cloud Consultant (SU21)

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#### 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

Which step does the system administrator have to take to create a partner user?

- A. Create a partner queue, and add users to it.
- B. Select Enable Partner User from the Contact Detail page.
- C. Assign the Gold Partner permission to the user.
- D. Add the user to the All Partner Portal Users public group.

**Answer: B**

#### NEW QUESTION 3

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 4

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 5

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 6

Universal Containers (UC) wants to build a product registration site 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?

- A. Assign a single screen to multi-step flow and give the guest user access via page layout.
- B. Save the flow 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: A**

#### NEW QUESTION 7

Ursa Major Solar (UMS) is using the Customer Account Portal template and would like to differentiate the options available on the navigation menu based on the profile of the authenticated user visiting their customer portal.

Which Experience Cloud functionality should UMS use to accomplish this?

- A. Sharing Rules
- B. CSS Overrides
- C. Permission Sets

D. Audience Targeting

**Answer:** D

#### NEW QUESTION 8

No Moré Homelessness (NMH) is about to create a public site for volunteers where they will be able to sign up for volunteering opportunities at local events. Each registration will result in a record being created for a custom Event Registration object.

Which three considerations should NMH keep in mind for records created by guest users? Choose 3 answers

- A. Queues cannot be assigned as owners of records created by guest users.
- B. When possible, one should create and assign queues as owners of records created by quest users.
- C. Setting the default owner for records created by guests is an option in Experience Cloud sites.
- D. Default owner does not need Read/Write access to view the records created by guest users.
- E. Any active user in an org can be assigned as the default owner of records created by guest users.

**Answer:** BCE

#### NEW QUESTION 9

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

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 sharing requirement? Choose 2 answers

- A. Partner Community User
- B. Customer Community Login User
- C. Customer Community User
- D. Customer Community Plus Login User

**Answer:** BD

#### NEW QUESTION 10

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 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?

- 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.

**Answer:** D

#### NEW QUESTION 13

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 14

Universal Containers (UC) is building a new self-service site for its large global customer base. Customers will be posting questions, viewing Knowledge articles, downloading warranties, opening tickets, and registering their recent purchases. Purchases are stored in a custom object. UC has decided to use Customer Service template for the experience and Customer Community Plus license for the customers.

Which limitation could cause a potential issue for UC?

- A. Customer Service template does not allow downloading documents out-of-the-box.
- B. Customer Service template does not allow record pages for custom objects out-of-the-box.
- C. Customer Community Plus license does not allow access to custom objects.

D. Customer Community Plus license allows only up to 2 million users per org.

**Answer:** D

#### 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 22

An administrator for Cloud Kicks wants to create a new partner user for an existing site.

Which step does the administrator need to perform right before providing user details and saving the user record?

- A. Click "Manage Partner User" on the Contact detail page, then click "Enable Customer User".
- B. Click "Manage Partner User" on the Account detail page, then click "Enable Partner User".
- C. Click "New" on the User Setup page in Lightning Experience.
- D. Click "Manage External User" on the Contact detail page, then click "Enable Partner User".

**Answer:** D

#### NEW QUESTION 23

Northern Trail Outfitters (NTO) is evaluating Experience Cloud for creating an onboarding app for new hires. Which two things should NTO consider when creating the onboarding app? Calculator

Choose 2 answers

- A. Experience Cloud cannot be used for employee apps.
- B. Not all Chatter posts inside Chatter groups within the employee app will be available in the main org.
- C. Employee apps are only available in Unlimited Edition.
- D. Chatter posts related to a record will be available in the employee app as well as the main org.

**Answer:** CD

#### NEW QUESTION 27

Universal Containers (UC) is a conglomerate with various lines of business operating worldwide. UC helps finance crop research, provides insurance services to coffee growers, and manufactures specialized coffee machines and other products. UC also has a franchise unit to help grow its franchise business worldwide. UC is planning to build multiple portals and sites to support its various lines of business.

What two points should UC keep in mind when selecting a template for these sites and portals? Choose 2 answers

- A. Industry-specific Lightning Bolt solutions are available today but not template
- B. Pencil & Paper
- C. Insurance Agent Portal template becomes available once Financial Services Cloud is correctly set up in an org.
- D. Industry-specific templates are available today but not Lightning Bolt solutions.
- E. Industry-specific templates as well as Lightning Bolt solutions are available today.

**Answer:** BD

#### NEW QUESTION 28

DreamHouse Realty recently created a site for potential buyers. The content is organized using topics. Where can site users go to find out how current and popular a topic is?

- A. Trending Topics Channel
- B. Collaboration Dashboard
- C. Topic's detail page
- D. Content Management Report

**Answer:** A

#### NEW QUESTION 30

Ursa Major Solar (UMS) wants to differentiate between the leads created by partners and the leads created by its own Sales team. All lead records are shared with partners: however, some of the information captured by the Sales team on the lead record should not be shared with partners.

Which two steps should UMS take at a minimum in order to meet the requirement? Choose 2 answers

- A. Create Lead Record Types for Lead Distribution.
- B. Enable "Lead Sharing" in Digital Experience settings.
- C. Create a separate channel for partners in PRM Workspaces.
- D. Create Page Layouts far Lead Distribution.

**Answer:** AD

### NEW QUESTION 31

What is a prerequisite for creating a user that has a Partner Community license?

- A. Select "Enable as Partner" in the Experience Workspace.
- B. Ensure that the partner user has the "Enabled as partner" permission set.
- C. The "Enable as Partner" action must be present on the Account page layout.
- D. The Enable as Partner" action must be present on the User page layout.

**Answer:** C

### NEW QUESTION 34

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. ExperinceBundle 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 39

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 42

Ursa Major Solar has a customer portal where both customers and employees can log in to view information about the company. The marketing team has created a special design of their logo and company branding for their Platinum customers, and would like the user interface in the portal to reflect that special design when a Platinum Calculator customer is logged in. Which functionality should the Experience Cloud manager use to achieve this?

- A. Themes
- B. Templates
- C. CMS Connect a
- D. Branding Sets

**Answer:** D

### NEW QUESTION 43

Universal Containers (UC) works with regional partners to sell localized products. UC Is actively accepting new partner applications in certain regions. Partners can only apply using uCs referral program, and the application form in certain regions can potentially contain a varying degree of sensitive information. The list of existing partners must not be shared with the general public. What should the Experience Cloud consultant recommend?

- A. Create an app for the Internal business development team and allow them to generate token-based referral links for existing partners In their region.
- B. Create a public site for existing partners and allow them to generate token-based referral links for prospect partners.
- C. Create a public site for prospect partners, show them a nondisclosure agreement, and allow them to fill out on application form on the site.
- D. Create an authenticated digital experience for partners and allow them to refer other partners in their region.

**Answer:** D

### NEW QUESTION 47

Bloomington Caregivers (BC) has created a customer Experience site using Experience Cloud that gives customers the ability to pay this, manage appointments, and open cases with support. BC also has a partner Experience site on Experience Cloud. The company's leadership has now decided to extend access to the customer Experience site to its partners and internal Salesforce users so they can collaborate more effectively. What is the recommended way to add partners and internal users to the customer Expenence site?

- A. Create business accounts for partners and internal users, enable the accounts as customers, and then create users under these accounts by creating contacts.
- B. Configure SSO between the partner site and customer site so partners get acces
- C. Also configure SSO between internal org and the customer site so internal users get access to the customer site.
- D. Add the existing partner profiles and internal user profiles to the customer Experience site; this will automatically give usersaccess to the customer site.
- E. Enable the partner accounts and the internal accounts as customers; the users under these accounts will then automatically gam access to the customer site.

**Answer:** C

### NEW QUESTION 51

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?



- A. Salesforce AppExchange
- B. Salesforce Accelerator Directory
- C. Salesforce Accelerator Catalog
- D. Salesforce Connect

**Answer:** C

#### NEW QUESTION 54

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 59

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 60

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 61

The Universal Containers Experience Cloud admin needs to move a site from one production org to another production org that it is not directly connected to.

What is the recommended choice for moving the site from one org to the other?

- A. Deployment via Metadata API
- B. Publication via Experience Builder
- C. Deployment via Change Set
- D. Lightning Bolt Export and Installation

**Answer:** D

#### NEW QUESTION 63

Ursa Major Solar (UMS) noticed that guest users are unable to see images on its customer portal. Which setting should UMS enable in order for guest 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 66

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 67

universal Containers UC maintains multiple customer-facing sites, but only one profile for all customer users. Ho customer has access to more than one site. which two steps should the UC admin take to grant access to each customer? Choose 2 answers

- A. Select a permission set for a given site.
- B. Edit the applicable user profile.
- C. Create a permission set.
- D. Select the profile for a given site.

**Answer:** AC

#### NEW QUESTION 71

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

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 75

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 76

What are two Salesforce recommendations for setting up partner roles in large orgs? Choose 2 answers

- A. Create partner roles in the same branch in your Role Hierarchy.
- B. Create partner roles in a separate branch in your Role Hierarchy.
- C. Grant partner users access to the partner account using a Sharing Rule,
- D. Reduce the number of roles to one to improve system performance.

**Answer:** BC

#### NEW QUESTION 81

Universal Containers is implementing a customer community.

What sharing mechanism should be used to allow customers to view their own cases even after those cases are assigned to a support agent?

- A. OWD and Apex Sharing
- B. Sharing Set
- C. Case co-ownership using Super User access
- D. Sharing Map and custom permission set

**Answer:** B

#### NEW QUESTION 84

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?

- 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



#### NEW QUESTION 85

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 86

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 91

Universal Containers (UC) maintains multiple customer experiences, but only one profile for all customer users. 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 set for a given experience.
- C. Select the profile for a given experience.
- D. Edit the applicable user profile.

**Answer:** AB

#### NEW QUESTION 93

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 reason 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 95

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 96

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 98

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 101

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 106

Ursa Major Solar (UM5) works with local installation companies. The installers need to collaborate with their co-workers as well as with UMS staff. Which user visibility setting needs to be enabled at a minimum?

- A. Portal User Visibility
- B. Site User Visibility
- C. Guest User Visibility
- D. Community User Visibility

**Answer:** B

#### NEW QUESTION 111

What are two ways a question can be escalated to a case? Choose 2 answers

- 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:** AD

#### NEW QUESTION 116

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 121

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 123

Dreamscape Flowers (DF) has a community for its flower growers. DF now wants to create communities for its franchisee network as well as direct B2C customers as part of a company-wide digital transformation. Other subsidiaries of DF are also undergoing digital transformation and are interested in setting up similar communities based on DF's approach.

In what two ways can Lightning Bolt help DF accomplish this? Choose 2 answers

- A. Lightning Bolts can be distributed and reused.
- B. Lightning Bolts can help reduce implementation time.
- C. Lightning Bolts can help minimize licensing and provisioning cost.
- D. Lightning Bolts can help organize, manage, and reuse digital content.

**Answer:** BC

#### NEW QUESTION 125

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 130

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 132

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 135

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 139

Which three permissions are included for a delegated administrator? Choose 3 answers

- A. Create and edit external user records.
- B. Manage object access for external users.
- C. Add external users to multiple accounts.
- D. Generate new passwords for external users.
- E. Manage permissions sets for external users on their account.

**Answer: ADE**

#### NEW QUESTION 144

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 bo
- 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 autocomplet
- E. Select "publicly available".
- F. In the Hero component property editor, open the Search Results section and click desired objects to appear in autocomplet
- G. Select "publicly available".

**Answer: C**

#### NEW QUESTION 145

Which three fields are required creating Experience Cloud users using Data Loader? Choose 3 answers

- A. Profile Id
- B. First Name
- C. Role Id
- D. Profile Name
- E. Currency

**Answer:** ABC

#### NEW QUESTION 146

Dreamscape Flowers (DF) is planning to use Salesforce Partner Relationship Management (PRM) to manage partner lifecycle. DF is aware that Salesforce PRM can help with channel sales, lead distribution, and co-marketing with partners.

Which other three features come standard with Salesforce PRM that DF can leverage without any code customization?

Choose 3 answers

- A. Partner Value Score Matrix
- B. Case Escalation
- C. AI-Powered Knowledge Base
- D. Partner Incentivization Map
- E. Chat

**Answer:** ACE

#### NEW QUESTION 151

Northern Trail Outfitters 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 child companies.

Which functionality will meet the requirement best?

- 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

#### NEW QUESTION 155

Universal Containers (UC) has a customer portal so that customers can manage their shipping. UC has several sharing rules in place and leverages the External Account Hierarchy to assist with data access. One of UC's large customers, Cloud Kicks, has recently acquired Northern Trail Outfitters. Sales wants to merge these two accounts, but they are getting an error.

What could be the cause of the error?

- A. Accounts with active Experience Cloud users cannot be merged with another account.
- B. The user trying to merge the accounts does not have the Merge Portal Roles permission.
- C. The user trying to merge the accounts does not have the System Administrator profile.
- D. Accounts used in an External Account Hierarchy cannot be merged with another account.

**Answer:** D

#### 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 160

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' communication preferences.

How should CK help compile these preferences?

- 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.

**Answer:** B

#### NEW QUESTION 161

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 166

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 169

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 173

What are three best practices when configuring self-registration for an Experience Cloud site? Choose 3 answers

- A. Assign a cloned standard site profile as the default for self-registration.
- B. Use a restrictive default profile to begin with.
- C. Create a separate profile for your self-service site and your partner portal.
- D. Assign the standard site profile as the default for self-registration.
- E. Use the same profile for your self-service site and your partner portal.

**Answer:** ABC

#### NEW QUESTION 178

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 181

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?

- 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

#### NEW QUESTION 186

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 191

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 195

The system administrator at Dreamhouse Realty (DR) is giving Experience Builder access to two colleagues who will be responsible for creating and managing new microsites. One contributor needs to create and customize the site, but not publish it. The other colleague is tasked with adding contributors and publishing the final site.  
Which Experience Builder roles should the system administrator grant?

- A. Builder and Experience Admin
- B. Experience Admin and Publisher
- C. Viewer and Publisher
- D. Publisher and Builder

**Answer:** A

#### NEW QUESTION 196

Cloud Kicks (CK) is planning to introduce a User Acceptance Testing (UAT) process to ensure quality. UAT will take place In Partial and Full sandboxes. OC has also set up the Salesforce content Delivery Network (CDN) for its domain in production environment.  
What should CK keep in mind about salesforce CDN?

- A. Salesforce CDN is only supported in Full sandbox environments.
- B. Salesforce CDN is not supported in sandbox environments.
- C. Salesforce CDH is only supported in Developer sandbox environments
- D. Salesforce CDN is supported in all sandbox environment

**Answer:** B

#### NEW QUESTION 201

Ursa Major Solar (UMS) would like to render a header and footer from an external content management system into its customer portal.  
Which feature should UMS use to accomplish this?

- A. Developer Console
- B. Compact Header Properties
- C. Rich Content Editor
- D. CMS Connect

**Answer:** D

#### NEW QUESTION 204

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