Experience-Cloud-Consultant Dumps

Salesforce Certified Experience Cloud Consultant (SU21)

https://www.certleader.com/Experience-Cloud-Consultant-dumps.html

NEW QUESTION 1
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 2
Universal Containers is looking to onboard three new partners to the community.
* Each partner have a branded experience containing their colors and logo.
* Gold and silver partners should have access to the Leads inbox component, but Bronze partners should not.
* Bronze partners should not have access to the Leas tab.
How should an administrator solve for these requirements?

A. Create branding sets, audience targeting, and navigation menu targeting.
B. Create branding sets, audience targeting and a custom Navigation menu component.
C. Create a separate community for each partner with audience targeting.
D. Create branding sets, a separate page variation for each partner, and a custom Navigation Menu component.

Answer: A

NEW QUESTION 3
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 4
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 5
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 C

Answer: B

NEW QUESTION 6
Universal Containers (CU) has been using Salesforce to manage its sales and service processes. UC also 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 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 7

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 8
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 9
Dreamscape Flowers recently launched three Experience Cloud sites for North America, Europe, and Asia Pacific regions. The Community managers have installed the Salesforce Communities Management package and are getting useful insights on adoption and engagement.
During the Community managers' weekly meeting, the Community manager for Europe mentioned that the preconfigured Insights reports cannot be used for their Experience Cloud site.
What is the reason for this issue?

A. The Community manager for Europe does not have System Administrator privileges.
B. The preconfigured Insights reports need to be modified to meet GDPR requirements.
C. The Experience Cloud site for Europe is not using Chatter which is needed to use the preconfigured Insights reports.
D. The Experience Cloud site for Europe has more than a million users.

Answer: AB

NEW QUESTION 10
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 accoun
B. Pencil & Paper
C. The user trying to merge the accounts does not have the Merge Portal Roles permission.
D. The user trying to merge the accounts does not have the System Administrator profile.
E. Accounts used in an External Account Hierarchy cannot be merged with another account.

Answer: D

NEW QUESTION 10
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 11
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 14
Northern Trail Qutfitters has a network of resellers who are Partner Community users. One of the resellers has requested that their parent company get View access to cases created by their 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 15
hat 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 16
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 20
Cloud Kicks (CK) has a Partner Community with an External Account hierarch. The Number of Partner Roles is set to two with the roles defined as Partner Manager and partner user.
If CK has a Partner user at a child account that creates a case, who will have access?

A. The Partner user who created the case those in the Partner Manager role above them, and those in the Partner manager role in the Partner account
B. The Partner user who created the case, their peers in the Partner user role, those in the Partner manager role above them, those in the Partner user role in the partner account, and those in the partner Manager role in the parent account.
C. The partner user who created the case, their peers in the partner user role, those in the partner Manager role above them, and those in the Partner Manager role in the parent account.
D. The partner User who created the case, those in the partner Manger role above them, those in the Partner user role in the parent account, and those in the partner manager role in the parent account.

Answer: B

NEW QUESTION 24
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 27
Bloomington Caregivers (BC) wants to share Covid-19 related information with all site visitors, including unauthenticated users.
Which three things should BC in mind about unauthenticated or guest user access? Choose 3 answers

A. Guest user external organization-wide default are always set to Private.
B. Guest user can't access records via manual sharing
C. Guest user can't records via manual existing records
D. Guest user can't be members of public groups or queues.
E. Guest user external organization-wide defaults are always set to Public.

Answer: ABD

NEW QUESTION 29
Dreamscape Flowers needs to create a digital experience that meets the following requirements:
* It allows for collaboration between customer and partner users.
* Self-service for customer users is available.
* Partner users create or resolve cases for their customers and need to see case data on a dashboard.
* Partner users do not manage Leads, Opportunities, or Campaigns. Which license type should a Salesforce Admin use for these partner users?

A. Customer Community
B. Customer Community Plus
C. Employee Community
D. Partner Community

Answer: B

NEW QUESTION 31
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 32
Which three items are reportable by a site administrator through Google Analytics for Experience Cloud sites? Choose 3 answers

A. Page View by Salesforce Object
B. Search Activity
C. User Login History Option
D. Number of Case Created by user
E. Contact Support page Activity

Answer: ABE

NEW QUESTION 34
Northern Trail Outfitters (NTO) is planning to create an HR desk for its employees. The Technology team recommend using Experience Cloud to build the HR help desk app.
What should NTO consider when building the HR desk app?

A. HR user profile is only available in Employee Cloud with Employee permission set license.
B. In order to protect employee privacy, the HR help desk app should be created in a different org than the main org.
C. In order to leverage organizational structure, the HR help app must be created in the main org.
D. HR user profile is only available in Enterprise and Performance Editions with HR permission set license.

Answer: C

NEW QUESTION 39
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 40
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 44
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 49
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 54
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 55
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 57
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 60
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 61
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 65
Northern Trail Outfitter is looking to implement a public Knowledge base. The company has 1, 000 articles stored in an external systems.
Some of the articles are more than 2 years old.
What should a consultant recommend to optimize the public knowledge base?

A. Manually add the top performing articles to Salesforce and select Authenticated Sites as the Channel.
B. Bulk-import all articles to Salesforce and achieve duplicate and outdated articles.
C. Manually add the top performing articles to Salesforce and select the Public Knowledge Base channel.
D. Bulk-import the top performing articles to Salesforce and select the public knowledge base channel.

Answer: B

NEW QUESTION 67
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 68
What accurately sequences the necessary steps to create a partner user from an enabled partner account?

A. 1) Edit the user record to assign the correct role/profil
B. ee2) View the partner account contac
C. Single Book3) Select Manage External User.4) Select Enable Partner User.5) Save.
D. 1) View the partner account contact.2) Select Manage External Use
E. Multiple Books3) Select Enable Partner Account.4) Edit the user record to assign the correct role and profile.5) Save.
F. 1) View the partner account contact.2) Select Manage External User.3) Select Enable Partner User.4) Edit the user record to assign the correct role/profile.5) Save.
G. 1) Edit the user record to assign the correct role/profile.2) View the partner account contact.3) Select Manage External User.4) Select Enable Partner Account.5) Save.

Answer: C

NEW QUESTION 70
Northern Trail Qutfitters (NTO) would like to create a public Knowledge base for the general public to be able to view articles, manuals, and FAQs.
Which template should NTO select when building its site?

A. Partner Central
B. Help Center
C. Customer Account Portal
D. Customer Service

Answer: B

NEW QUESTION 71
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 73
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 to be created.

Answer: A

NEW QUESTION 75
Northern Trail Outfitters (NTO) offers a new product that is different in North America, EMEA, and Asia Pacific regions, Pages have been created and publish for this product. The site manager has applied criteria to ensure visibility for these product are applied as per the requirement for each region. NTO further wants to control the users who see a specific page of this product settings its visibility.
Which three visibility options available in Experience Cloud? Choose 3 answers

A. Audience
B. None
C. Default
D. Personal
E. Visible

Answer: ABC

NEW QUESTION 78
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 79
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: C

NEW QUESTION 82
Ursa Major Solar (UMS) will be creating a partner portal to distributing leads to partners. Partners will also be able to create their own leads in the portal UMS has decided to use Partner Central template.
Which three should UMS take at a minimum In order to meet the requirement?

A. Create a Lead Process for Lead Distribution
B. Create a Lead Queue for Lead Distribution.
C. Enable Allow External Creation'' in Digital Experience settings
D. Configure Lead creation Leadon low Distribution inside PRM Workspace.

Answer: BCD

NEW QUESTION 86
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 91
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 92
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 95
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 96

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 101

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 106

Which two statements regarding data categories are true? Choose 2 answers

A. Child roles cannot see more data categories than their parent rol
B. If the parent role's visibility changes, the child role's category visibility is reset to its parent's category visibility.
C. Customer Portal users and partner portal users inherit data category visibility settings of the role assigned to their account (owner) managers by default.
D. When a category is made visible to a user through custom settings or is made visible by default, its child and parent categories are not included.
E. Translated articles will not follow the master article data categor
F. Therefore, translated articles can beassigned to a different data category.

Answer: AB

NEW QUESTION 108

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 111

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 114

Which component inform support agents working in the Service Console what actions a customer has taken on an Experience site?

A. Experience Tracker
B. Customer Insights
C. Community View
D. Einstein Customer

Answer: B

NEW QUESTION 115

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 118
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 121
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