

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

Dreamscape flowers is looking to launch a public site for its current customers and prospects. Which three actions are performed automatically when a site is created Expense Cloud? Choose 3 answers

- A. Creation of a guest role
- B. Creation of moderation criteria that are applied only to guest users
- C. Creation of a guest profile
- D. Creation of sharing mechanisms that are available only to guest users
- E. Creation of a guest user record

Answer: CDE

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

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 5

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 6

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 7

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 8

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. 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 9

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 10

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 10

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 14

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 18

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 19

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 21

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 22

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 24

Which three considerations should be made when using Criteria-Based Audiences? Choose 3 answers

- A. Components in the template header and footer sections cannot be assigned to an audience.
- B. Salesforce must be contacted if you need to use the domain criteria in sandbox or Developer Edition orgs.
- C. Up to 2,000 audiences can be created.
- D. Domain criteria are not available in sandbox or Developer Edition orgs.
- E. Record Type criteria cannot be assigned to a component.

Answer: ADE

NEW QUESTION 27

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 29

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 33

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 34

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 ink 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 editing the navigation menu.

Answer: A

NEW QUESTION 38

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 42

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 44

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 48

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 50

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 52

Northern Trail Outfitters (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 57

Ursa Major Solar would like the navigation menu in the customer portal to be vertical. Which two options make this possible? Choose 2 answers

- A. Edit the default navigation
- B. Download an app from AppExchange
- C. Fix the header's Position.
- D. Write custom code

Answer: BD

NEW QUESTION 59

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 63

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 66

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 71

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 72

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 76

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 79

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 84

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 89

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 91

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 95

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 97

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 be assigned to a different data category.

Answer: AB

NEW QUESTION 99

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 103

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 106

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 108

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 111

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 116

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